

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
1	2	Schedule of events	Schedule of Events	Up to 15:00 hrs. on 11/11/2024 or any other date as announced / communicated by the Bank.	We request the bank to consider at least 6-8 weeks of extension post the bank replies to queries raised by the bidders considering the size of the bid as well as the in depth response to be created by the bidder	Please refer to corrigendum issued.
2	2	6	Schedule of Events	Last date and time for Bid submission Upto 15:00 hrs on 11/11/2024	Bidder request to please extend the submission date by 2 to 3 weeks after pre bid queries response is released.	Please refer to corrigendum issued.
3	13	3.ii	3. DEFINITIONS	<p>“Integrated Product Suite”: An “Integrated Product Suite” including below mentioned major components for deployment of the Enterprise API Integration and Management platform:</p> <p>Enterprise Service Bus (ESB) API Gateway API Management and control API Orchestration API Security Message Queuing Service Integrated Product Monitoring</p> <p>Note: “Platform” has been referred to as “Integrated Product Suite” in this RFP document.</p>	Pls allow OEM / bidder to bid separately for either ESB or API Gateway or API security	No change in RFP
4	13	3.iii	3. DEFINITIONS	Enterprise Service Bus (ESB) is considered as “Primary Component” for Integrated Product Suite.	Pls allow OEM / bidder to bid separately for either ESB or API Gateway or API security	No change in RFP
5	13	3.iv	3. DEFINITIONS	OEM of “Primary Component” will be considered as “Primary OEM” hereafter will be referred as “OEM” unless explicitly mentioned. The components which are not from Primary OEM will be considered as 3rd party OEM components. MANUFACTURERS' AUTHORIZATION FORM (MAF) (Appendix-S) will be applicable for both Primary and 3rd Party OEMs.	Pls allow OEM / bidder to bid separately for either ESB or API Gateway or API security	No change in RFP
6	13	ii. “Integrated Product Suite”:	3. DEFINITIONS	API Gateway API Management and control	Can the API gateway and API Management solutions be on cloud. This will help to get exhaustive platform features and solution options in that case.	No change in RFP

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7	13, 144-145	Section 3 Definitions, point xiv page 144-145	3. DEFINITIONS	If OEM is bidding directly, the OEM can subcontract L1 resources and maximum 30% of L2 resources to its authorized partner(s). L3 and above resources should be provided by the OEM.	Kindly confirm that if the bidder is Channel Partner, then the resource clause in section 3, point xiv on Page 144-145, table 3-1 will change and the applicability of OEM resources for L1 and L2 can be provided by Channel Partner instead of OEM	Please refer to corrigendum issued.
8	13, 101	3- iv - MAF, E2.8 INFRASTRUCTURE PROVIDED BY BANK	3. DEFINITIONS	MANUFACTURERS' AUTHORIZATION FORM (MAF) (Appendix-S) will be applicable for both Primary and 3rd Party OEMs.	With reference to the Infrastructure being provided by the Bank as per E2.8 INFRASTRUCTURE PROVIDED BY BANK, page 101, Is MAF (Manufacture Authorization Form), Is MAF required from these OEMs as well based on what is proposed in the response?	MAF is required for all OEMs of all Software / components proposed by the bidder.
9	14	Table 3.1 Resource Category	3. DEFINITIONS	Security expert, Network expert, ops/ Infra expert, Database Administrator, Database Developer, are expected to come from OEM only	As you would agree OS/NW/DB Administrations are Core SI capability. Application OEMs may not have for the services. Hence request you to consider for moving it to SI scope under L3 itself. Another request is for the 3rd party OEM resources. Since their presence is very minimal like AMQ, Kafka etc. these also can be considered to move for SI. Please consider	No change in RFP. L3 (SMEs) resources have to be from OEMs.
10	14	3.xiii	3. DEFINITIONS	Licenses: Licenses can be either perpetual or for the entire duration of the project (i.e. 5 years). Licenses must be in the name of State Bank of India by OEM.	Pls allow subscription based licensing model across the RFP.	Please refer to the RFP Appendix-F, Tables F3: Software Subscription Cost
11	14	3. DEFINITIONS:	3. DEFINITIONS	xiii. Licenses: Licenses can be either perpetual or for the entire duration of the project (i.e. 5 years). Licenses must be in the name of State Bank of India by OEM.	We understand that SBI is fine with subscription licenses as well, please confirm.	Please refer to the RFP Appendix-F, Tables F3: Software Subscription Cost
12	15	Scope of Work	3. DEFINITIONS	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	Should the SI consider that the entire project will be developed, delivered and support and maintenance can be provided from SI's development center ?	The VPN clause is provisioned for special conditions only. The resources are required to be deployed on SBI site only.
13	15	4(iv)	3. DEFINITIONS	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.	Are all associates getting on-boarded to SBI required to take this undertaking and declaration, pls confirm	Please be guided by the RFP.

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14	15	4(v)	3. DEFINITIONS	Service Provider shall ensure that services are performed in a physically protected and secure environment which ensures confidentiality and integrity of the Bank's data and artefacts, including but not limited to information (on customer, account, transactions, users, usage, staff, etc.), architecture (information, data, network, application, security, etc.), programming codes, access configurations, parameter settings, executable files, etc., which the Bank representative may inspect. Service Provider shall facilitate and/ or handover the Device to the Bank or its authorized representative for investigation and/or forensic audit	Only relevant if network components or infra is dedicated for SBI and not a shared network.	Please be guided by the RFP.
15	15	4(vi)	3. DEFINITIONS	Service Provider shall be responsible for protecting its network and subnetworks, from which remote access to the Bank's network is performed, effectively against unauthorized access, malware, malicious code and other threats in order to ensure	If the customer SOE is going to be used on TCS assets, how will the connectivity be established?	Please be guided by the RFP. The resources are required to be deployed on SBI site only.
16	17	8. CONTENTS OF BID DOCUMENT:	8. CONTENTS OF BID DOCUMENT	The information provided by the Bidders in response to this RFP will become the property of the Bank and will not be returned.	We would kindly request that this be categorized as confidential information as it contains information about the company and its functioning. It would not be logical for the same to be the property of the Bank.	No change in RFP.
17	18	9. EARNEST MONEY DEPOSIT (EMD):	9. EARNEST MONEY DEPOSIT (EMD)	If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Bank/this department, in future, as per sole discretion of the Bank.	We would kindly request that the forfeiture of EMD be only for fraudulent activities. Additionally, we would also request that forfeiture of the EMD not be a cause for blacklisting / debarring unless it is owing to actions of a fraudulent nature.	No change in RFP
18	19	10.3.a	10. BID PREPARATION AND SUBMISSION	The Bidder should quote for the entire package on a single responsibility basis for Services it proposes to provide.	The Bidder can choose to quote selected section among ESB, API Gateway & API Security	No change in RFP.
19	21	13. PERIOD OF BID VALIDITY	13. PERIOD OF BID VALIDITY	i. Bid shall remain valid for duration of 6 calendar months from Bid submission date.	We would kindly request that the time frame for both the bid validity along with the price validity be reduced to 2 months, i.e. 60 days, as it becomes difficult to maintain the same quotes for longer periods.	No change in RFP.

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20	21	13. PERIOD OF BID VALIDITY	13. PERIOD OF BID VALIDITY	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.	We would kindly request that price variations owing to a change in taxes be permitted as these would be beyond the vendor's control. This clause also seems contrary to clause 25 that permits price revision owing to quantity change, place of delivery, etc. Would those causes be then permitted and not this language that states no variation on any account?	No change in RFP. Please refer to point 50 of page 47. Bidder to plan, propose and provide the licence quantity to meet the Scope & SLA. Section/clause 25 is for SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING. No such thing mentioned there.
21	21	13	13. PERIOD OF BID	PERIOD OF BID VALIDITY	It is requested to reduce the validity of the bid from six months to three months.	No change in RFP.
22	24	1.1	17. EVALUATION OF COMMERCIAL PRICE BIDS AND FINALIZATION	Platform Capabilities (Weightage – 42%)	Need specific clarifications on what is SBI looking for in each of the themes.	Please refer to Appendix-C.
23	25	1.4	17. EVALUATION OF COMMERCIAL PRICE BIDS AND FINALIZATION	Bidder evaluation (Weightage – 19%)	Kindly explain the relevance and details sought in criteria	Please refer Table TE-9
24	26	1.6a	17. EVALUATION OF COMMERCIAL PRICE BIDS AND FINALIZATION	If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Bidder does not accept the correction of errors, the Bid will be rejected.	Need further clarification on how unit price is arrived at and the relevance	Please refer to corrigendum issued.
25	27	19 i	19. AWARD CRITERIA AND AWARD OF CONTRACT	Applicability of Preference to Make in India, Order 2017 (PPP-MII Order)	How does it apply to Software and what documents are needed ?	For details please refer to mentioned order of GoI. Document format given in Appendix-G.
26	29	20. POWERS TO VARY OR OMIT WORK:	20. POWERS TO VARY OR OMIT WORK	If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change.	We would request that the upward revision in cost also be included.	No change in RFP.

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27	29	19 vii, viii	19. AWARD CRITERIA	<p>vii. The successful Bidder shall be required to enter into a Contract with the Bank and submit the Bank Guarantee, within 30 days from issuance of Purchase Order or within such extended period as may be decided by the Bank.</p> <p>viii. Till execution of a formal contract, the RFP, along with the Bank's notification of award by way of issuance of purchase order and Service Provider's acceptance thereof, would be binding contractual obligation between the Bank and the successful Bidder.</p>	<p>Bidder complies with the understanding that the all the deviations and the final proposal submitted by the Bidder shall form part of the contract and the commencement of services shall begin only after the contract is signed by the parties. Please confirm.</p>	<p>Bid is expected to be without any deviations with all terms accepted by the bidder.</p>
28	30	25. SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING:	25. SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING	Service Provider should carry out other testing like resiliency/benchmarking/load etc.	<p>Would the bank be providing the tools to perform resiliency/benchmarking/load testing or should the Service provider provide for the same? If provided by service provider will the licenses for the same need to be transferred to the bank after the contract ends.</p>	<p>Please refer to corrigendum issued.</p>
29	30	25. SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING:	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.	<p>Does the bank assure that all existing endpoint application and 3rd parties that use/consume the integration will be available for the system integration testing as per the testing timeline that is communicated by the Service provider? If there are delays in their readiness, due to availability of their resources or in completion of the dependent applications changes , will this constitute "conditions impeding timely delivery" and the same be addressed via clause in 36. DELAY IN SERVICE PROVIDER'S PERFORMANCE clause (ii)</p>	<p>Delay not attributable to the Service Provider will not be considered for penalty / performance monitoring.</p>
30	30	25. SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING:	25. SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING	SB staff / third Party vendor designated by the Bank will carry out the functional testing.	<p>Is the Service provider right in assuming that the SB staff / third Party vendor would, with the training provided, prepare the functional test plan and have the tools to execute same. Except for personnel to support the platform during the testing no other cost need to be borne by the no other cost Service provider for this phase/task</p>	<p>Bidder to conduct functional testing</p>

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31	30	24	24. BANK GUARANTEE	<p>24. BANK GUARANTEE:</p> <p>i. Performance security in form of Bank Guarantee [BG] for the amount with validity period as specified in this RFP strictly on the format at Appendix-H is to be submitted by the finally selected Bidder (s). The BG has to be issued by a Scheduled Commercial Bank other than SBI and needs to be submitted within the specified time of receipt of formal communication from the Bank about their Bid finally selected. In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI may be accepted.</p> <p>ii. The Bank Guarantee is required to protect the interest of the Bank against delay in supply/installation and/or the risk of non-performance of the successful Bidder in respect</p>	<p>Bidder proposes that BG be forfeited only in case of material breach of the contract by the Bidder. Please confirm.</p> <p>KYNDRYL Internal Comment: Entire clause to be reviewed by treasury.</p>	please be guided by the RFP.
32	31	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT	i. The selected Bidder shall support the Software Solution during the period of warranty and AMC (if included in purchase order) as specified in Scope of work in this RFP from the date of acceptance of the Software Solution by State Bank of India.	The warranty period starts from the date of delivery and installation of software, please confirm.	Please be guided by the RFP.
33	31	26.6- Services	26. SERVICES	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	Is the bank looking for only major updates/ upgrades or security patches to be provided by the vendor or every release to be considered . As a standard practice we always recommend T-1 upgrade to be done	It refers to all patches/upgrades/updates.
34	31	26(iv)	26. SERVICES	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.	If it is a Customer SOE on TCS asset, TCS will not be responsible for patching.	No change in RFP. The resources are required to be deployed on SBI site only.
35	31	26(x)	26. SERVICES	Bidder shall provide legally valid Software Solution. The detailed information on license count and type of license shall also be provided to the Bank.	The softwares to be agreed as a part of contract/SOW. Software addendum to be signed between TCS and SBI.	No change in RFP.

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36	31	Clause 26	26. SERVICES	Services	<p>Can the bank confirm that training and maintenance services will not require the disclosure of our proprietary source code or other confidential materials beyond what is necessary for service delivery?</p> <p>Please clarify that any updates or modifications exclude feature enhancements and customizations outside the scope of the standard license and maintenance fee.</p>	<p>Please be guided by the RFP. Training will not include sharing of source code of the OEM products.</p> <p>2. Bidder has to propose and provide best fit approach.</p>
37	31	Clause 27	27. WARRANTY AN	Warranty and Annual Maintenance Contract	<p>Could the bank confirm that warranty coverage excludes any alterations, enhancements, or additional feature requests beyond standard maintenance?</p> <p>Could we specify that updates or patches are released at the licensor's discretion and require prior notification and approval from the bank before implementation?</p>	<p>No change in RFP.</p> <p>Implementation of patches/ upgrades/ updates will be a planned exercise in coordination with Bank.</p>
38	31	27.ii	27. WARRANTY AN	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	<p>Bidder wishes to clarify that the warranty for a service will end once the service ends.</p> <p>Bidder cannot warrant uninterrupted or error free operation of services or that the Bidder will correct all defects.</p> <p>Bidder cannot prevent third party disruptions or unauthorized third-party access to a service.</p> <p>Please confirm the above.</p>	<p>Bidder to comply with all T&Cs of the RFP.</p>
39	32	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT	Warranty/ AMC (if opted) for the system software/ off-the shelf software will be provided to the Bank as per the general conditions of sale of such software.	<p>What is the meaning of "if opted"? Does this mean that SBI can not go with Bidder/ OEM for AMC after the initial implementation</p>	<p>"if opted", in this case, is applicable for perpetual licences and not applicable for Subscription model of licenses.</p>

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40	32	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT	Warranty/ AMC (if opted) for the system software/ off-the shelf software will be provided to the Bank as per the general conditions of sale of such software.	Clarify the Warranty period. When does the warranty period (E5. Warranty Term i.e. 12 months) start is it after Phase 3 or Phase 8. Please clarify when does AMC start is it after 12 months of warranty?	After acceptance of respective units of licenses by the Bank. Yes
41	32	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT	v.Support (Warranty/ AMC, if opted) would be on-site and comprehensive in nature	Please clarify the location(s) that the bank would make available for the Service provider to execute the services.	It can be at any SBI-GITC offices in India as decided by the Bank.
42	33	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT	clause ix	Please confirm - apart from 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. Do you foresee any other specific activities related to Month/Quarter/Year end to be considered by the bidder?	Please refer to RFP.
43	33	point no 9 (ix)	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT	.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.	What is the variance difference between normal week load and peak week load, please do specify the peak load aswel	Please refer to RFP.
44	33	27(vii)	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT	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	Where will the data be stored and which backup policy will be followed.	Details will be shared to successful bidder.
45	33	27(ix)	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT	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.	Where will be the PR and DR locations	Details will be shared to successful bidder.

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46	33	Clause 28	28. PENALTIES	Penalties	<p>Can the bank confirm that penalties apply only for delays within the Service Provider's control and exclude delays due to dependencies on the bank or force majeure events?</p> <p>Can the penalties clause be clarified to exclude penalties for service disruptions during agreed-upon maintenance windows or scheduled downtimes?</p>	Please be guided by the RFP.
47	34	31. RIGHT TO AUDIT:	31. RIGHT TO AUDIT	RIGHT TO AUDIT	<p>HPE would like to submit the following for inclusion: Auditors shall NOT be given access to:</p> <ol style="list-style-type: none"> 1.any information not related to the Services; 2.Bidder locations/premises (or portions thereof) that are not related to the Services; or 3.Bidder records or documents relating to the make up of Bidder's internal overhead calculations or direct costs, their relationship to the service charges, any financial cost model, calculation of service charges or Bidder's profitability; or 4. internal Bidder audit reports, or any summaries thereof. <p>We require Independent Monitors to:</p> <ol style="list-style-type: none"> 1. provide Bidder with at least thirty (10) days notice of its requirement for an Audit allowed once in a year, with such notice describing the issue(s) that will be the subject of the audit; 	No change in RFP
48	34	Clause 31	31. RIGHT TO AUDIT	RIGHT TO AUDIT:	<p>Customer will not have access to financial books or project financials of Kyndryl (Customer will not have access to project revenue and cost details). SBI cannot audit Subcontractors books of accounts.</p>	No change in RFP
49	34	31	31. RIGHT TO AUDIT	RIGHT TO AUDIT	<p>Any external auditor(s) to sign TCS NDA before commencing the audit.</p>	No change in RFP
50	35	33. VALIDITY OF AGREEMENT:	33. VALIDITY OF AGREEMENT	<p>The Agreement/ SLA will be valid for the period of Five (5) year(s). The Bank reserves the right to terminate the Agreement as per the terms of RFP/ Agreement.</p>	<p>We understand that the implementation timeline will be over and above the mentioned term of 5 years, please confirm.</p>	Please be guided by the RFP.

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51	35	Clause 33	33. VALIDITY OF AGREEMENT	VALIDITY OF AGREEMENT: The Agreement/ SLA will be valid for the period of Five (5) year(s). The Bank reserves the right to terminate the Agreement as per the terms of RFP/ Agreement.	Termination clauses needs to be mutually agreed upon	No change in RFP.
52	35	31	35. CONFIDENTIALITY	The Selected Bidder (Service Provider) shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Service Provider is required to submit such certification by such Auditors to the Bank. Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service	Bidder proposes the following: i) The audit cannot be carried out by any of the Bidder's competitors. ii) Information relating to costing and records will not be a part of the Audit. iii) Location for the audit would be place from where Bidder is servicing the Bank. (iv) Access will be restricted only to information pertaining to the Services rendered under the Agreement. Please confirm.	Please refer to the content of respective section with its legal perspectives. No change in the RFP.
53	36	34. LIMITATION OF LIABILITY:	34. LIMITATION OF LIABILITY	(c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,	We would kindly request that the language be amended as below: "damage(s) occasioned by Service Provider for wilful breach of Confidentiality Obligations"	No change in RFP.

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54	36	34	34. LIMITATION OF	<p>i. The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost.</p> <p>ii. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.</p> <p>iii. The limitations set forth herein shall not apply with respect to:</p> <p>(a) Claims that are the subject of indemnification pursuant to infringement of third- party Intellectual Property Right;</p> <p>(b) Damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service</p>	<p>Bidder wishes to clarify that its liability for all claims will not exceed will not exceed the amount of any actual direct damages incurred by the Bank up to the amounts paid (if recurring charges, up to 12 months' charges apply) for the Services that is the subject of the claim, regardless of the basis of the claim.</p> <p>If a third party asserts a claim against the Bank that Services acquired under the Agreement infringes a patent or copyright, the Bidder will defend the Bank against that claim and pay amounts finally awarded by a court against the Bidder or included in a settlement approved by the Bidder. To obtain the Bidder's defense against and payment of infringement claims, the Bank must promptly: i) notify the Bidder in writing of the claim; ii) supply</p>	No change in the RFP.
55	37	37. SERVICE PROVIDER'S OBLIGATIONS:	37. SERVICE PROVIDER'S OBLIGATIONS	Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.	<p>We would kindly request the clause to be amended as follows:</p> <p>"Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all commercially reasonable means available to achieve the performance specified in the Contract."</p>	No change in RFP.
56	37	Clause 37	37. SERVICE PROVIDER'S OBLIGATIONS	Service Provider Obligations	<p>Can the bank confirm that the Service Provider's compliance responsibility is limited to its own data processing activities under this agreement and does not extend to the bank's internal data handling policies?</p> <p>Would the bank consider amending this clause to specify that the Service Provider's compliance obligations are limited to applicable laws directly related to its own activities under the agreement?</p>	Service Provider to ensure that all Bank's compliance obligations are met with respect to this project.

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57	38	Clause 39``	39. INTELLECTUAL	Intellectual Property and Ownership	<p>Could the bank confirm that intellectual property rights to our proprietary software will remain with the Service Provider, with no obligation to transfer source code or ownership to the bank?</p> <p>If custom modifications are made to the product, could the bank confirm that such modifications remain the intellectual property of the Service Provider and that the bank will receive a limited license for use only as defined?</p>	Please refer to RFP.
58	40	39 vi	39. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP	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 over and above the OEM products, 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	Source Code is Google IP. Are we referring to the Software source code or components written on top of the software ?	Please be guided by the same clause.

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59	40	40. LIQUIDATED DAMAGES:	40. LIQUIDATED DAMAGES	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost.	We request SBI to deduct liquidated damages from the affected deliverable instead of total project cost, please modify the clause as- 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 affected deliverable for delay of each week or part thereof maximum up to 5% of total undelivered portion Cost.	No change in RFP.
60	42	42. CODE OF INTEGRITY AND DEBARMENT/BANNING:	42. CODE OF INTEGRITY AND DEBARMENT/BANNING	Debarment/Banning	We would kindly request that all debarment / banning be restricted to only fraudulent actions as the causes seem to be for regular failure to meet the criteria / T&C's of the contract, for which SLAs and penalties along with damages can be claimed.	No change in RFP.
61	42	CODE OF INTEGRITY AND DEBARMENT/BANNING	42. CODE OF INTEGRITY AND DEBARMENT/BANNING		Bidder request to remove this clause.	No change in RFP.
62	45	Clause 43	43. TERMINATION FOR DEFAULT	TERMINATION FOR DEFAULT	Post expiry / Termination, client is looking for Transition services at NO extra cost. Request to permit transition cost. Pricing suggest to propose Standard "Termination For DEFAULT or CAUSE" wordings. ANY "Termination For Convenience" needs to be mutually agreed upon	No change in RFP.
63	47	Clause 46	46. TERMINATION FOR CONVENIENCE	TERMINATION FOR CONVENIENCE:	Clause says that the lock in is for half of the contract term including with 90 days notice. Suggest to include the language covering the B/S Exp, Unamortised cost/etc., if any, wind down charges and the termination fee as well as part of the clause. This would require additional approval as this is a non standard term.	No change in RFP.
64	47	46	46. TERMINATION	TERMINATION FOR CONVENIENCE	It is requested to delete this clause	No change in RFP.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
65	47	Clause 46	46. TERMINATION	Termination for Convenience	<p>Could the bank confirm that any prepaid fees or incurred expenses will be non-refundable in the event of termination for convenience?</p> <p>Could we clarify that the bank's termination for convenience does not entitle it to continued use of the product without maintaining a valid license?</p>	Please be guided by RFP terms. No change in RFP.
66	47	Clause 47	47. DISPUTES RESO	Dispute Resolution	Would the bank confirm Mumbai as the exclusive jurisdiction for any disputes under this contract, or alternatively consider arbitration to streamline dispute resolution?	Please refer to RFP "47. DISPUTES RESOLUTION" at page 47
67	55	Bidder's Eligibility Criteria	Appendix-B (Eligibility)	5. The bidder should have experience of minimum 3 years as on 30.09.2024 in providing solution / services which includes installation, development, implementation and operation/maintenance of similar projects in BFSI sector (Banking, Financial Services and Insurance) in India	Request bank to allow for partial fitment with "Integrated Product Suite" as reference.	No change in RFP.
68	55	Bidder's Eligibility Criteria	Appendix-B (Eligibility)	7. Proposed Integrated Product Suite of OEM: The "Integrated Product Suite" (please refer Definition section for "Integrated Product Suite") proposed in the bid should be currently in use by minimum 2 BFSI clients in India and minimum 2 BFSI clients in abroad as on 30.09.2024.	Request bank to please make the requirement to minimum 1 BFSI client for both India & global.	Please refer to corrigendum issued.
69	55	Bidder's Eligibility Criteria	Appendix-B (Eligibility)	7. Proposed Integrated Product Suite of OEM: The "Integrated Product Suite" (please refer Definition section for "Integrated Product Suite") proposed in the bid should be currently in use by minimum 2 BFSI clients in India and minimum 2 BFSI clients in abroad as on 30.09.2024.	Request bank to please to allow for partial fitment with "Integrated Product Suite".	No change in RFP.
70	56	Appendix-B Bidder's Eligibility Criteria	Appendix-B (Eligibility)	6. The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP.	We request SBI to remove Class-I or Class-II supplier eligibility clause for OEM.	Please refer to corrigendum issued.

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
71	56	7	Appendix-B (Eligibility)	Proposed Integrated Product Suite of OEM: The "Integrated Product Suite" (please refer Definition section for "Integrated Product Suite") proposed in the bid should be currently in use by minimum 2 BFSI clients in India and minimum 2 BFSI clients in abroad as on 30.09.2024.	Pls allow OEM / bidder to bid separately for either ESB or API Gateway or API security	No change in RFP.
72	56	Appendix-B Bidder's Eligibility Criteria	Appendix-B (Eligibility)	5 The bidder should have experience of minimum 3 years as on 30.09.2024 in providing solution / services which includes installation, development, implementation and operation/maintenance of similar projects in BFSI sector (Banking, Financial Services and Insurance) in India.	We request SBI to consider PSU/ Enterprise references as well. Request to modify the clause as- The bidder should have experience of minimum 3 years as on 30.09.2024 in providing solution / services which includes installation, development, implementation and operation/maintenance of similar projects in BFSI sector (Banking, Financial Services and Insurance)/ PSU/ Enterprise in India.	No change in RFP.
73	56	part2- eligibility criteria no 7	Appendix-B (Eligibility)	The "Integrated Product Suite" (please refer Definition section for "Integrated Product Suite") proposed in the bid should be currently in use by minimum 2 BFSI clients in India and minimum 2 BFSI clients in abroad as on 30.09.2024.	can multiple different solutions of different organizatios come together and create a common solution. IF yes, does the min criteria holds for all individual companies	The ask is for "currently in use" of the same and the entire set of "Integrated Product Suite" components / solutions, proposed to be provided by the bidder, as Integrated Product Suite.
74	56	Eligibility Criteria	Appendix-B (Eligibility)	Point 8- Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed (as on 30.09.2024) similar projects (minimum 2 clients) in India using the OEM's Integrated Product Suite quoted in this bid.	We would request the bank to consider client references in India and abroad for the implementation experience on the OEM's Integrated product suite	No change in RFP.
75	56	Eligibility Criteria	Appendix-B (Eligibility)	Point 7- Proposed Integrated Product Suite of OEM: The "Integrated Product Suite" (please refer Definition section for "Integrated Product Suite") proposed in the bid should be currently in use by minimum 2 BFSI clients in India and minimum 2 BFSI clients in abroad as on 30.09.2024.	We would request the bank to consider client references min 2 in India or abroad (i.e. minimum 2 BFSI clients in India OR 2 BFSI clients in abroad as on 30.09.2024) for the implementation experience on the OEM's Integrated product suite	No change in RFP.

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
76	56	Appendix B Point 8	Appendix-B (Eligibility)	Integrated Product Suite Implementation by the Bidder: Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed (as on 30.09.2024) similar projects (minimum 2 clients) in India using the OEM's Integrated Product Suite quoted in this bid	Will the bank consider to relax this clause as with most of the BFSI companies the bidder may have a NDA in place to not disclose the products implemented	No change in RFP.
77	56	Appendix B Point 7	Appendix-B (Eligibility)	Proposed Integrated Product Suite of OEM: The "Integrated Product Suite" (please refer Definition section for "Integrated Product Suite") proposed in the bid should be currently in use by minimum 2 BFSI clients in India and minimum 2 BFSI clients in abroad as on 30.09.2024.	Will the bank consider to relax this clause as with most of the BFSI companies the bidder may have a NDA in place to not disclose the products implemented	No change in RFP.
78	56	Appendix B Point 8	Appendix-B (Eligibility)	Integrated Product Suite Implementation by the Bidder: Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed (as on 30.09.2024) similar projects (minimum 2 clients) in India using the OEM's Integrated Product Suite quoted in this bid	Will the bank consider to relax this clause	No change in RFP.
79	56	Appendix B Point 7	Appendix-B (Eligibility)	Proposed Integrated Product Suite of OEM: The "Integrated Product Suite" (please refer Definition section for "Integrated Product Suite") proposed in the bid should be currently in use by minimum 2 BFSI clients in India and minimum 2 BFSI clients in abroad as on 30.09.2024.	Will the bank consider to relax this clause	No change in RFP.
80	57	Appendix-B Bidder's Eligibility Criteria	Appendix-B (Eligibility)	11. The bidder, if participating as Channel Partner of any OEM, then OEM should have a support center and level 3 escalation (highest) located in India. For OEMs, directly participating, the conditions mentioned above for support center remain applicable.	We request SBI to consider OEM partner presence in India for support center and Level 3 escalation.	No change in RFP.
81	60	2	Appendix-C (Technical & Functional Specifications)	The platform should have clear segregation of the System, Process and Experience layer.	What kind of segregation is needed?	The segregation of APIs present in each layers namely system, Process and Experience layers for effective integration and application development.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
82	60	7	Appendix-C (Technical & Functional Specifications)	The platform must provide the capability of customization of components, such as API endpoints or data models	Could you elaborate on the kind of customization?	Please be guided by the RFP.
83	60	10	Appendix-C (Technical & Functional Specifications)	The platform should enable integration with Gen AI tools for API design	What kind of tools is the bank expecting or using at this point in time.	Details will be shared to successful bidder.
84	60	11	Appendix-C (Technical & Functional Specifications)	The platform should provide an OOTB (Out of the Box) web based and desktop-based platform for supporting design of APIs	Is both forms mandatory?	Both are Essential.
85	60	10	Appendix-C (Technical & Functional Specifications)	The platform should enable integration with Gen AI tools for API design	Does the bank use any GEN AI tool fr api lifecycle management	No.
86	60	1. API Design Point 4	Appendix-C (Technical & Functional Specifications)	The platform should be capable of fetching design data from 3rd party API design tools in Swagger	We request bank to elaborate further more on requirement, or if we understood correctly that the Platform should be capable of fetching schemas and metdata from API documentation like WSDL etc	Bidder to propose and provide all available integrations.
87	60	1. API Design Point 10	Appendix-C (Technical & Functional Specifications)	The platform should enable integration with Gen AI tools for API design	We request Bank to share high level usecase on Gen AI integration. Since the Product has capability to integrate with such systems, however the Gen AI models are heavy and may need huge infra setup for execution. Looking at complete solution, solution is expected to run in Banks DC and sending data for Gen AI outside Banks netowkr may lead to data security concerns and running Gen AI models locally will be costly.	Please be guided by the clause API Design Point 10.
88	60	Point No 11	Appendix-C (Technical & Functional Specifications)	The platform should provide an OOTB (Out of the Box) web based and desktop-based platform for supporting design of APIs	As we move towards no-code lowcode platforms and RFP calls out the same requirement, we request bank to provision relaxation for Web based clients since usually for API development a thich client with no code low code is offered which rus on desktop platform.	No change in RFP.
89	60	Point No 12	Appendix-C (Technical & Functional Specifications)	The platform should enable automation of decision processes and services like document recognition	We request Bank to illustrate on usecase or If we understood correctly the requirement is on reading document and rendering the data for processing request made by client.	Yes. One of the usecase is for reading the document and extract the data for further processing.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
90	60	Point -5	Appendix-C	API Design	Need More Clarification	The platform should be capable to read the API specification files and validate the structure of the API.
91	61	1	Appendix-C (Technical & Functional Specifications)	The platform should provide support for event streaming (Kafka, Solace, AWS Kinesis, Azure EventHub etc.) and queuing platforms	Do you mean the platform should be able to integrate with event streaming and queuing platforms?	Yes.
92	61	3	Appendix-C (Technical & Functional Specifications)	The platform components should have the capability to deliver bank specific customizations in quick time	Do you mean to customize the Platform itself? or the configurations in the Integration flow?	Both. All and any Bank specific customizations.
93	61	Point No 5	Appendix-C (Technical & Functional Specifications)	The platform should have low-code no code features, Desktop based and web based IDE	As we move towards no-code lowcode platforms and RFP calls out the same requirement, we request bank to provision relaxation for Web based clients since usually for API development a thick client with no code low code is offered which runs on desktop platform.	Please refer to corrigendum issued.
94	61	Appendix-C, 2. API Implementation , Point number 13	Appendix-C (Technical & Functional Specifications)	The platform should enable hosting of virtual APIs with 24/7 access to API playground.	What is the exact requirement? Kindly provide further explanation.	One of the use case to make available virtual APIs is for support and tests.
95	61	Appendix-C, 2. API Implementation , Point number 15	Appendix-C (Technical & Functional Specifications)	The platform should provide packaging support for API to convert into a deployable JAR or ZIP file	What is the exact requirement? Kindly provide further explanation.	Once the API is developed, the platform to support for generating the deployable file.
96	61	Point-3	Appendix-C	API Implementation	Need More Clarification	The platform should be quickly able to configure or modify the bank required customization either on API or the platform itself in a quick span of time for any fixes required.
97	62	Appendix C 2. API Implementation Point 20	Appendix-C (Technical & Functional Specifications)	The platform should ensure sanitization of user input to prevent security vulnerabilities such as SQL injection or cross-site scripting attacks	Can the Bank consider to reframe this to "the integration stack" or "the solution" should ensure sanitization of user input to prevent security vulnerabilities such as SQL injection or cross-site scripting attacks. If the Bank is already having a WAF, that generally provides these capabilities, can the bidder consider that the same WAF would be available from the Bank for this requirement.	Bidder to propose and provide best fitted solution.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
98	62	Appendix C 2. API Implementation Point 25	Appendix-C (Technical & Functional Specifications)	The platform should support AI(GPT/LLM) based prompts to generate integration flows to improve developer productivity.	Can the Bank Consider to reframe this to "The platform should possess AI(GPT/LLM) based prompts to be able to generate integration flows to improve developer productivity."	No change to the RFP
99	62	Appendix C 2. API Implementation Point 20	Appendix-C (Technical & Functional Specifications)	The platform should ensure sanitization of user input to prevent security vulnerabilities such as SQL injection or cross-site scripting attacks	Can the Bank consider to reframe this to "the integration stack" or "the solution" should ensure sanitization of user input to prevent security vulnerabilities such as SQL injection or cross-site scripting attacks. If the Bank is already having a WAF, that generally provides these capabilities, can the bidder consider that the same WAF would be available from the Bank for this requirement.	Bidder to propose and provide best fitted solution.
100	62	Appendix C 2. API Implementation Point 25	Appendix-C (Technical & Functional Specifications)	The platform should support AI(GPT/LLM) based prompts to generate integration flows to improve developer productivity.	Can the Bank Consider to reframe this to "The platform should possess AI(GPT/LLM) based prompts to be able to generate integration flows to improve developer productivity."	No change in the RFP
101	62	Appendix-C, 2. API Implementation , Point number 22	Appendix-C (Technical & Functional Specifications)	The platform should have complete auto configuration of all components.	What is the exact requirement? Kindly provide further explanation.	For ease of Product Implementation, Use & Customisation the platform should support auto configuration of the components with less efforts.
102	63	3	Appendix-C (Technical & Functional Specifications)	The platform should have ESB and messaging components to support interoperability among different applications. different channels, downstream service providers, external integrations, and existing EIS.	Do you mean the ESB and messaging components should be part of the Platform, or the ability to integrate.	The ESB and messaging queuing service should be a part of the EIS 2.0 Platform itself.
103	63	SL#9	Appendix-C (Technical & Functional Specifications)	The platform to have out-of-the-box connector to connect to downstream applications like CBS, RLMS, etc.	Please elaborate on what type of communication protocol and message type supported by all such downstream applications like CBS, RLMS, etc.	Please be guided by the RFP.
104	63	SL#9	Appendix-C (Technical & Functional Specifications)	The platform should have the ability to integrate with existing governance platform of the Bank. e.g. PIMS, SIEM, DAM, etc.	Please elaborate on what type of communication protocol and message type supported by all such existing governance platform of the Bank. e.g. PIMS, SIEM, DAM, etc.	Please be guided by the RFP.
105	63	Appendix C 3. API Integration Point 4	Appendix-C (Technical & Functional Specifications)	The platform should support all relevant data formats e.g. JSON, XML, Strings, Text, CSV, Flat File format, Fixed Width format, COBOL, JSON, YAML, Custom Type, Excel etc.	Can the clause be re-phrased to - "The Solution should support all relevant data formats e.g. JSON, XML, Strings, Text, CSV, Flat File format, Fixed Width format, COBOL, JSON, YAML, Custom Type, Excel etc."	No change in the RFP.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
106	63	Appendix C 3. API Integration Point 7	Appendix-C (Technical & Functional Specifications)	The platform should support UDDI specification to publish and discover information about web services	Can this be reworded as The platform should provide capabilities to integrate with UDDI specification to publish and discover information about web services	No change in the RFP.
107	63	Appendix C 3. API Integration Point 4	Appendix-C (Technical & Functional Specifications)	The platform should support all relevant data formats e.g. JSON, XML, Strings, Text, CSV, Flat File format, Fixed Width format, COBOL, JSON, YAML, Custom Type, Excel etc.	Can the clause be re-phrased to - "The Solution should support all relevant data formats e.g. JSON, XML, Strings, Text, CSV, Flat File format, Fixed Width format, COBOL, JSON, YAML, Custom Type, Excel etc."	No change in the RFP.
108	63	Appendix C 3. API Integration Point 7	Appendix-C (Technical & Functional Specifications)	The platform should support UDDI specification to publish and discover information about web services	Can this be reworded as The platform should provide capabilities to integrate with UDDI specification to publish and discover information about web services	No change in the RFP.
109	63	Point no 10	Appendix-C (Technical & Functional Specifications)	The platform should have the ability to integrate with existing governance platform of the Bank. e.g. PIMS, SIEM, DAM, etc	Can we request further more information about the systems and protocols used by these systems?	Please be guided by the RFP.
110	64	Point No 21	Appendix-C (Technical & Functional Specifications)	Virtualization [to test your API early and often]	we understood the feature being referred is API Mocking.	Yes.
111	64	Appendix-C, 3. API Integration, Point number 23	Appendix-C (Technical & Functional Specifications)	Seamless integration with serverless computing platforms covering both cloud and on-premise setup	What is the exact requirement? Kindly provide further explanation.	The platform should be able to seamlessly integrate with tools and extensions to enable dynamic capacity planning and consequent infrastructure management in terms of scaling of containers or virtual machines. It should also support integrations with applications based on Java, JavaScript, HTML, Kony, COBOL and others hosted on bank's on-premise setup and should also be compatible in case the infrastructure is moved to a cloud-based hosting
112	65	Point-9	Appendix-C	API Governance	Need More Clarification	To be guided by RFP

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
113	66	12	Appendix-C (Technical & Functional Specifications)	The platform database should collect machine data, part production data, and quality data to enable effective business performance management	Could you elaborate on the use case here? Trying to understand the relation to machine data, and part production data with Banking, and how it fits into the business workflow.	The platform database should track individual transactions passing through the and maintain each transaction's pure path using structured storage of events, traces and metrics for the benefit of bank's log monitoring platforms like Appnomics, Dynatrace and others to assist in tracking back incidents to their root causes to via unique identifiers on individual logs
114	66	16	Appendix-C (Technical & Functional Specifications)	The platform should automatically track and assign corrective actions to appropriate personnel or teams	Could you elaborate on what you mean by corrective actions, need further understanding of the use case.	The platform should should provide integrations to ITSM tools such as BMC Helix, Archer and others and automated ticket management systems to directly create new tickets and assign to respective teams, or be able to provide ticketing system natively, in case integrations are not possible
115	66	SL#16	Appendix-C (Technical & Functional Specifications)	The platform should automatically track and assign corrective actions to appropriate personnel or teams	Please elaborate on this requirement as in the nature and details of such automatic track and assign corrective actions to appropriate personnel or teams	The platform should should provide integrations to ITSM tools such as BMC Helix, Archer and others and automated ticket management systems to directly create new tickets and assign to respective teams, or be able to provide ticketing system natively, in case integrations are not possible
116	66	5. API Observability	Appendix-C (Technical & Functional Specifications)	The platform should automatically track and assign corrective actions to appropriate personnel or teams	We understand in the event of any exception or issues, the system should create new tickets in the helpdesk/service desk and assign to the team? Please advice.	The platform should should provide integrations to ITSM tools such as BMC Helix, Archer and others and automated ticket management systems to directly create new tickets and assign to respective teams, or be able to provide ticketing system natively, in case integrations are not possible

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
117	66	5. API Observability	Appendix-C (Technical & Functional Specifications)	The platform should support single pane monitoring of all internal and external APIs	As per proposed arch on page 82, some of the API routed through IBM gateway. Do you expect monitoring of those APIs also under new solution?	Please refer to the colour code mentioned on the top of the architecture diagram. IBM gateway is an existing system. The requirements are not required for the existing system.
118	66	Point No 12	Appendix-C (Technical & Functional Specifications)	The platform database should collect machine data, part production data, and quality data to enable effective business performance management	We request Bank to illustrate on usecase on collecting data from Machine.	The platform database should track individual transactions passing through the and maintain each transaction's pure path using structured storage of events, traces and metrics for the benefit of bank's log monitoring platforms like Appnomics, Dynatrace and others to assist in tracking back incidents to their root causes to via unique identifiers on individual logs
119	66	Point No 13	Appendix-C (Technical & Functional Specifications)	The platform should provide log management capabilities to collect, store, and analyze log data generated by various components and systems	The Feature being requested seems like Log Management tool and not a observability feature for API orchestration or API management platform. Though APIM and ESB suit application can store and forward logs at its own, however it cannot collect logs from various systems. We request bank to move this requirement into complete solution scope instead of Observability for ESB and API	The ask is for all components provided by the bidder. No change in RFP.
120	67	6. API Monitoring SL#5	Appendix-C (Technical & Functional Specifications)	The platform should have capability to trace end to end customer interactions.	Please elaborate on this requirement as in what type and detail of the trace of trace end to end customer interactions expected here.	The platform should be record traces such as duration of operations, path of requests etc. for the end-to-end service journey for defined services such as savings account creation, NEFT fund transfer and other such services defined in the RFP
121	67	Appendix C 5. API Monitoring Point 9	Appendix-C (Technical & Functional Specifications)	Auto-Ticketing	Is there any existing Ticketing solution in the Bank that the API Solution will be required to integrate with.	Will be advised to successful bidder

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
122	67	5. API Observability	Appendix-C (Technical & Functional Specifications)	Customized monitoring requirements like connecting to ROC for improved observability	Kindly provide more inputs on this.	The monitoring capability of the platform should be customizable to connect with the banks existing ROC (Resilience Operations Centre).
123	67	Appendix C 5. API Monitoring Point 9	Appendix-C (Technical & Functional Specifications)	Auto-Ticketing	Is there any existing Ticketing solution in the Bank that the API Solution will be required to integrate with.	Will be advised to succesfull bidder
124	67	Point-8	Appendix-C	API Monitoring	Need More Clarification	To be guided by RFP
125	67	Point-9	Appendix-C	API Monitoring	Need More Clarification	To be guided by RFP
126	68	6. API Monitoring SL#12	Appendix-C (Technical & Functional Specifications)	Reuse & ROI Metrics.	Please elaborate on this requirement	API reusability across consuming applications.
127	68	Point-11	Appendix-C	API Monitoring	Need More Clarification	To be guided by RFP
128	69	10.1	Appendix-C (Technical & Functional Specifications)	All components like API Gateway, ESB etc. should be fully compatible and scalable in the Bank's current Private cloud (ex: Meghdoot) infrastructure	Is Hybrid Cloud an option as it can provide similar and better capabilities including AI/ML/Autoscaling etc. Wanted yo unerstand if Public cloud is an option using GCP Cloud	The platform should be fully compatible and scalable in the Bank's Private cloud only(eg: Meghdoot).
129	69	10.5	Appendix-C (Technical & Functional Specifications)	The platform should be cloud native & cloud ready and have the capability to be deployed on demand.	Is Hybrid Cloud or Cloud Native or on-prem preferred ?	Platform should support On-prem cloud deployment.
130	69	11.4	Appendix-C (Technical & Functional Specifications)	The platform should be able to handle TPS of more than 7000.	what is the average payload size	Please refer to corrigendum issued.
131	69	10. Deployment	Appendix-C (Technical & Functional Specifications)	The platform should provide support for integrating with CI/CD pipeline platforms like: Jenkins, Maven, Azure etc. and other available CICD tools in the Bank.	Any existing CI/CD pipeline and DevOps framework that has been setup and can be reused? If any please share the details for the same.	Will be advised to succesfull bidder
132	69	10. Deployment	Appendix-C (Technical & Functional Specifications)	All components like API Gateway, ESB etc. should be fully compatible and scalable in the Bank's current Private cloud (ex: Meghdoot) infrastructure	Can you give the specifications and details on Bank's current Private cloud (Meghdoot) infrastructure	Please refer to RFP page no.101 Section E2.8 (INFRASTRUCTURE PROVIDED BY BANK)
133	69	10. Deployment SL#2	Appendix-C (Technical & Functional Specifications)	The platform should provide support for geo-redundant deployment strategy.	Please elaborate on this requirement	The platform should provide support for geo-redundant deployment across the available data centers based on the Bank's need.

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
134	69	Appendix-C, 10. Deployment, Point number 1	Appendix-C (Technical & Functional Specifications)	All components like API Gateway, ESB etc. should be fully compatible and scalable in the Bank's current Private cloud (ex: Meghdoot) infrastructure.	Kindly provide infratructure details, like Bare Metal, Virtualized Environment, Container Platform	Please refer to RFP page no.101 Section E2.8 (INFRASTRUCTURE PROVIDED BY BANK)
135	69	Point-4	Appendix-C	Deployment	Need More Clarification	To be guided by RFP
136	70	11.1	Appendix-C (Technical & Functional Specifications)	The platform should be capable of handling the volume of the Bank and to be the single API gateway for the Bank	Is this RFP to replace the eixsting platform or add a 2nd API Gateway platform	Please refer to page 80: Business rationale
137	70	10. Deployment SL#9	Appendix-C (Technical & Functional Specifications)	The platform should provide support for blue/green deployment, allowing users to create and manage two identical environments (blue and green)	Will there be such two identical production or DR environments in scope. Please elaborate on this requirement	Two similar production environments (blue and green) for the purpose of releasing software updates. The blue holds the existing software version. The green holds the new version. One environment is live at any time, to process the production traffic.
138	70	Point No 9	Appendix-C (Technical & Functional Specifications)	The platform should provide support for blue/green deployment, allowing users to create and manage two identical environments (blue and green)	We request Bank to clarify and explain in detain on Blue/Green deployment	Two similar production environments (blue and green) for the purpose of releasing software updates. The blue holds the existing software version. The green holds the new version. One environment is live at any time, to process the production traffic.
139	71	12. Latency-	Appendix-C (Technical & Functional Specifications)	2 The platform API gateway should be able to support more than 4 MB payload size	Bidder requests bank to confirm the maximum payload size expected to be handled by the system.	Please refer to corrigendum issued.
140	71	12. Latency-	Appendix-C (Technical & Functional Specifications)	8. The platform to have the batch run capability.	Bidder requests SBI to provide more information about this batch processing- a) How many records per batch? b) What kind of records/ files are being batched (CSV, etc.)? c) What is the schedule of the batch (daily, hourly, etc.)?	Bidder to propose and provide the features available. Details will be shared with successful bidder.
141	71	7	Appendix-C (Technical & Functional Specifications)	The platform should have capabilities of Cache management.	Cache management for API ?	Cache management for the platform.

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
142	71	12. Latency	Appendix-C (Technical & Functional Specifications)	The platform API gateway should be able to support more than 4 MB payload size. The platform should support Maximum Payload size	Is there a max payload size. If yes the please share the details.	Please refer to corrigendum issued.
143	71 106	E3.3Milestones	Appendix-C (Technical & Functional Specifications)	Milestones/ Deliverables	We would request the bank to consider having end to end delivery to be P0+48-52 weeks considering the previous experience, complexity, nature of work and vast coverage will at least take this much time for the bidder to be a part of the same	No change in RFP.
144	71	12. Latency-	Appendix-C (Technical & Functional Specifications)	The platform API gateway should be able to support more than 4 MB payload size	What is the max payload size?	Please refer to corrigendum issued.
145	71	Point no 2	Appendix-C (Technical & Functional Specifications)	The platform API gateway should be able to support more than 4 MB payload size	4MB payload seems on higher side for an API usecase, which may lead to various problems like bandwidth utilization and application hung states. Such high sized payload looks like transfer of File through API. The right solution to move data of such high size from one location to any other remote location or vice versa could be Managed File transfers. We request bank to clarify if we can propose the MET solution for such hige payload.	Please refer to corrigendum issued.
146	71	Appendix-C, 11. Scalability, Point number 9	Appendix-C (Technical & Functional Specifications)	The platform should provide streaming capabilities to allow for efficient transfer of large amounts of data in real-time	Might not be the best use case for API/ESB Platform. Do we need to consider this?	Bidder to propose and provide the features available.
147	71	Appendix-C, 12. Latency, Point number 8	Appendix-C (Technical & Functional Specifications)	The platform to have the batch run capability.	Is this requirement limited to processing flat files? Kindly provide details	Bidder to propose and provide available features. Details will be shared with successful bidder.
148	71	Point-4	Appendix-C	Latency	Need More Clarification	To be guided by RFP
149	72	9	Appendix-C (Technical & Functional Specifications)	ESB should serve as a single-entry point for external systems through an API gateway	does bank have an api gateway already	Please refer to RFP.
150	73	Point no 20	Appendix-C (Technical & Functional Specifications)	The platform should have a clearly defined payload capacity at LB and WAF levels for correct response capturing and smooth transaction flow	Since the LB and WAF is usually provisioned by Bank, we assume this out of Bidders scope	Please refer to the RFP. E2.8 INFRASTRUCTURE PROVIDED BY BANK

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
151	73	Appendix-C, 13. Architecture, Point number 20	Appendix-C (Technical & Functional Specifications)	The platform should have a clearly defined payload capacity at LB and WAF levels for correct response capturing and smooth transaction flow	This is requirement expected from API/ESB Platform?	Please refer to the RFP. E2.8 INFRASTRUCTURE PROVIDED BY BANK
152	74	14.15	Appendix-C (Technical & Functional Specifications)	The platform should support native feature richness for authorization	Cloud or Hybrid solution an option.	The platform should be fully compatible and scalable in the Bank's current Private cloud.
153	74	Appendix C 14. Security Point 9	Appendix-C (Technical & Functional Specifications)	The platform should be able to support hardware security module (HSM)	Will the bank consider to rephrase this as "The solution should support Hardware Security Module (HSM)"	No change in RFP.
154	74	Appendix C 14. Security Point 9	Appendix-C (Technical & Functional Specifications)	The platform should be able to support hardware security module (HSM)	Will the bank consider to rephrase this as "The solution should support Hardware Security Module (HSM)"	No change in RFP.
155	75	14. Security	Appendix-C (Technical & Functional Specifications)	The platform should support WAF, TLS v1.2, v1.3 etc.	We understand that RFP states that Bank will provide WAF and API platform to integrate and not expected to bring WAF. Please confirm	Please refer to the RFP. E2.8 INFRASTRUCTURE PROVIDED BY BANK
156	75	23	Appendix-C (Technical & Functional Specifications)	The platform should support SAML (Security Assertion Markup Language) for secure single sign-on (SSO) and identity federation	Does the bank have its own IAM /authentication/authorizatio engine	Please be guided by the RFP.
157	75	Appendix C 12. Security Point 20, 21	Appendix-C (Technical & Functional Specifications)	The Platform should support WAF, TLS 1.2, 1.3 etc.	Will the bank extend existing WAF Component to be utilised here to cater to the WAF Requirements in the solution or should a separate WAF Component be included in the solution	Please refer to the RFP. E2.8 INFRASTRUCTURE PROVIDED BY BANK
158	75	Appendix C 12. Security Point 20, 21	Appendix-C (Technical & Functional Specifications)	The Platform should support WAF, TLS 1.2, 1.3 etc.	Will the bank extend existing WAF Component to be utilised here to cater to the WAF Requirements in the solution or should a separate WAF Component be included in the solution	Please refer to the RFP. E2.8 INFRASTRUCTURE PROVIDED BY BANK
159	76	15. Third-Party Integrations	Appendix-C (Technical & Functional Specifications)	Technical and Functional Spec	Can you clarify how the bank expects to handle component licenses for the platform and how this applies to third-party components?	Bidder to evaluate basis the requirement and details provided in the RFP.
160	76	15. Third-Party Integrations	Appendix-C (Technical & Functional Specifications)	Third party identity provider integration capability with audit trails.	Can you please elaborate on the details with respect to the third party identity provider if there any specific provider(s) in consideration or currently in use.	Please refer to the RFP. Further details shall be provided to successful bidder.

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
161	76	Appendix C 12. Security Point 30	Appendix-C (Technical & Functional Specifications)	The platform should provide vulnerability detection for incidents such as SQL injection, cross-site scripting (XSS), and XML external entity (XXE) attacks	Will the bank consider to rephrase this to "The solution should provide vulnerability detection for incidents such as SQL injection, cross-site scripting (XSS), and XML external entity (XXE) attacks "	Please refer to section 3.ii of page 12.
162	76	Appendix C 12. Security Point 30	Appendix-C (Technical & Functional Specifications)	The platform should provide vulnerability detection for incidents such as SQL injection, cross-site scripting (XSS), and XML external entity (XXE) attacks	Will the bank consider to rephrase this to "The solution should provide vulnerability detection for incidents such as SQL injection, cross-site scripting (XSS), and XML external entity (XXE) attacks "	Please refer to section 3.ii of page 12.
163	77	17. Portability	Appendix-C (Technical & Functional Specifications)	The platform should be able to support various version control tools e.g. Jenkins	Which version control tool(s) is in place or in use currently.	Currently the Bank uses TFS for maintaining IIB stack. The ask is to support other version control tools based as well.
164	77	Appendix C 16. Compliance Standard & Regulations Point 1	Appendix-C (Technical & Functional Specifications)	The platform should follow Global Standards like Open Banking, BIAN standards, etc.	Will the bank consider to rephrase this as " The platform should have the capability to implement Global Standards like Open Banking, BIAN standards, etc."	No change in RFP
165	77	Appendix C 16. Compliance Standard & Regulations Point 1	Appendix-C (Technical & Functional Specifications)	The platform should follow Global Standards like Open Banking, BIAN standards, etc.	Will the bank consider to rephrase this as " The platform should have the capability to implement Global Standards like Open Banking, BIAN standards, etc."	No change in RFP
166	77	Appendix-C, 17. Portability, Point number 4	Appendix-C (Technical & Functional Specifications)	Presence and maturity of platform APIs to enable Infrastructure-as-Code (IaC)	What is the exact requirement? Kindly provide further explanation.	The requirement is on the platform capability to support the infrastructure and configuration as code using the configuration file. This is used for deployment into multiple environments that vary in infrastructure.
167	80	Appendix E	Appendix-E (Scope of Work and Payment Schedule)	E1- Context & Objectives	The background section provides insights on the Internal and external applications used by EIS. Please confirm if the Orchestrated and Individual APIs to be implemented covers the scope of integration requirements across both Internal-176 and external-60 applications?	The scope of implementation covers integration not only across existing internal and external applications but also new applications.
168	80	E1. CONTEXT AND OBJECTIVES	Appendix-E (Scope of Work and Payment Schedule)	This new platform will complement and supplement the existing EIS	What are the existing functionalities, capabilities and value added features of the existing EIS that the new platform is expected to complement and supplement with ?	Please refer to the RFP.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
169	80,81	Business rationale Complement Existing EIS Platform	Appendix-E (Scope of Work and Payment Schedule)	would complement and supplement the Bank's existing EIS with its strong orchestration capabilities and value-added features. EIS 2.0 is designed to complement the existing EIS platform, thus providing an additional layer of support and flexibility. It is expected to improve the overall efficiency and responsiveness of the Bank's services, meeting the evolving needs of customers and staying ahead in the competitive financial landscape.	Can you please elaborate on "complement and supplement the Bank's existing EIS" in detail. How the existing and new EIS will operate in parallel. Each of this will cater to certain specific functions which are mutually exclusive or both will cater to same functionality etc.	The new EIS may use the APIs available at the existing EIS to: 1. Orchestrate the workflow 2. Connect with the underlying systems. 3. In addition, the new EIS will have mutually exclusive functionalities as well. 4. The new platform can also be used to run APIs of existing EIS as active-active setup.
170	80	Enterprise level Common Services	Appendix-E (Scope of Work and Payment Schedule)	Providing common services usable across various applications, streamline processes, improve efficiency and enhance overall user and developer experience.	Can you elaborate on the common services functionality, coverage and specifics.	Some of the examples of Common Services functionalities can be: Kyc as a service, Consent as a service, Personal loan as a service, onboarding as a service etc.
171	80	Appendix-E	Appendix-E (Scope of Work and Payment Schedule)	EIS 2.0 is designed to complement the existing EIS platform, thus providing an additional layer of support and flexibility. It is expected to improve the overall efficiency and responsiveness of the Bank's services, meeting the evolving needs of customers and staying ahead in the competitive financial landscape.	Please clarify if EIS 2.0 will cater to additional services beyond EIS 1.0 or will share a subset of services. Please clarify if EIS 2.0 will also integrate with EIS1.0 in addition to integrating with other bank systems/fintech etc. In case the former is true, the SLAs of EIS 2.0 will be dependent on EIS 1.0	EIS 2.0 may cater to additional services beyond EIS 1.0. EIS 2.0 may integrate with existing EIS 1.0 services for orchestration or connecting with underlying systems. SLA will be applicable for services catered for EIS 2.0 only.
172	80	Appendix E	Appendix-E	Scope of Work and Payment Schedule	Can the bank confirm that the Scope of Work does not imply any requirement to transfer source code or proprietary elements? Additionally, can we agree that any additional services will be subject to separate fees?	To be guided by RFP
173	81	Appendix E	Appendix-E (Scope of Work and Payment Schedule)	E1- Complement Existing EIS Platform	Please confirm if the EIS 2.0 platform would facilitate orchestration of the existing platform and excludes the responsibility of changes required to the components implemented for EIS 1.0 ?	The requirement of changing the components implemented for EIS 1.0 will not be the responsibility of EIS 2.0.

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
174	81	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	new Enterprise API Integration and Management Platform with internal and external applications	Can you elaborate on the internal and external applications, nature of such, how such applications enable connectivity with them etc.	The Internal applications include HRMS, CRM, CBS etc. External Applications include NSDL, Digilocker, NESL, other Fintechs etc. The applications are majorly expected to connect using webservices / API.
175	82	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	E2.1 TO-BE ARCHITECTURE STRUCTURE	Can the bank provide more details on the integration points between the existing EIS system and the EIS 2.0 platform?	The applications are majorly expected to connect using webservices / API exposed by the platforms.
176	82	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	E2.1 TO-BE ARCHITECTURE STRUCTURE	Does the bank have any specific guidelines for load balancer configuration to support both internal and external channels?	Details will be shared to successful bidder.
177	82	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	E2.1 TO-BE ARCHITECTURE STRUCTURE	Can the bank provide more details on the preferred API Gateway tools for EIS 2.0, and what criteria should be used to evaluate their performance?	Please refer the component details in section E2.3, and Appendix-C for more details.
178	82	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	E2.1 TO-BE ARCHITECTURE STRUCTURE	Are there any specific message queue protocols that should be supported between the IBM MQ in EIS and the new message queue in EIS 2.0?	Please refer Appendix-C for details.
179	82	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	E2.1 TO-BE ARCHITECTURE STRUCTURE	What are the expected monitoring and alerting features for Dynatrace/Heal and other APM tools in EIS 2.0, and how should they integrate with ROC?	Bidder is expected to bring in monitoring tool for monitoring the application internally. In addition, the EIS 2.0 platform is expected to integrate with the Bank's ROC (Dynatrace/ Heal etc) Please refer Appendic-C for more details.
180	82	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	E2.1 TO-BE ARCHITECTURE STRUCTURE	Are there any specific API orchestration guidelines the bank expects for handling complex workflows across different channels and services?	Please refer to the RFP for details provided in various sections.

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181	82	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	E2.1 TO-BE ARCHITECTURE STRUCTURE	What are the expected data transformation capabilities for integrating internal services (CBS, RLMS, LLMS) with EIS 2.0, and should pre-built connectors be provided?	Bank expects pre-build connectors for CBS, Database (oracle, etc.). Please refer Appendic-C for more details.
182	82	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	E2.1 TO-BE ARCHITECTURE STRUCTURE	Can the bank provide more details on the security services (e.g., SIEM, DAM, PIMS, AV) that should be integrated into EIS 2.0, and any preferred vendors?	Services like SIEM, DAM, PIMS etc. are already available and implemented at the bank's end. The EIS 2.0 platform has to integrate with these applications.
183	82	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	E2.1 TO-BE ARCHITECTURE STRUCTURE	What are the requirements for cross-tenant data exchange and security policies for managing inter-service communication and data flow?	Will be provided to successful bidder.
184	82	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	E2.1 TO-BE ARCHITECTURE STRUCTURE	Can the bank specify the required logging and monitoring standards for scheduled operations across EIS 2.0, particularly for audit trails and compliance reporting?	Bidder to propose and provide end-to-end API attributes monitoring
185	82	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	E2.1 TO-BE ARCHITECTURE STRUCTURE	Can the bank provide more details on the role of the scheduler, WAF, SMS, and DevSecOps tools for managing operational workflows in EIS 2.0?	WAF - Web Application Firewall is centralized at the banks end and EIS 2.0 application has to integrate with it. Please refer page 102. DevSecOps: Bank will provide this for CI/CD. SMS- Bank has centralized gateway for sending the SMS etc. EIS 2.0 application has to integrated with these service/ tools/ applications as per the requirement.
186	82	E2. DESCRIPTION OF PRODUCT/SERVICES	Appendix-E (Scope of Work and Payment Schedule)	E2.1 TO-BE ARCHITECTURE STRUCTURE	Does the bank have any existing service mesh implementations or preferred tools for managing inter-service communications?	No. The bidder has to propose and provide service mesh as a part of deliverable.
187	82	Fig E.1 Proposed Architecture	Appendix-E (Scope of Work and Payment Schedule)	DevSevOps tooling	The figure provided in the RFP mentions DevSevOps tooling as something provided by the bank. The details of the same are not listed as E2.8 INFRASTRUCTURE PROVIDED BY BANK. Please provide details of the same.	Will be advised to succesfull bidder

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188	82	Fig E.1 Proposed Architecture	Appendix-E (Scope of Work and Payment Schedule)	Internal/External Channels Backend or Downstream service providers	How many such systems there in scope. How many number such systems in scope and list and details of such systems for below -Internal/External Channels -Backend or Downstream service providers This data point and elaboration will help in identifying bet fit solution and estimation accordingly.	Below is the number of Applications with which existing EIS is integrated: Internal-176 and external-60. However, the number is expected to increase as EIS 2.0 is expected to integrate with all existing and new applications both external and Internal.
189	83	E 2.2	Appendix-E (Scope of Work and Payment Schedule)	Provision Pre-Built Connectors: Provide a library of pre-built/ standardized connectors, as applicable, for various internal applications such as CBS, RLMS etc., and external applications such as CRM, ERP etc. and other enterprise applications available with the Bank to facilitate rapid integration	DESCRIBE ERP/CRM solutiions used. Also all 3rd party connectors required for integrating	ERP / CRM description will be provided to successful bidder. Bidder to propose and provide the features.
190	83		Appendix-E (Scope of Work and Payment Schedule)		For tenant speciifc allocations, is this only for API usage or also hardware allocation?	Hardware allocation also.
191	85	E 2.2	Appendix-E (Scope of Work and Payment Schedule)	Scalability and Flexibility: • Cloud-Native Infrastructure: Utilize cloud-native technologies (e.g., Kubernetes, Docker) for scalable and flexible infrastructure management • Hybrid Deployment Models: Support hybrid cloud and on-premises deployment models, allowing seamless integration and scaling across different environments	Requirement is cloud but contradicts the points mentiioned above	The deployment will be on bank's private cloud. But the soultion should be capable of being deployed in other modes mentioned in the clause
192	86	E2.3 DETAIL ON THE TECHNOLOGY PLATFORM COMPONENTS	Appendix-E (Scope of Work and Payment Schedule)	Commercialization Engine: The Bank can decide to charge the user basis the consumption of API's and responses from the platform.	Can elaborate on the nature and featured that to be covered as part of Commercialization Engine. Also does this has to be an out of the box product feature or a custom solution to cover the requirements and features of Commercialization Engine is expected here. Please elaborate.	Bidder to propose and provide best fitted solution.
193	86	E2.4.1 HIGH AVAILABILITY AND MONITORING REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	Bidder is also expected to maintain high availability of Enterprise API Integration and Management Platform and corresponding services across data centers and availability zones and load balancing across availability zones	Kindly share existing deployment architecture / network, data centeres & avaiability zone details	Will be advised to succesfull bidder

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194	87	Appendix E	Appendix-E (Scope of Work and Payment Schedule)	Illustrative List of Services to be deployed as part of EIS 2.0	To ingest the APIs exposed by the bank's existing EIS and other connections, Please share details for the all services to be accessed by EIS 2.0, with their Integration methodology (API based, JDBC, etc) and deployment methodology (Cloud.Hybrid/On prem)	EIS 2.0 has to be an On-Prem solution. Integration methodology will majorly be API Based.
195	87	E2.5 FUNCTIONAL REQUIREMENTS FOR EIS 2.0	Appendix-E (Scope of Work and Payment Schedule)	ILLUSTRATIVE LIST OF SERVICES TO BE DEPLOYED AS PART OF EIS 2.0	The list is illustrative but it form the bases of the initial estimation of the Service/API/Integration implementation efforts for this project. If during discovery or requirements gathering for a particular service the number of API/integrations/endpoints or assumed complexity of the service changes or that the bank application teams require more time to make their application level changes, can the service provider raise a change request to realign the timeline and changes accordingly ?	Bidder to implement all the services listed (which are indicative and illustrative). Delay in timelines (not attributable to bidder) will not be considered as delay. There will be no CR for the services listed.
196	87	E2.5 FUNCTIONAL REQUIREMENTS FOR EIS 2.0	Appendix-E (Scope of Work and Payment Schedule)	ILLUSTRATIVE LIST OF SERVICES TO BE DEPLOYED AS PART OF EIS 2.0	If there are additional service requirements not listed in RFP that need to be developed, what is the process to raise the change order? Can the service provider define this process	The illustrative list is indicative and bidder needs to align and provide for the resources to meet additional services / SLAs / Change Requests for entire 5 years TCO (with no additional cost to the Bank). Change Order process will be <u>advised to successful bidder</u> .
197	87		Appendix-E (Scope of Work and Payment Schedule)		For the new microservices, is the functionality already built in the current platform? Will the same functional requirements be used for this design?	No clarity in the question
198	87	Observability and Monitoring Requirements	Appendix-E (Scope of Work and Payment Schedule)	All defined metrics should be actively monitored:	Is there any requirement or need for custom report/dashboard creation. Will it be possible to quantify this in that case as in number of reports and nature and details of such.	Will be advised to succesfull bidder

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199	87	ILLUSTRATIVE LIST OF SERVICES TO BE DEPLOYED AS PART OF EIS 2.0	Appendix-E (Scope of Work and Payment Schedule)	Retail, Corporate and Others	Total around 157 services listed here Retail - 55 Corporate- 78 Other -24 will there be more number of services in scope as part of EIS 2.0. If yes then a number or range please provide. Also can give complexity categorization of services in low, medium, complex etc. that will help in better understanding and effort based on the same.	Bidder to implement all the services listed (which are indicative and illustrative). Additional details will be advised to succesfull bidder
200	87	E2.5 FUNCTIONAL REQUIREMENTS FOR EIS 2.0	Appendix-E (Scope of Work and Payment Schedule)	ILLUSTRATIVE LIST OF SERVICES TO BE DEPLOYED AS PART OF EIS 2.0	We are presuming that the bank has all service details related to these use cases ready, including but not limited to the volumetrics, API details, IP whitelisting readiness, BRDs, necessary integration details from other OEMs and FinTech's	This will be part of implementation phase.
201	87	ILLUSTRATIVE LIST OF SERVICES TO BE DEPLOYED AS PART OF EIS 2.0	Appendix-E (Scope of Work and Payment Schedule)	The Enterprise API Integration and Management Platform is expected to host services related retail banking functionalities to the bank customers.	Please provide internal / external API count details across all services.	Can be provided during implementation phase as and when applications / services are taken up for implementation
202	92	Payments	Appendix-E	SARIE/ SWIFT/ Recurring	Will need to be reviewed with suitable solution	No clarity in the question.
203	93	POS/ eCommerce Management	Appendix-E (Scope of Work and Payment Schedule)	Generate report for PoS terminal transactions, reconciliation and dashboards	Can you elaborate on the details and nature of report. customer PDF or excel what type of report. Does is needs to be emailed or file transferred, Frequency of such report generation etc.	Bidder to propose and provide the features available.
204	93	Trade Finance	Appendix-E (Scope of Work and Payment Schedule)	Generate report for highlighting the extent of trade finance limit utilization and remaining scope	Can you elaborate on the details and nature of report. customer PDF or excel what type of report. Does is needs to be emailed or file transferred, Frequency of such report generation etc.	Bidder to propose and provide the features available.
205	94	Supply Chain Finance	Appendix-E (Scope of Work and Payment Schedule)	Generate reports related to overall transaction data, or data specific to Program Code, individual dealer or supplier or time series based	Can you elaborate on the details and nature of report. customer PDF or excel what type of report. Does is needs to be emailed or file transferred, Frequency of such report generation etc.	Bidder to propose and provide the features available.

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206	95	Reports	Appendix-E (Scope of Work and Payment Schedule)	PDF/XLS Report Generation	How many reports in scope here. Please elaborate on the nature, features, number of reports, how these reports are to be shared-via email etc. and what will be the associated frequency of such report generation and distribution	Bidder to propose and provide the features available.
207	97	E2.6 NON-FUNCTIONAL REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	Table E-4 Non-Functional Requirements	Could the bank clarify how latency will be measured to ensure that the platform consistently meets the 20ms performance threshold from the end-user's perspective, and what tools or metrics will be used for this assessment?	Please refer to corrigendum issued.
208	97,98	E2.6 NON-FUNCTIONAL REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	Table E-4 Non-Functional Requirements	Are there any specific routing criteria or content/policy-based routing scenarios that the bank expects for DR routing during disaster events?	Will be advised to succesfull bidder
209	97,98	E2.6 NON-FUNCTIONAL REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	Table E-4 Non-Functional Requirements	Can the bank provide its current RTO and RPO policies for both disaster and non-disaster situations to ensure the proposed solution meets the targets?	Please refer to the RFP. Additional details will be shared to successful bidder.
210	97,98	E2.6 NON-FUNCTIONAL REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	Table E-4 Non-Functional Requirements	Does the bank have any specific load balancing technologies that must be used to meet the active-active availability and avoid single points of failure?	Please refer to E2.8 INFRASTRUCTURE PROVIDED BY BANK
211	97,98	E2.6 NON-FUNCTIONAL REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	Table E-4 Non-Functional Requirements	Will the bank provide guidelines or recommendations on multi-vendor hardware compatibility to ensure the solution can run across different vendors?	Will be advised to succesfull bidder
212	97	E2.6 NON-FUNCTIONAL REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	NFR 5.6 Failure Tolerance	Non-Disaster RPO/RTO was mentioned. In case of Disaster: please clarify the RTO	Please refer to corrigendum issued.
213	97	E2.6 NON-FUNCTIONAL REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	NFR 5.8 Platform to be deployed in all the Data Centers of the Bank	Please provide location of Data Centers of the bank.	Will be advised to succesfull bidder
214	97	NFR 5.2	Appendix-E (Scope of Work and Payment Schedule)		Is rack and server level operations also the bidders responsibility?	Rack will not be. Servers will be.

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215	97	E2.6 NON-FUNCTIONAL REQUIREMENTS NFR 5.6 NFR 5.15	Appendix-E (Scope of Work and Payment Schedule)	Failure Tolerance Resiliency Requirement	For Disaster here RTO is missing.	Please refer to corrigendum issued.
216	97	E2.6 NON-FUNCTIONAL REQUIREMENTS NFR 5.1	Appendix-E (Scope of Work and Payment Schedule)	The proposed platform should provide an overall uptime of 99.99%. The Bidder has to provide complete document on Business Continuity plan (BCP) and Disaster Recovery Plan (DRP) for the proposed solution.	The bidder will be responsible for the uptime of the software solutions and the underlying infrastructure such as - os/memory/network/storage uptime maintenance will be considered not in scope for bidder.	Uptime maintenance, other than Network and Hardware, will be in Scope of Bidder.
217	97	NFR 5.3 Performance	Appendix-E (Scope of Work and Payment Schedule)	EIS 2.0 platform components shall operate with a maximum latency of 20 ms or less measured from an end-user's perspective when triggering and producing the output. (it should provide caching technology for high-performance requirements).	The bidder will be responsible for this 20ms only on the developed new API computation latency and not for any performance latency issues due to underlying downstream systems	Latency by downstream applications and network will not be counted.
218	97	NFR 5.6 Failure Tolerance	Appendix-E (Scope of Work and Payment Schedule)	Solution should meet RTO - RPO and Availability requirement as per bank's policy/ requirement. Bidder should prove how solution can meet this requirement. Non-Disaster: - RPO: 0 mins -RTO: 5 mins Disaster: - RPO: 0 mins-	Here the specific DRM solutions will be provide by bank	Bidder to propose and provide.
219	97	NFR 5.15 Resiliency Requirement	Appendix-E (Scope of Work and Payment Schedule)	Non-Disaster: - RPO: 0 mins 99.99% of PR site data recovery -RTO: As per the prevailing Bank's BCM policy Disaster: - RPO: 0 mins-	contradictory with NFR 5.6 Failure Tolerance. Please clarify	Please refer to corrigendum issued.
220	97	NFR 5.16 Usability	Appendix-E (Scope of Work and Payment Schedule)	Solution should have simple user interface and UI-UX.	Other than admin console for API specific monitoring , matrices etc. no major UI-UX in scope	Please refer to the RFP. UI-UX of all interfaces to be used by User is in scope.
221	98 to 101	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	E2.7 OTHER REQUIREMENTS	Can the bank share its criteria for business dashboards in OBIEE , and what metrics should be prioritized?	Please refer to corrigendum issued.
222	98 to 101	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	E2.7 OTHER REQUIREMENTS	What is the bank's current level of DevOps adoption, and are there any preferred tools or frameworks that must be used?	Will be advised to succesfull bidder

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
223	98 to 101	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	E2.7 OTHER REQUIREMENTS	Can the bank provide more details on the expected scope and functionality for the API Mock Services to be developed?	Bidder to propose and provide for the features available.
224	98 to 101	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	E2.7 OTHER REQUIREMENTS	Can the bank provide more details on the DLT protocol requirements for development of new protocols?	Distributed Ledger Technology (DLT)
225	98 to 101	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	E2.7 OTHER REQUIREMENTS	What are the specific integration points for supporting VMware, TFS, and APM tools like Dynatrace or Heal?	Will be advised to successful bidder
226	98 to 101	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	E2.7 OTHER REQUIREMENTS	Are there any specific configuration management tools that the bank recommends for deployment support?	If it is part of DevSecOps - Bank will provide details to successful bidder. Bidder to propose and provide configuration management tool (which is internal to the platform) as a part of solution proposed.
227	98 to 101	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	E2.7 OTHER REQUIREMENTS	What is the bank's process for DR automation, and what tools or frameworks should the bidder adopt for DR drills?	Bidder to propose and provide.
228	98 to 101	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	E2.7 OTHER REQUIREMENTS	Can the bank share any guidelines for managing the private cloud PaaS adoption (e.g., Meghdoot)?	Will be advised to successful bidder
229	98 to 101	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	E2.7 OTHER REQUIREMENTS	Can the bank specify any preferred Service Desk Support tools or platforms currently used for ticket management and reporting, or should the bidder propose their own solution?	Bidder need not propose Service Desk Support Tools. Details of existing tool will be advised to successful bidder.
230	98 to 101	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	E2.7 OTHER REQUIREMENTS	What is the expected log retention policy for both online and offline backups, and what tools should be used?	Will be advised to successful bidder.
231	98 to 101	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	E2.7 OTHER REQUIREMENTS	What specific monitoring tools are expected to be used for application uptime monitoring, and what is the methodology for reporting incidents?	Please refer to the RFP.
232	98	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	Application Support: i. Open Banking Support ii. Business Dashboards creation and maintenance on OBIEE	Please clarify the kind of support required for these requirements. Examples would help.	Bidder to propose and provide API compliance and support for industry standard Open Banking.

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
233	98	NFR 5.15	Appendix-E (Scope of Work and Payment Schedule)		What is the difference between disaster and non-disaster?	Non-disaster will be disruptions occurring during maintenance activity / planned exercises.
234	98	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	iv. Development for New Protocols like DLT	Please elaborate on this requirement and also share all such protocols in scope.	Protocols for Blockchain.
235	98	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	Exposing APIs for open banking initiatives for Sandbox environment	How many such APIs are in scope.	Will be advised to successful bidder.
236	98	NFR 5.11 Security	Appendix-E (Scope of Work and Payment Schedule)	API Manager must support role-based authorization (OAUTH with JWT token) and payload encryption (HSM/Public key)	Do you expect complete payload to be encrypted?	Yes
237	98	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	DevOps Adoption	We assume SBI will provide all CICD toolset. Kindly confirm. Also, provide Devops tools details.	Yes. Will be advised to successful bidder.
238	98	System Testing	Appendix-E (Scope of Work and Payment Schedule)	NFR Testing - Periodic Load testing and assessment of EIS 2.0 performance	We assume SBI will provide required licenses for load testing. Kindly confirm. Please provide PT tool details.	Will be advised to successful bidder.
239	99	Appendix E	Appendix-E (Scope of Work and Payment Schedule)	System Testing	Please provide details of QA specific automated tools available in the current landscape to conduct the Load Testing , Automated and Regression Performance testing. Kindly confirm the availability of Test Plan,Test Data and E2E Test cases to perform System Testing.	Will be advised to successful bidder.
240	99	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	NFR Testing - Periodic Load testing and assessment	How man such Periodic testings would be required per year and if there is a specific events/periods when this assessments are done?	Preferably it will be before every Major / critical deployments in production.
241	99	E2.7 OTHER REQUIREMENTS	Appendix-E (Scope of Work and Payment Schedule)	i. Support a. VMWare, TFS, APM tools like Dynatrace/ Heal, Load Balancer	We understand that the scope of the mentioned tools is limited only to integrated with proposed platform. Support will be provided by SBI. Please confirm.	Bidder to bring tools for internal monitoring. For ROC, the proposed platform to be able to integrate with existing APM tool. Action owner will be bidder. Support for ROC will be arranged.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
242	99		Appendix-E (Scope of Work and Payment Schedule)		Is the bidder responsible for maintenance and upgrade of existing oracle server?	No clarity in the question
243	99	Infrastructure Support:	Appendix-E (Scope of Work and Payment Schedule)	APM tools like Dynatrace/ Heal,	Please elaborate and list the available APM tools present in the bank's ecosystem and can it be reused as part of EIS 2.0	Bidder to bring tools for internal monitoring. For ROC, the proposed platform to be able to integrate with existing APM tool. Action owner will be bidder. Support for ROC will be arranged.
244	99	Project Management/Governance Control/Architecture	Appendix-E (Scope of Work and Payment Schedule)	Project Management i. Incident Management, Change Management ii. Development Delivery Planning iii. Monthly Progress and Health Report	Any existing tools/platform there in place and can it be reused. If yes please share the details of the same. Can the license for such tools be reused for this program	Will be advised to successful bidder.
245	100	Status Reporting	Appendix-E (Scope of Work and Payment Schedule)	This involves preparing operations status report on Daily, Weekly and Monthly basis. This also involves below activities as per Bank's logging and monitoring policies	Any existing tools/platform there in place and can it be reused. If yes please share the details of the same. Can the license for such tools be reused for this program	Bidder to propose and provide.
246	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	In case of Kubernetes/Container based deployment . Can bidder assume that bank will also provide the third party platform Software like Red HAT AMQ or Active MQ	Please refer to corrigendum issued.
247	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	In case of Kubernetes/Container based deployment . Can bidder assume that bank will also provide the third party platform Software like Kafka	Please refer to corrigendum issued.
248	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	In case of Kubernetes/Container based deployment . Can bidder assume that bank will also provide the third party platform Software like Redis	Please refer to corrigendum issued.
249	101	E5	Appendix-E (Scope of Work and Payment Schedule)		Assuming we use RH Openshift, would we have to use the PaaS offerings mentioned - SSO, Red Hat Integration etc?	Please refer to corrigendum issued.
250	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	Can the bank provide specific guidelines or policies that must be followed for the implementation and use of open-source technologies to ensure compliance?	Will be advised to successful bidder.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
251	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	Does the bank require the bidder to provide a detailed infrastructure roadmap that outlines future growth and expansion based on the provided sizing?	Yes.
252	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	In case of Kubernetes/Container based deployment . Can bidder assume that bank will provide the container platform like Openshift/Tanzu license along with the inline infrastructure and managed services.	Yes. Necessary expertise (resources) has to be provided by the bidder to manage the infrastructure.
253	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	Does vendor need to propose the container based solution only. Can vendor propose Conventional VM based deployment with application server (Jboss/weblogic) in place of Container based deployment. Please confirm	No change in RFP. The solution has to be container based.
254	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	From API gateway and ESB solution point of view , license policy is different for Conventional VM based solution and Kubernetes based solution. What type of license need be provided in case vendor is proposing conventional 3 Tier VM based solution and how the future scalability license model is addressed.	The solution has to be container based.
255	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	Can bidder assume there is no limitation from the Virtual server count and will be provided as per the solution requirement .	Bidder has to provide Infrastructure sizing. Please refer to the clause: T.2.1 on Page 283.
256	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	Please confirm if bank will provide the APM /Tool solution as well as infra monitoring tool solution	Bidder to bring tools for internal monitoring. For ROC, the proposed platform to be able to integrate with existing APM tool.
257	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	In case of Kubernetes/Container based deployment . Can bidder assume that bank will also provide the third party platform Software like Open Shift .	Please refer to the section E2.8 on page 101-103.
258	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	What is the RTO and RPO expectation for the application	Please refer to corrigendum issued.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
259	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	Can bidder assume that Core/Distribution / Access Switches, Internal & external firewalls, Web Application Firewall, Load Balancers, other WAN devices will be provided by the bank.	Please refer to the section E2.8 on page 101-103.
260	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	Network, Internet, Replication connectivity between DC's is the responsibility of the Bank. Please confirm	Yes.
261	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	Can bidder assume that the Bank will provide the monitoring/patching/sever automation/HIPS/Antivirus tools for the new server environment ? Please confirm	Please refer to the RFP.
262	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	Please confirm if bank will provide Storage like SAN/NAS or Object storage along with the Server for the application deployment	Yes. Bank will provide SAN/ NAS or Object Storage.
263	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	Can Bidder assume that Backup software along with the Tape drive will be provided by the bank for the server environment?please confirm.	Backup solution will be provided by the Bank
264	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	We assume that procuring consumables (Tape media) is the responsibility of the bank. Please confirm	Yes.
265	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Table E-5 Infrastructure Provided by Bank	How long the data to be retained (for any statutory purposes) in tape? Can you please provide Bank's Backup & Archival Policy?	Will be provided to successful bidder.
266	101	Service Desk Support	Appendix-E (Scope of Work and Payment Schedule)	Be the primary point of contact for all SD requests reported via SD portal etc.	Any existing tools/platform there in place and can it be reused. If yes please share the details of the same. Can the license for such tools be reused for this program	Will be advised to successful bidder.

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
267	101-102	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Project management, service ticketing, code repository, issue tracking, devops etc. tools/platform/software details	Project management, service ticketing, code repository, issue tracking, devops etc. tools/platform/software details are not mentioned here. Will bank provide usage of such existing tools/platform or bidder need to procure and provide license for such tools also.	Will be advised to successful bidder.
268	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)		Bank needs to provide Operating system - RHEL.	Yes. Necessary expertise (resources) has to be provided by the bidder to manage the infrastructure.
269	101	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)		Bank needs to provide Operating system - RHEL.	Yes. Necessary expertise (resources) has to be provided by the bidder to manage the infrastructure.
270	102	E2.8 INFRASTRUCTURE PROVIDED BY BANK	Appendix-E (Scope of Work and Payment Schedule)	Database	The Database version details	Will be advised to successful bidder.
271	103		Appendix-E (Scope of Work and Payment Schedule)	Bidder to ensure that the necessary capacity, expertise, and capabilities for managing and supporting the infrastructure provided by the Bank	Does our SoW include managing the ESB as well as the underlying K8s infrastructure? Would we be responsible for managing Other items like Databases, VMs, WAF, SSO etc?	Yes. Necessary expertise (resources) has to be provided by the bidder to manage the infrastructure.
272	103	Important note(1)	Appendix-E (Scope of Work and Payment Schedule)	Bidder to ensure that the necessary capacity, expertise, and capabilities for managing and supporting the infrastructure provided by the Bank	what is the scope of TCS with respect to monitoring infrastructure	Necessary expertise (resources) has to be provided by the bidder to manage the infrastructure.
273	103	E2.9	Appendix-E (Scope of Work and Payment Schedule)	Bidder to provide Details of the licenses (along with calculation method/ formula) needed for all the products that are to be installed over the virtualization layer provided by SBI. Licenses (perpetual or otherwise) will be in the name of SBI	This has to be agreed as a part of contract	No change in the RFP.
274	104 - 105	E3. DESCRIPTION OF DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	E3.1 EIS 2.0 Platform Deliverables	Can the bank share more details on the SDKs and web-based integrations expected to be provided for unified API services?	Bidder to propose and provide the features available in the proposed solution.
275	104 - 105	E3. DESCRIPTION OF DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	E3.1 EIS 2.0 Platform Deliverables	What auto-scaling and self-healing capabilities should be prioritized in the microservices and containerized architecture for EIS 2.0?	Bidder to propose and provide the features available in the proposed solution.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
276	104 - 105	E3. DESCRIPTION OF DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	E3.1 EIS 2.0 Platform Deliverables	Are there specific protocols that the bank requires to be prioritized for protocol agnosticism, such as REST, SOAP, GraphQL, or WebSockets?	Will be advised to successful bidder.
277	104 - 105	E3. DESCRIPTION OF DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	E3.1 EIS 2.0 Platform Deliverables	How will the bank evaluate the platform's capability to handle 8,000 TPS, and are there any specific performance benchmarks the bidder should meet?	The bidder has to provide sizing of the infra to achieve the required TPS.
278	104 - 105	E3. DESCRIPTION OF DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	E3.1 EIS 2.0 Platform Deliverables	What are the bank's expectations for service mesh capabilities in terms of fault tolerance and traffic management within the microservices ecosystem?	Bidder to propose and provide the features available in the proposed solution.
279	104 - 105	E3. DESCRIPTION OF DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	E3.1 EIS 2.0 Platform Deliverables	What specific fault tolerance patterns (e.g., circuit breakers, retries, throttling) does the bank expect to be implemented in EIS 2.0?	Bidder to propose and provide the features available in the proposed solution.
280	104 - 105	E3. DESCRIPTION OF DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	E3.1 EIS 2.0 Platform Deliverables	Does the bank have any specific predictive analytics tools it prefers, or should the bidder propose tools for identifying potential issues proactively?	Bidder to propose and provide the features available in the proposed solution.
281	104 - 105	E3. DESCRIPTION OF DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	E3.1 EIS 2.0 Platform Deliverables	Can the bank provide more details on the integration required with the ROC (Remote Operations Center) for monitoring and observability?	Will be advised to successful bidder. ROC is Resilience Operation Center.
282	104 - 105	E3. DESCRIPTION OF DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	E3.1 EIS 2.0 Platform Deliverables	How will end-to-end traceability of customer interactions be measured, and what tools should be used to ensure visibility into data flows and transactions?	Bidder to propose and provide the features available in the proposed solution.
283	104	E3.1 EIS 2.0 Platform Deliverables	Appendix-E (Scope of Work and Payment Schedule)	14. Predictive Analytics and Proactive Response: Incorporate predictive analytics to identify potential issues and provide proactive responses, ensuring minimal service disruption.	Please elaborate on this requirement.	Bidder to propose and provide the features available in the proposed solution.
284	105	E3.1 EIS 2.0 Platform Deliverables	Appendix-E (Scope of Work and Payment Schedule)	PLATFORM PERFORMANCE Orchestrated and Individual APIs	Are there any specific tools or processes the bank recommends for monitoring the TPS (Transactions Per Second) to ensure the platform meets the required thresholds?	Bidder to propose and provide the features available in the proposed solution.
285	105	Appendix E	Appendix-E (Scope of Work and Payment Schedule)	Orchestrated and Individual APIs	The RFP describes Year wise API requirements in the Platform Performance section on page 105. Request to please share insights on the complexity distribution for the Orchestrated and Individual APIs to be implemented in the EIS2.0 platform to align our API Implementation related effort assumptions ?	The complexity can vary from API to API.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
286	105	Appendix E	Appendix-E (Scope of Work and Payment Schedule)	E9. Performance Requirements Table E-6 Year-wise API Requirement	The RFP states no of APIs to implemented under 2 sections: E9. Performance Requirements and Table E-6 Year-wise API Requirement Request to please confirm the number of APIs in scope from the perspective of estimating the implementation effort, Is it 5000 APIs or 5000 API Endpoints listed on page 115 ? or should we consider 6000 APIs (Orchestrated API - 2000 and Individual APIs - 4000) listed in (Table E-6 Year-wise API requirement.) of page 105?	Please be guided as per the mentions in the RFP.
287	105	E3. DESCRIPTION OF DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	the bidder has to provide unlimited licenses of all components which are part of the Integrated Product suite. The components of Integrated Product Suite should support development and publishing of orchestrated APIs above 2000 and Individual APIs above 4000 without any performance degradation and also without any additional cost to the bank during the contract period.	There are few OEMs who provide allow subscription based licensing based on total number of APIs projection. We hereby ask bank consideration to allow on Subscription based pricing.	Please refer page 108-109 and Appendix-F for more details
288	105	E3.1 EIS 2.0 Platform Deliverables	Appendix-E (Scope of Work and Payment Schedule)	19. Automation Capabilities: Implement automation features across application development, infrastructure provisioning, platform monitoring, and operational workflows to streamline operations.	Please elaborate on the requirement- operational workflows to streamline operations	Bidder to propose and provide the features available in the proposed solution.
289	105	Orchestrated and Individual APIs	Appendix-E (Scope of Work and Payment Schedule)	The platform should be capable to host Orchestrated API as well as individual APIs.	Can you give the definition of what is an Orchestrated and what is an Individual APIs, if possible with an illustrative example.	Please be guided as per the platform capabilities.
290	106	E3.1 EIS 2.0 Platform Deliverables	Appendix-E (Scope of Work and Payment Schedule)	THROUGHPUT / Table E-7 Year-wise TPS Requirement	Is there any flexibility in the TPS growth targets beyond Year 5, or is the expectation to handle 12,000 TPS indefinitely without additional costs?	The RFP is for 5 years.
291	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	What are the expected performance benchmarks for the Pre-Prod/Regression/Performance Testing region?	The performance benchmarks for the Prod/Regression/Performance Testing region should be as per Table E-7 Year-wise TPS, Response time and Latency Requirement

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
292	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Are there any specific tools or configurations that should be used for Disaster Recovery (DR) regions to meet the bank's recovery objectives?	The bidder has to propose, provide and implement the tools to meet the Bank's recovery objectives.
293	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Does the bank have any preferred deployment strategy for managing multiple regions, particularly for the PR and N-PR regions?	All the production environments should be designed for Active-Active mode. Common load balancer on the top of the implemented environments will be setup for load distribution/ traffic routing.
294	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Can the bank confirm if all environments should be identical in terms of hardware, software, and configurations, or will there be variations based on the region's purpose?	The Dev, SIT & UAT can be of lower sizing. Rest all other needs to be identical. All these environments will be on Bank's private cloud (eg Meghdoot) which may be using different underlying hardware.
295	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	What is the expected downtime tolerance for the Pre-Prod and DR regions, and how should the bidder handle updates or maintenance?	The expected uptime for the environments is 99.99%. Scheduled Maintenance for update/ upgrades will not be counted as downtime for uptime calculation. However, any such maintenance should be informed well in advance to all the stakeholders.
296	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Are there specific data privacy and security controls that must be implemented across all regions, especially in the PR, N-PR, and DR regions?	Yes, there are data privacy and security controls that must be implemented as per the Bank's policies.
297	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	How does the bank plan to manage the scalability of these environments over time, and should the bidder propose a plan for scaling resources?	The bidder has to propose the Infrastructure sizing as per the table "T.2.1 Infrastructure Sizing" on page 283 of the RFP.
298	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	What are the bank's expectations regarding environment monitoring and alerting across the different regions?	Bidder to bring in necessary solution to monitor, alert, manage and maintain the platform to meet the required SLA.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
299	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Can the bank clarify the synchronization requirements between the PR and DR environments to ensure optimal high availability, redundancy, and minimal data loss during failover?	Bidder to propose and provide best fitted approach & solution.
300	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Are there any specific compliance or regulatory requirements that apply differently across production vs. non-production environments?	will be advised to successful bidder.
301	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Does the bank require test data management practices to be standardized across all environments, and are there guidelines for handling this data?	Yes.
302	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Are there any backup and archival policies specific to any region (especially PR and DR), and how frequently should backups be performed?	Will be shared to succesful bidder.
303	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Can the bank share the expected migration strategy if any region needs to be expanded or migrated to a different infrastructure?	Context not clear. Bidder to plan & execute if any migration is needed. As of now no migration is envisaged.
304	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Will the bank provide specific tools or guidelines for conducting performance testing in the Pre-Prod and UAT environments, or should the bidder propose and implement their own solutions	Yes. However, bidder can also propose.
305	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	What are the expectations for environment isolation (e.g., Dev vs. SIT vs. UAT), and should the bidder ensure strict isolation for data and applications?	Yes.
306	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Can the bank confirm the user access policies and role-based access control (RBAC) requirements across each environment?	It will be industry standard best practices. Details will be shared to successful bidder.
307	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Is there any requirement for cross-environment data replication, especially between PR and DR regions, to ensure data consistency?	Yes.

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
308	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Can you please list down the region details and its connectivity? Kindly provide the infrastructure details like VMs,Container platforms,n/w bandwidth ,WAF and Databases. Please highlight if any of the infrastructure component provided by the bank are not available in any of the regions.	Please refer to the section on "Infrastructure Provided by Bank" N/w, WAF can be different for different environments.
309	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Please explain how your Application VMs & Database sync happening across your regions or locations	Native functionality for VMs and DB sync can be used. Bidder shall propose and provide best fit solution.
310	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Are you looking NPR and NCR also of the same sizing of DR & PR ?	Yes.
311	106	E3.3 MILESTONES/P ROJECT DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	Table E-9 Milestones/Project Deliverables	There are 8 milestones that complete in P0+32 weeks and deliver all the services listed in E2.5 for Retail/Corporate/Others. As mentioned the 32 weeks time is indicative, but in terms of APIs deliverables does the 161 services listed in E2.5 constitutes the ~2400 APIs that need to be hosted on the platform in Year 1 or is it the 6000 by Year 5	Please refer to the RFP.
312	106	E3.3 MILESTONES/P ROJECT DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	Table E-9 Milestones/Project Deliverables	Is the service provider allowed to prepare a more granular milestone schedule and a propose a corresponding granular payment schedule	The service provider can propose granular milestone schedule in line to the payment schedule of the RFP.
313	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Can you please list down the physical address/location of the region and sites, if a region involves multiple sites, details sufficient to help us with resource planning	It can be at any SBI-GITC offices in India as decided by the Bank.
314	106	E3.3 MILESTONES/P ROJECT DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	Table E-9 Milestones/Project Deliverables	If there are additional service requirements not listed in RFP that need to be developed, Can the service provider raise change request to accomodate the requirements	Resource planning includes developers, testers etc. Additional CRs will be at no additional cost to the Bank.
315	106	E3.3 MILESTONES/P ROJECT DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	Table E-9 Milestones/Project Deliverables	As per our understanding the initial 169 services implementation with the required APIs to be completed in 32 weeks - will that ensure all functional requirement or journeys mentioned in the table? What is the functional scope of next set of APIs in subsequent years?	The scope for subsequent years will be finalized and shared with the selected bidder later on.

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
316	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	N-PR and N-DR	Can you define these Environments-N-PR and N-DR	Please refer glossary on Page 293 of the RFP
317	106	PLATFORM PERFORMANCE	Appendix-E (Scope of Work and Payment Schedule)	number of API calls per month from channels/month	How many number of API calls per month from channels to APIs. Please share the data for this that will help with estimation , sizing and solution	Please refer to Platform Performamce and Throughput sections. Bidder to propose and maintain apt infrastructure sizing.
318	106	PLATFORM PERFORMANCE	Appendix-E (Scope of Work and Payment Schedule)	number of downstream system calls/month	How many number of downstream system calls per month? Please share the data for this that will help with estimation , sizing and solution	Please refer to Platform Performance and Throughput sections. Bidder to propose and maintain apt infrastructure sizing.
319	106	E 3.2 Environments	Appendix-E (Scope of Work and Payment Schedule)	PR . No of Instances 2 Regions	Will the Bank help clarify , the relation between No. of Instances and Regions.	Instances and Regions may be treated as one and the same.
320	106	E3.2 ENVIRONMENT S	Appendix-E (Scope of Work and Payment Schedule)	Table E-8 Environments	Please provide sizing ratio requirement for non Pr enviorments	Bidder to propose optimised sizing for all environments.
321	106	THROUGHPUT	Appendix-E (Scope of Work and Payment Schedule)	the bidder has to augment components of Enterprise API Integration and Management platform to support any additional TPS requirements beyond 12000 without any performance degradation and also without any additional cost	Our understanding is 12,000 TPS requirement is for year 5, this clause is applicable for year 5. Please advise.	The bidder has to augment components of Enterprise API Integration and Management platform to support any additional TPS requirements beyond 12000 without any performance degradation and also without any additional cost
322	106	E 3.2 Environments	Appendix-E (Scope of Work and Payment Schedule)	PR . No of Instances 2 Regions	Will the Bank help clarify , the relation between No. of Instances and Regions.	Instances and Regions may be treated as one and the same.
323	107	Appendix E	Appendix-E (Scope of Work and Payment Schedule)	E3.3 - Milestones/Project Deliverables	Please confirm the milestones provided in Table E-9 Milestones/Project Deliverables associated with delivery Phase are jointly governed by SBI bank and selected partner in a managed services mode in terms of timeline, scope , efforts and resourcing. Any impact to schedule due to dependencies/scope changes would result in suitable amendments to Milestones.	No change in the RFP

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
324	107	E3.3 MILESTONES/PROJECT DELIVERABLES	Appendix-E (Scope of Work and Payment Schedule)	SL#7 <ul style="list-style-type: none"> • Remaining services from retail banking category SL#8 <ul style="list-style-type: none"> • Remaining services from retail banking category • Remaining services from corporate banking category • Remaining services from Other services category. 	Please give the corresponding services quantity/number also here for better clarity and understanding.	Please refer to section E2.5 for the list of remaining services.
325	108	E3.4 PAYMENT TERMS	Appendix-E (Scope of Work and Payment Schedule)	E3.4 PAYMENT TERMS	Bidder request bank to modify software payment terms for subscription and perpetual licenses. 90% on software delivery , 10% on installation and sign off.	No change in the RFP
326	108	E3.4 Payment milestones	Appendix-E (Scope of Work and Payment Schedule)	1-After successful completion of Phase-1 and sign off by Bank 5% 2-After successful completion of Phase-2 and sign off by Bank 10% 3-After successful completion of Phase-3 and sign off by Bank 15% 4-After successful completion of Phase-4 and sign off by Bank 15% 5-After successful completion of Phase-5 and sign off by Bank 20% 6-After successful completion of Phase-6 and sign off by Bank 20% 7-After successful completion of Phase-7 & 8 and sign off by Bank 15%	We would request the bank to consider the below payment milestones. 1-After successful completion of Phase-1 and sign off by Bank 10% 2-After successful completion of Phase-2 and sign off by Bank 15% 3-After successful completion of Phase-3 and sign off by Bank 15% 4-After successful completion of Phase-4 and sign off by Bank 15% 5-After successful completion of Phase-5 and sign off by Bank 20% 6-After successful completion of Phase-6 and sign off by Bank 20% 7-After successful completion of Phase-7 & 8 and sign off by Bank 5%	No change in the RFP

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
327	109	Table 2 - Software Payment Milestones	Appendix-E (Scope of Work and Payment Schedule)	On completion of Production setup-20% DR successful setup and testing-20% Active-Active DC-DR rollout-20% End of 2nd Year-10% End of 3rd Year-10% End of 4th Year-10% End of 5th Year-10% TOTAL 100%	Considering these are perpetual licenses OEM expect the payments to be done one Day 1 itself at the start of the project. We would request the bank to split the entire payment in y1 of implementation only considering the payment has to be done immediately by us at start of P0. We propose the below to the bank to consider the payment milestones for OEM licenses On completion of Production setup-30% DR successful setup and testing-30% Active-Active DC-DR rollout-30% Start of 2nd Year-10% TOTAL 100%	Please refer to corrigendum issued.
328	109	T2	Appendix-E	Software Perpetual Licenses and ATS Cost	It is requested to modify the payment term. Amount should be paid at the beginning of every year.	No change in RFP.
329	109	T3	Appendix-E	Software Subscription Cost	It is requested to modify the payment term. Yearly subscription cost should be paid at the beginning of every year.	No change in RFP.
330	111	5,6	Appendix-E	"The minimum number of L1, L2 and L3 has to be 25, 25 and 8 respectively. Bidders must ensure that 100% of the L3 and at least 70% of the L2 will be from OEM/ 3rd Party OEM."	As per the clause OEM to Bidder mix is 25 - 33. Would request to relax this clause so that the right resource mix can be suggested	The number 25,25, & 8 are Minimum. Bidder to propose for team ensuring full compliance and SLA requirements. Further please refer to the corrigendum.
331	112	Appendix E	Appendix-E (Scope of Work and Payment Schedule)	Table T5 Training Cost	Is this application KT or product training? Will product training or KT be merged or needs to be separate?	The training should include both.
332	112	E6	Appendix-E (Scope of Work and Payment Schedule)	"Infrastructure Support and Management for Production and non-production environment including but not limited to a. OS Administration – b. Database Administration - c. VMware/ Load Balancer/API Gateway/Enterprise Service Bus/ and any other tools/components provided in Solution d. Help Desk Requirements e. Service Desk Support f. Application Support for the PR/DR site"	Would we be required to handle the administration of all of these components?	Yes.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
333	113	E6. Annual Maintenance (AMC) Term	Appendix-E (Scope of Work and Payment Schedule)	a. OS administration	Are there any specific tools or software that the bank recommends for backup and restoration activities?	No
334	113	E6. Annual Maintenance (AMC) Term	Appendix-E (Scope of Work and Payment Schedule)	c. VMware/ Load Balancer/API Gateway/Enterprise Service Bus/ and any other tools/components provided in Solution	What metrics should we track to optimize performance for VMware, Load Balancer, API Gateway, and ESB	TPS and Response time should be considered for tracking performance
335	113	E6. Annual Maintenance (AMC) Term	Appendix-E (Scope of Work and Payment Schedule)	c. VMware/ Load Balancer/API Gateway/Enterprise Service Bus/ and any other tools/components provided in Solution	Will the bank offer ready-made dashboards and BI reports, or do we need to suggest a reporting framework?	The bidder to provide.
336	113	E6. Annual Maintenance (AMC) Term / b. Database Administration	Appendix-E (Scope of Work and Payment Schedule)	f. Application Support for the PR/DR site	Could the bank specify the process for handling DR drills and PR-DR switchover? For instance, are the drills conducted on a scheduled basis (e.g., quarterly), triggered on-demand based on specific events, or managed through an automated switchover mechanism?	There will be scheduled DR drill as well as the contingency requirement. Bidder to provide automation for switchover and switchback.
337	113	E6. Annual Maintenance (AMC) Term / a. OS Administration	Appendix-E (Scope of Work and Payment Schedule)	Migration and replication of the existing VM infra onto new physical hardware as well as building new infra for EIS applications	Is the planning phase complete? If not, will it be conducted prior to or concurrently with the implementation of EIS 2.0?	The planning will be conducted concurrently with the implementation of EIS 2.0 by the Bidder.
338	115	e	Appendix-E (Scope of Work and Payment Schedule)	service Desk Support	Would this be handled by TCS	Bidder has to handle all Service desk related support

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
339	116	E7. MIS Report Generation requirement	Appendix-E (Scope of Work and Payment Schedule)	Indicative reports related requirements expected at this point of time are given in the subsequent appendix of this RFP. However, Bank will share MIS-related requirements with selected bidders during tenure of this contract which bidder must fulfill. • Generation of execution/ performance/ noncompliance/ exceptional/ deletion history/ audit reports and audit trails desired by the Bank. Customization of existing reports/creation of new reports. Interactive dashboards with provision to further drill down the reports. • End to end API observability along with prediction of API failures based on past trends.	If have a quantifiable number for the number of such reports along with frequency of such report generation, automated report generation and distributing (example - email) or manual report generation etc. Please elaborate on such details	Bidder has to estimate and bid accordingly. There could be additional requirement of report during and post implementation of the project.
340	116-117	Table E-11 Performance Projection	Appendix-E (Scope of Work and Payment Schedule)	Requirements Current: 1000-2000 Short-term projected (3-5 Years): 2000-3000 Long-term projected (6-10 Years): 4000-5000	These numbers what does it signify. is this number of unique APIs or APIs with different versions or is it one API been invoked by say 5 channels then considered as 5 APIs etc. Please elaborate on this with an illustrative example and what does this number signify and represent	These are the projected APIs of the downstream applications.
341	117	Table E-12 Incident Management	Appendix-E (Scope of Work and Payment Schedule)	Severity	The Definition of the incident Severity what kind of issues are considered and how it is defined etc. , please elaborate this.	The severity level of incidents will be defined by the bank based on the criticality.
342	118	Appendix E	Appendix-E (Scope of Work and Payment Schedule)	E12 Security Requirements	We understand that software/product level compliance requirements are with OEMs. But all others, regarding employees/overall solution etc should be Bidder. Please clarify the clauses	Bidder will be responsible for entire project for 5 years.
343	122	Appendix E	Appendix-E (Scope of Work and Payment Schedule)	E16 Training	What training is this specified for? Is this product specific training or KT of the services implemented?	Both.
344	128	Appendix-H	Appendix-H (BANK GUARANTEE FORMAT)	BANK GUARANTEE FORMAT	We would request that the claims be made with documentation / proof.	No change in the RFP

Sl no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
345	133 of 293	Appendix-J	Appendix-J (Penalties)	Suggest addition of this clause:	Notwithstanding anything contained under this Agreement, maximum aggregate deduction of SLA and Service Credit Amount and penalties shall be capped at 5% of monthly/ Qty invoice value.	No change in the RFP
346	133	Annexure J	Appendix-J (Penalties)	PENALTY FOR NON-PERFORMANCE Various levels of penlaties defined in the RFP for the listed activities with capping greater than 10%.	Note: Penalty leading to Termination is not acceptable. Client and Vendor should be on a mutually agreeable basis	No change in the RFP
347	133 and 153	Appendix-J and LIQUIDATED DAMAGES	Appendix-J (Penalties)	If Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this Agreement, the Bank may, without prejudice to its other remedies under the 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 0.50 % of total Project cost for delay of each week or part thereof maximum up to 5.00 % of total Project cost.	1. Please clarify if the Liquidated Damage penalty is over and above the Penalties outlines in the Appendix J for the same incidents.	Yes
348	133	Appendix-J	Appendix-J (Penalties)	PENALTY FOR NON-PERFORMANCE	Request the bank to keep the overall penalty capping to 10% of the Total project cost	No change in the RFP.
349	133	Appendix-J	Appendix-J (Penalties)	Delay >= 1 week - 1% of the milestone cost for each month (and/ or part thereof) till 4 weeks, beyond 4 weeks of delay 10% of the milestone cost.	Request to add a clause that the penalty would be levied only if the delay is attributable to delay (if any) from the vendor side	Penalty will not be applicable for the delays not attributable to the bidder.
350	133	Appendix-J	Appendix-J (Penalties)	Uptime of the Prod environments and Prod monitoring tools : Downtime of each 0.01% or part thereof, beyond 99.99% - Penalty of 2% of the respective Monthly Project delivery cost and/ or part thereof. (max – 10% of Penalty of the respective Monthly Project delivery cost)	We request you to modify the clause to "max – 10% of Penalty of the respective Monthly Project delivery cost / Resource cost as the stage may be) "	No change in the RFP. This refers only upto Phase-8, mentioned in the clause.
351	133-139	Penalties	Appendix-J (Penalties)	Multiple Penalty clauses	There are multiple instances where weekly delays will result in penalties calculated at monthly level. Request that the penalties are normalised on a basis point calculation for weekly instances (for eg: 0.01% of milestone cost as pentalty per delay of 1 week on prorata basis)	No change in the RFP

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
352	133-139	Penalties	Appendix-J (Penalties)	Multiple Penalty clauses	<p>Kindly provide normalization and upper limits for penalties basis count of incidents. For eg: for 1 instance, it's 2% of total monthly resource cost. This can be changed to for 1 instance it's 0.1% of monthly 1 resource cost for the applicable phase only per instance.</p> <p>Further more, for more than 5 instances, it can be changed to for >= 5 instances it's a max pentalty 5% of monthly 5 resource cost for the applicable phase total.</p>	No change in the RFP
353	133	Appendix J	Appendix-J (Penalti	Penalties	Could the bank confirm that penalties will not apply to events outside the Service Provider's control, including infrastructure or network issues originating from the bank?	To be guided by RFP
354	140	Appendix-K	Appendix-K (SLA)	Service Level Agreement	We would request that the above suggestions be incorporated into this agreement as well.	No change in the RFP
355	140	Appendix K	Appendix-K (SLA)	Service Level Agreement (SLA)	<p>1. The indemnity clause should clearly specify that the Service Provider will indemnify the Bank only for direct losses due to the Service Provider's actions. Can the Bank confirm that indirect or consequential losses are excluded from indemnity?</p> <p>Proposed Revision: "The Service Provider shall indemnify the Bank only for direct losses, excluding any indirect, consequential, or incidental damages, unless such losses arise from gross negligence or willful misconduct."</p>	No change in RFP.
356	140	Appendix K	Appendix-K (SLA)	Service Level Agreement (SLA)	<p>2. Could the Bank confirm that penalties will not apply in cases where delays or failures are due to dependencies on the Bank's infrastructure or other uncontrollable factors?</p> <p>Proposed Revision: "Penalties shall not be levied for delays or failures caused by dependencies on the Bank's infrastructure or other external, uncontrollable factors."</p>	no change in RFP.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
357	140	Appendix K	Appendix-K (SLA)	Service Level Agreement (SLA)	<p>3. Query: Can the SLA penalty structure be modified to include a cap on penalties that may be incurred within a single billing period?</p> <p>Proposed Revision: "The total penalties incurred in any given billing period shall not exceed 10% of the respective monthly fees for that period."</p>	No change in RFP.
358	140	Appendix K	Appendix-K (SLA)	Service Level Agreement (SLA)	<p>4. Could the Bank clarify that the Service Provider retains all IP rights to proprietary software and that the Bank's use of these IP rights is limited to the scope specified in the SLA?</p> <p>Proposed Revision: "The Bank shall have a non-exclusive, non-transferable license to use the Service Provider's proprietary software solely within the defined scope. All IP rights shall remain with the Service Provider."</p>	Please be guided by the RFP.
359	140	Appendix K	Appendix-K (SLA)	Service Level Agreement (SLA)	<p>5. Query: Please confirm that any new developments or customizations during the contract are licensed to the Bank but do not transfer ownership of IP to the Bank.</p> <p>Proposed Revision: "Any customizations or new developments made under this SLA shall be licensed to the Bank for internal use without transfer of ownership of IP, which shall remain with the Service Provider."</p>	Please be guided by the RFP.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
360	140	Appendix K	Appendix-K (SLA)	Service Level Agreement (SLA)	<p>6. Data Processing and Compliance: Given the requirements under the Digital Personal Data Protection Act, can the Bank confirm that the Service Provider will be responsible only for compliance related to its own data processing activities and not for the Bank's compliance obligations?</p> <p>Proposed Revision: "Service Provider's data processing obligations under this SLA shall be limited to its own activities. Compliance with applicable data protection laws concerning data within the Bank's control shall remain the Bank's responsibility."</p>	Service Provider to ensure that all Bank's compliance obligations are met with respect to this project.
361	140	Appendix K	Appendix-K (SLA)	Service Level Agreement (SLA)	<p>7. Cybersecurity and Incident Reporting: Can the Bank confirm that the Service Provider's obligation to report incidents within one hour applies only to critical incidents impacting SLA performance, not minor issues or those without immediate impact?</p> <p>Proposed Revision: "The obligation to report incidents within one hour shall apply only to critical incidents impacting SLA performance and excludes minor or non-impactful issues."</p>	No change in the RFP.
362	140	Appendix K	Appendix-K (SLA)	Service Level Agreement (SLA)	<p>8. Service Continuity: The SLA requires a transition period at no additional cost if the Bank switches to a new provider. Could the Bank clarify that this transition support will be limited to a defined period, after which additional fees will apply?</p> <p>Proposed Revision: "Transition support to a new service provider will be provided for up to 30 days at no additional cost. Any transition support required beyond this period will be chargeable at mutually agreed rates."</p>	Transition (if any) during the contract period has to be supported by the bidder.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
363	148	3.4	Appendix-K (SLA)	Payments 3.4.2: The Bank may withhold payment of any product/services that it disputes in good faith and may set-off penalty amount or any other amount which Service Provider owes to the Bank against amount payable to Service Provider under this Agreement. However, before levying penalty or recovery of any damages, the Bank shall provide a written notice to Service Provider indicating the reasons for such penalty or recovery of damages. Service Provider shall have the liberty to present its case in writing together with documentary evidences, if any, within 21 (twenty one) days. Penalty or damages, if any, recoverable from Service Provider shall be recovered by the Bank through a credit note or revised invoices. In	Request deviation for this clause as the clause is not acceptable to Kyndryl	No change in the RFP
364	148	3.5	Appendix-K (SLA)	3.5 Bank Guarantee and Penalties	Penalty leading to Termination is not acceptable and invoke of PBG.Request deviation.	No change in the RFP
365	151	5.12	Appendix-K (SLA)	Service Provider shall ensure that all persons, employees, workers and other individuals engaged by or sub-contracted (if allowed) by Service Provider in rendering the Services under this Agreement have undergone proper background check, police verification and other necessary due diligence checks to examine their antecedence and ensure their suitability for such engagement. No person shall be engaged by Service Provider unless such person is found to be suitable in such verification and Service Provider shall retain the records of such verification and shall produce the same to the Bank as when requested.	All associates getting on-boarded to SBI must complete the BGC, plds confirm	Yes and it will be the responsibility of the bidder.

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
366	152 of 293	08- TRANSITION REQUIREMENT	Appendix-K (SLA)	In the event of failure of the Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch	Suggest deletion of this clause: vi. In the event of failure of the Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and	No change in the RFP
367	152 of 293	6. GENERAL INDEMNITY	Appendix-K (SLA)	6.1 Service provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Service Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service provider agrees to make good the loss suffered by the Bank.	Suggest deletion of clause ii. 6.1 Service provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Service Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service provider agrees to make good the loss suffered by the Bank.	No change in the RFP
368	152	8	Appendix-K (SLA)	TRANSITION REQUIREMENT	Clause not acceptable to Kyndryl. Please propose that Transition would be only on Mutually agreeable basis and SBI would need to pay for such activities irrespective of any termination.	No change in the RFP

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
369	152	6. General Indemnity	6. General Indemnity	<p>6.1 Service provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Service Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service provider agrees to make good the loss suffered by the Bank.</p> <p>6.2 Service provider hereby undertakes the responsibility to take all possible measures, at</p>	Bidder request to remove this clause.	No change in RFP.
370	153 of 293	09- LIQUIDATED DAMAGES	Appendix-K (SLA)	<p>If Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this Agreement, the Bank may, without prejudice to its other remedies under the 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 0.50 % of total Project cost for delay of each week or part thereof maximum up to 5.00 % of total Project cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.</p>	<p>Suggest revision of this clause: 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 0.20% of value of 0.50% of total Project Cost for delayed component of each week or part thereof maximum up to 5,00% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement</p>	No change in the RFP

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
371	153	9	Appendix-K (SLA)	LIQUIDATED DAMAGES If Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this Agreement, the Bank may, without prejudice to its other remedies under the 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 0.50 % of total Project cost for delay of each week or part thereof maximum up to 5.00 % of total Project cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	Penalty leading to Termination is not acceptable to Kyndryl. Client and Kyndryl should be on a mutually agreeable basis	No change in the RFP
372	157	15.3	Appendix-K (SLA)	Non Disclosure Agreement	All associates getting on-boarded to sign the NDA, pls confirm	Please be guided by the RFP.
373	158	14	Appendix-K (SLA)	INSPECTION AND AUDIT	While the clause is not looking for internal financial / cost details. Team to be aware and should NOT agree to Customer that they will not have access to financial books or project financials (Customer will not have access to project revenue and cost details). Even Customer can not audit Subcontractors books of accounts as well.	No change in the RFP
374	159	16. Ownership	16. Ownership	Source Code and IPR	Since we are providing a product as a part of solution, it will not be possible to share the source code/object code or IPR, bank to confirm on this	Please refer to RFP "39. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP" at page 38.
375	160	18	Appendix-K (SLA)	18. TERMINATION	18.1 & 18.2 on Termination already shared above. 18.3 is not acceptable to Kyndryl. Please allow deviations	No change in the RFP

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
376	163 of 293	22- Limitation of Liability	Appendix-K (SLA)	The limitations set forth in abovementioned sub-Clause 21.1 shall not apply with respect to: (a) claims that are the subject of indemnification pursuant to Clause 1210 (infringement of third party Intellectual Property Right); (b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider, (c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations, (d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.	Suggest deletion of clause c mentioned below: The limitations set forth in abovementioned sub-Clause 21.1 shall not apply with respect to: (a) claims that are the subject of indemnification pursuant to Clause 1210 (infringement of third party Intellectual Property Right); (b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider, (c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations, (d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.	No change in the RFP
377	222	Appendix L	Appendix-L	NDA	Can the bank confirm that the NDA does not imply the disclosure of proprietary source code or algorithms and that the Service Provider may retain the right to reuse any generic, non-client-specific developments created?	No. Please refer to RFP.
378	224	Appendix-O	Appendix-O (PRE CONTRACT INTEGRITY PACT)	PRE CONTRACT INTEGRITY PACT	We would request that the sanctions for violations be restricted to fraudulent activities and not include an additional fee on top of the EMD/BG	No change in the RFP

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
379	229	6	Appendix-O (PRE CONTRACT INTEGRITY PACT)	Fall Clause The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Why is there a fall clause in such an RFP where in the evaluation is being done based on Tech Score and Final bid?	No change in the RFP
380	232	Appendix O	Appendix-O	Pre Contract Integrity Pact	Could the bank confirm that the integrity pact is focused solely on ensuring ethical business conduct and does not require additional compliance activities outside our standard policies?	Please refer to the content of respective section with its legal perspectives.
381	249	Appendix Q	Appendix-Q	Data Processing Agreement	Can the bank confirm that it will be regarded as the data controller under this Agreement, and that the Service Provider's obligations are limited to defined data processing activities in compliance with relevant data protection laws?	Service Provider to ensure that all Bank's compliance obligations are met with respect to this project.
382	273	T.1.2 Technical Capabilities	Appendix-T (TECHNICAL EVALUATION METRICS)	The platform to have the batch run capability	Kindly provide batch volume details.	Will be provided to successful bidder.
383	290	Bidder Evaluation	Appendix-T (TECHNICAL EVALUATION METRICS)	Partnerships-Access to partnerships/vendors-Bidder has leverage and can utilize technology and services of each of the OEM components recommended in this project for min 10 years	Assuming this relationship is between Services Partner & OEM to provide services as per this solution. Request bank to consider this as OEM & services partner relationship and not OEM product validity. Product components may undergo maturity model and get replaced with more superior components.	Please be guided by the RFP. The capability of utilising the components is the ask.

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384	290	Table TE-9	Appendix-T (TECHNICAL EVALUATION METRICS)	T.4 Bidder Evaluation (Weightage % – 19) More than 5 Indian and 6 or more Global relevant large-scale implementation and contacts details from past distinct BFSI clients has been provided in the format mentioned in Appendix-N	Bidder requests bank to relax the criteria and allow for OEM references. We request bank to modify the clause as 3 Indian and 3 Global references.	No change in the RFP
385	292		Appendix-U (Performance Certificate)	Performance Certificate	Reference call or visit is a better option. Compliance concern	No change in the RFP
386		Other	General Queries		As bank has existing EULA for similar solutions, request Bank to not allow any OEM to use existing pricing agreement with SBI or any of its subsidiaries and establish a new price agreement to fulfil this bid / solution commercials	Please refer to corrigendum issued.
387	NA	Additional Queries	General Queries	Insertion of new clause under INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP	We would request that the following language be inserted: "Bank grants the Service Provider a non-exclusive, worldwide, royalty-free right license to any intellectual property that is necessary for the Service Provider and its designees to perform the Services. The Service Provider shall retain ownership of: a. all pre-existing Intellectual Property Rights ("IPR") and; b. all IPR in materials and reports etc. developed during the course of the Agreement and remain therefore able to re-use any copyrightable or patentable elements of the materials and report in future engagements."	No change in the RFP

SI no	RFP Page	RFP Clause No	Section of RFP	Existing Clause	Query/Suggestions	Bank's Response
388	NA	Additional Queries	General Queries	Insertion of new clause under TERMINATION FOR DEFAULT	In the event of termination by customer, HPE shall be paid for the: a) Goods delivered till the date of termination; b) Services rendered till the date of termination; c) Work in progress rendered till the date of termination; d) Third party orders in pipeline which cannot be cancelled despite HPE's best efforts; and e) Unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	No change in the RFP
389	NA	Additional Queries	General Queries	Insertion of new clause under Scope of Work and Payment Schedule	We would request that the following clause be inserted: "Bank agrees to pay all invoiced amounts within thirty (30) days of the Service Provider's invoice date. The Service Provider may suspend or cancel performance of open orders or Services if the Bank fails to make payments when due."	No change in the RFP
390			General Queries	On prem or Cloud based deployment	will the entire solution be on premise or cloud	The solution should be on-premise.
391		Generic	General Queries	NA	Please share the list of applications to be integrated and expected volume of messages and data size to be exchanged with downstream systems	Details will be shared to successful bidder.
392		Generic	General Queries	NA	Please share details of total number of API calls to be managed per month/day	Please be guided by the RFP.
393		Generic	General Queries	NA	What is bank's preference for Public Cloud deployment. Please share the details on the same.	Outside the scope of RFP
394	NA	Penalties	General Queries	Multiple Penalty clauses	Given that there liability and liquidation clauses, kindly request the bank to limit penalty clauses for delays aor SLA violations to a maximum of 10% of the applicable phase	No change in the RFP
395	NA	NA	General Queries	Developer Portal	Kindly advise if developer portal is also need to be considered?	yes, please refer to the appendix-c of the RFP.