

**SBI Response to Pre Bid Queries - Pre Bid Meeting Dated 18.10.2024 from 15:00 hours to 16:00 hours**

**RFP No. TBSSP/RFP/ECO-SYSTEMS/2024-25/003 dated 09.10.2024 for "EMPANELMENT OF TECHNOLOGY SERVICE PROVIDERS (TSPs) FOR PROVIDING COMPREHENSIVE INTEGRATED DIGITAL SOLUTIONS ACROSS EDUCATION, HEALTH/HOSPITAL, SMART CITIES, JUDICIAL, RELIGIOUS AND HOTEL/HOSPITALITY ECOSYSTEMS.**

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1	6	1(ii)	The Bank proposes to invite online Bids from the eligible Bidders for empanelment as per details/scope of work for each of the ecosystems mentioned in Appendix-E of this RFP document.	Bidders have to get internal approvals for submitting proposal for this empanelment. EMD of 25 Lacs is to be paid. It would be vital to know the quantum of business that is being committed/ planned by SBI from the empanelment for Smart City Solutions. Bidders would be excited to apply and get empanelment and will get internal approvals easily if this is known at broad level.	RFP is for empanelment purpose, the Bank does not commit any minimum business quantum at this stage.
2	6	1(iii)	Request for Quote (RFQ) to be floated by the Bank for Eco-Systems separately.	EMD, POC, demo, presentation, and other requirements have been asked at this empanelment stage. We need below clarity on the following points to enhance our understanding and participation of this empanelment:  1. Does Bank have tentative count of prospects in hand or foreseen once the empanelment is done? 2. What is the range of the budget for such projects with Smart Cities? 3. How many bidders will be empanelled for "Smart City Solution" through this process? Is there any maximum count decided? 3. Please define the payment terms when such projects would be executed: will it be Capex/Opex - milestone-based, monthly for SaaS subscriptions, or transaction-based payments after RFQ finalization? 4. Will the solution be offered on a SaaS model, a perpetual model, or will both options be acceptable?	1. Tentative Count of Prospects: RFP is for empanelment purpose, Count of Prospects can't be estimated at the empanelment stage.  2. Budget Range: The budget range will vary depending on the scope and scale of each project to be undertaken post empanelment.  3. Number of Bidders to be Empanelled: There is no restriction on the number of bidders to be empanelled under each ecosystem.  4. Payment Terms: RFP is for empanelment purpose, payment terms shall be defined in subsequent RFQs floated for each Eco-Systems.  5. Solution Model: Both SaaS and perpetual models may be considered based on the specific requirements of each project.

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3	15	24	Bank may issue RFQ to empanelled TSP as per the actual requirements from time to time.	In similar empanelment processes conducted by organizations like NICS, vendors are empanelled and a QCBS method is considered for final selection for each project identified. Implementing QCBS is advisable for the successful execution of the project since after getting empanelment all vendors come at same platform if we consider QCBS, authority may judge the technical, financial, and project execution capability and evaluate the price accordingly. Please suggest what is the method of selection SBI is planning for each RFQ that would be published.	Method of selection of bidder/TSP for RFQ(s) shall be decided at the time of publication of RFQ(s).
4	15	24	Bank may issue RFQ to empanelled TSP as per the actual requirements from time to time.	We also request SBI to include a clause in this bid stating that abnormally low prices will not be considered during the evaluation and finalization of the RFQ, and that such quotes should be disqualified at that stage	The current RFP is only for Empanelment purpose. All such queries related to RFQ stage shall be taken up during the subsequent RFQs.
5	79	76	e-Tendering and e-Contract Management Module - Must have	The majority of government entities/ Municipal Corporation/ Smart Cities utilize the State level Portal/ NICS Portal or the GeM Portal for e-Tendering and e-Contract Management. Keeping this in mind, the e-Tendering and e-Contract Management Module should be considered as a "Good to Have" rather than a "Must Have." We kindly request that you amend the requirement accordingly.	No change in RFP terms and conditions
6	67	1.3.1(1)	Bidders' experience in implementing Smart Cities system in the last 5 years from the date of RFP.	The Smart Cities Mission was launched in India in June 2015, while you are considering experience only for last 5 year for showcasing the experience therefore we would request you to please consider 10 years instead of 5 years. This will allow fair competition amongst the bidders who have vast similar experience in Smart Cities in India	RFP clause modified as below  Bidders' experience in implementing Smart Cities system in the last <b>10 years</b> from the date of publishing of RFP.  The solution should be live as of the date of RFP, Bidder is to submit: 1.Copy of the Purchase/Work Order <b>and</b> 2.Certificate of Completion of the work / User Acceptance report from Clients as a documentary evidence.
7	67	1.3.1(1.a)	Implementation in Tier 1 Cities • Maximum of 1 mark per implementation • Additional marks in multiples of 1 there of • Maximum total marks 04	It appears that there is a typo in the document. The total marks allocated for criteria is stated as 4, but the correct total should be 5	RFP clause modified as below  Implementation in Tier 1 Cities • Maximum of 1 mark per implementation • Additional marks in multiples of 1 there of • Maximum total marks <b>05</b>

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8	67	1.3.1(1.a)	Bidders' experience in implementing Smart Cities system in the last 5 years from the date of RFP. (The solution should be live as of the date of RFP, Bidder is to submit PO/ Engagement Agreement / Work completion / Go-live certificate from the clients as documentary evidence)	We request SBI authority to consider this experience in any smart cities or municipal corporations in India, in accordance with the prequalification requirements.	RFP clause modified as below  Bidders' experience in implementing Smart Cities system in the last <b>10 years</b> from the date of publishing of RFP.  (The solution should be live as of the date of RFP, Bidder is to submit: 1.Copy of the Purchase/Work Order <b>and</b> 2.Certificate of Completion of the work/User Acceptance report from Clients as a documentary evidence
9	69	13 to 16	Caste Certificate Registration	Caste Certificate is issued by district collector office, not by Smart cities or Municipal corporation/ Councils, However integration can be done, hence we request you remove scoring part, scope should be till integration only.	No change in RFP terms and conditions
10	70	17 to 20	Income Certificate Registration	Income Certificate Registration is issued by district collector office, not by Smart cities or Municipal corporation/ Councils, However integration can be done, hence we request you remove scoring part, scope should be till integration only.	No change in RFP terms and conditions
11	71	21 to 24	Economically Weaker Section (EWS) Certificate Registration	EWS Certificate is issued by district collector office, not by Smart cities or urban corporation, However integration can be done, hence we request you remove scoring part, scope should be till integration only.	No change in RFP terms and conditions
12	71	25 to 28	Native/Domicile Certificate Registration	Native/Domicile Certificate is issued by district collector office, not by Smart cities or Municipal corporation/ Council, However integration can be done, hence we request you remove scoring part, scope should be till integration only.	No change in RFP terms and conditions
13	78	76 to 78	e-Tendering and e-Contract Management	"Tender Creation, Bid Submission, EMD Submission" is done through state etendering portal, "Bid Evaluation, Contract management and Vendor Payments" can be done through ERP portal, hence we request you remove scope and scoring of FRS "Tender Creation, Bid Submission, EMD Submission".	No change in RFP terms and conditions
14	67	1.3.3 Functional Specifications – ISCMS	The following methodology will be adopted for scoring of the functional parameters across both Must Have and Good to Have modules.	There is no weightage given on Must have modules, we request authorities more weightage has to be given on Must Have Modules, it is advisable to keep weightage for "Must to Have Modules" and less marks for those modules that are not mandatory.	No change in RFP terms and conditions

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15	82	1.3.4 Technical Specifications – ISCMS, Sr.no 1	The system should support microservices architecture for scalability and modularity	With a monolithic architecture, all the code for your application is in one place. This makes it easier to understand how the different parts of your application work together. It also simplifies the development process since developers don't need to worry about how different services communicate with each other, Also now a days Govt of India is promoting for open source applications. Hence we recommend that <b>"The system should support microservices/open score architecture for scalability and modularity"</b>	No change in RFP terms and conditions
16	84	1.3.4 Technical Specifications – ISCMS, Sr.no 19	The system should be web 3.0 compliant to ensure the application works on various platforms, browsers, and resolution	web 3.0 in India is still in developing phase, many states are yet to adopt this technology, hence we recommend that <b>"The system should be web 2.0/3.0 compliant to ensure the application works on various platforms, browsers, and resolution"</b>	RFP clause modified as below  The system should be <b>web 2.0/3.0</b> compliant to ensure the application works on various platforms, browsers, and resolution.
17	49	8	The system should support integration with cloud services (e.g., AWS, Azure) for scalability and elasticity	The system should support integration with cloud services (e.g., GCP, AWS, Azure) for scalability and elasticity	RFP clause modified as below  <b>The system should support integration with majority of the cloud service providers for scalability and elasticity.</b>
18	63	8	The system should support integration with cloud services (e.g., AWS, Azure) for scalability and elasticity	The system should support integration with cloud services (e.g., GCP, AWS, Azure) for scalability and elasticity	RFP clause modified as below  <b>The system should support integration with majority of the cloud service providers for scalability and elasticity.</b>
19	83	8	The system should support integration with cloud services (e.g., AWS, Azure) for scalability and elasticity	The system should support integration with cloud services (e.g., GCP, AWS, Azure) for scalability and elasticity	RFP clause modified as below  <b>The system should support integration with majority of the cloud service providers for scalability and elasticity.</b>
20	97	8	The system should support integration with cloud services (e.g., AWS, Azure) for scalability and elasticity	The system should support integration with cloud services (e.g., GCP, AWS, Azure) for scalability and elasticity	RFP clause modified as below  <b>The system should support integration with majority of the cloud service providers for scalability and elasticity.</b>
21	106	8	The system should support integration with cloud services (e.g., AWS, Azure) for scalability and elasticity	The system should support integration with cloud services (e.g., GCP, AWS, Azure) for scalability and elasticity	RFP clause modified as below  <b>The system should support integration with majority of the cloud service providers for scalability and elasticity.</b>

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22	118	8	The system should support integration with cloud services (e.g., AWS, Azure) for scalability and elasticity	The system should support integration with cloud services (e.g., GCP, AWS, Azure) for scalability and elasticity	RFP clause modified as below  <b>The system should support integration with majority of the cloud service providers for scalability and elasticity.</b>
23	2	Schedule of Events point 5	Clarifications to queries raised at pre-bid meeting will be provided by the Bank.	We appreciate the authorities' initiative to provide clarifications by the 23rd of October. However, in the event of any delays, we kindly request the authorities to grant a minimum of 15 working days from the publication of clarifications to allow us sufficient time to submit our response.  Additionally, we respectfully request that the authorities share the clarifications to all queries raised by all bidders with everyone for full transparency.	Please refer revised Schedule of Events in the Corrigendum 1.
24	6	Invitation to Bid	Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in Appendix-B of this RFP and willing to provide the system as required in this RFP and subsequent Request for Quote (RFQ) to be floated by the Bank for Eco-Systems separately.	We assume that there will no separate EMD, PBG or tender fee associated with RFQ for empanelled vendors.  We also assume that there will be no separate qualification and technical evaluation round for the empanelled vendors to participate in the RFQ.  <u>Please clarify our assumptions.</u>	The terms and conditions of RFQ shall be decided at RFQ stage.
25	11	Bid Preparation and Submission	12.f. Proof of remittance of Tender Fee & EMD	We have observed that the document pertaining to EMD and tender fee is repeated in point f after its mention in point.	RFP clause modified. Page Number 11, Section 12, Clause (i.f) stands removed
26	13	Bidding Process for Empanelment	16. vii The Bank can ask for a Proof of Concept (PoC)/ Technical Evaluation (TE)	We, a reputed HMIS vendor have done several PoC for our esteemed government clients around the country. Regarding the clause to PoC we would like to understand the scope undermining the requirement of PoC.	PoC may be asked for to ensure that bidder is able to demonstrate what has been provided as part of the bid response submission

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27	34	1.5	TSP should have a minimum average turnover of Rs. 25 Crores during the last three financial years that is	<p>We are a reputed HMIS vendor, having successfully served over 15 PSUs and government clients, along with completing 3 large-scale country-wide automation projects. Our solution is trusted by several prestigious private institutions across the country. Additionally, we are empaneled with various government organizations, consistently meeting their high standards.</p> <p>We kindly request the authorities to consider relaxing the turnover criteria to an average of Rs. 20 crores over the last three financial years.</p>	Please refer Revised Turnover Criteria in the Corrigendum 1.
28	38	1.1 Appendix C	Bidder to arrange a meeting between Bank and client references (at least 02) for the projects executed by them.	We assume that all the costs related to the meeting with the client will be borne by SBI. Please clarify other wise.	Any cost associated with client feedback meeting shall not be part of bidder scope.
29	39	1.1.1 Prior Implementation Experience – IHMS	Bidders' experience in implementing IHMS in the last 5 years from the date of RFP	We assume that the projects to be produced to support this criteria must be implemented in 5 years (from the date of publishing of RFP).	RFP clause is self explanatory.
30	47	1.1.3.	Functional Specifications – IHMS	In order to give customers the best in the industry solution, we have partnered with a specialised vendors for certain feature in our solution. We assume that this arrangement is acceptable as long as the services are satisfactory.	RFP clause is self explanatory.
31	51	1.1.3.	Language Support: All functionalities must be provided with bilingual support i.e., in English and the local language	We kindly request the authorities to clarify the areas where bilingual support is expect in the proposed solution.	No change in RFP terms and conditions
32	10	9.ii	Irrespective of the period, the empanelment will deem to be operative until close of assigned projects, and hence agencies deploying resources will be required to ensure the availability of resources until completion of the work in hand or till the extended period as per the respective project terms and conditions, if any project is awarded to the empaneled vendor pursuant to future RFQ or otherwise.	Resources will be deployed for the period defined in the RFP only, deployment of resources for the period beyond the term mentioned in the RFP should be mutually discussed & agreed upon	No change in RFP terms and conditions

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33	15	24.i	The empanelment will be valid for a period of 05 years from the date of empanelment provided that the Bank may at any time during the empanelment period terminate the empanelment by providing written notice of 30 (thirty) days to TSP.	Termination of empaneled vendor should be mutually discussed & agreed upon.	No change in RFP terms and conditions
34	15	24.ii	Irrespective of the period, the empanelment will deem to be operative until close of assigned projects, and hence agencies deploying resources will be required to ensure the availability of resources until completion of the work in hand or till the extended period as per the project terms and conditions.	Resources will be deployed for the period defined in the RFP only, deployment of resources for the period beyond the term mentioned in the RFP should be mutually discussed & agreed upon	No change in RFP terms and conditions

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35	17	28	<p>Right To Audit</p> <p>i. The Selected Bidder (Service Provider) under the respective RFQs 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 Service Provider. Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.</p>	<p>1. TCS Internal Security Audit will be performed once in every year.</p> <p>2. In case of any bank appointed external auditors performing audit, they need to sign TCS NDA before start of the Audit.</p>	RFP clause is self explanatory.
36	50	1.1.4	<p>Cloud Readiness:</p> <p>The bidder should be able to deploy the system on cloud as well as on-premise (Basis requirements of the Bank). Decision on hosting (Cloud or On-premise) shall be taken by the Bank at the time of contract award.</p>	Cloud Services will be procured by TCS / Bank.	RFP clause is self explanatory.

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37	31	1.1. Specific Eligibility Criteria – IHMS	The TSP should have experience of implementing hospital management system covering at least <ul style="list-style-type: none"> <li>• Patient Registration,</li> <li>• Appointment Scheduling,</li> <li>• IPD and OPD Management integrated with payments</li> </ul> in at least 02 Public or Private sector hospitals/healthcare institutions in India only in the last 05 years from the date of RFP publish.	We understand that an Implementation which was under Operations & Maintenance in the last 5 years across 2 or more hospitals under one Implementation would qualify under this criteria. Please confirm on our understanding.	RFP clause is self explanatory.
38	32	1.2. Specific Eligibility Criteria – IUMS	2. The TSP should have experience of implementing University/College/School management system covering at least Admission management and Fee collection & management modules in at least 02 Public or Private sector education institutions in India only in the last 05 years from the date of RFP publish	Please let us know if University Management implementations encompassing core ERP services such as Human Resource Management and Financial Management system in the last 5 years will qualify under this criteria.	RFP clause is self explanatory.
39	33	1.2. Specific Eligibility Criteria – IUMS	3. The TSP should have also implemented the solution in at least 01 University/College/School in India only having a student base of minimum 2000 students (for school/college) and/or 5000 students (for university) in the last 05 years from the date of RFP publish.	Please let us know if University Management implementations encompassing core ERP services such as Human Resource Management and Financial Management system in the last 5 years will qualify under this criteria.	RFP clause is self explanatory.
40	33	1.3. Specific Eligibility Criteria – ISCMS	2. The TSP should have experience of implementing Smart Cities system covering at least Birth/Death/Marriage registration & Property/Water Tax management modules in at least 02 cities/municipal corporations in India in the last 05 years from the date of RFP. Solution implemented should be live and running successfully as on date of RFP	We understand that an Implementation which was under Operations & Maintenance in the last 5 years across 2 or more cities/municipal corporations in India would qualify under this criteria. Please confirm on our understanding.	RFP clause modified as below 2. The TSP should have experience of implementing Smart Cities system covering at least Birth/Death/Marriage registration & Property/Water Tax management modules in at least 02 cities/municipal corporations in India in the last <b>10 years</b> from the date of RFP. Solution implemented should be live and running successfully as on date of RFP

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41	21	Banning from Ministry/Country-wide procurements	For serious transgression of code of integrity, a delinquent Bidder (including their related entities) may be banned/debarred from participation in a procurement process of the Bank including procurement process of any procuring entity of Government of India for a period not exceeding three years commencing from the date of debarment.	Request Bank to consider debarment / Suspension only for SBI specific procurements	No change in RFP terms and conditions
42	30	Appendix – B Bidder's Eligibility Criteria	Bidder should have experience of minimum 3 years in providing the required products / services / solution for each of the respective ecosystem(s) for which bidder is bidding/participating.	Does the bidder need to provide reference for each of the ecosystems or anyone should be ok?	RFP clause is self explanatory.
43	30	Appendix – B Bidder's Eligibility Criteria	Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.	Practice of User Acceptance report is not common anymore. Request bank to delete th said requirement. Also due to NDA, it is not always possible to submit the PO, request bank to consider self certification.	RFP clause modified as below  Bidder is required to submit:  1.Copy of the Purchase/Work Order <b>and</b> 2.Certificate of Completion of the work / or User Acceptance report from Clients as documentary evidence.
44	30	Appendix – B Bidder's Eligibility Criteria	The product / service / solution being offered should not infringe any patent, trademarks, copyrights, or such other Intellectual Property Rights. The TSP must ensure that the application / product / solution, code, artefacts, scripts, etc. - Documented proof on company letter head that solution is 100% developed in-house and owned/copyrighted by the company	Does this mean that the bidder needs to submit the decalaration on the letter head	RFP clause is self explanatory.
45		Resource Personnel	NA	Can the same resource profile be submitted across eco-systems?	No. This shall not be allowed. As resource shall be dedicated for the said ecosystem to ensure commencement of work
46		General		Does the bidder need to get 70% in Technical evaluation for all the ecosystems individually?	Please refer section 8. Evaluation Process of RFP document
47		General		In case of the vendor not having full fledged system to support a given eco system can the bidder propose a customised built using the framework available with them.	RFP clause is self explanatory.

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48	32	1.2 (4)	The TSP should have a valid CMMI Level 3 or above certification	In Case if we belong to MSME category, and do not possess any CMMI certificate, are we still eligible to fill the tender. <u>We are ISO 27001 Certified</u>	No change in RFP terms and conditions
49	61	68	IUMS should have the capability for integration with other government portals (Eg: Vidya Lakshmi Portal, Standup India, PSBloans in 59 minutes, etc.)	For all third party and government portals API integrations, who will co-ordinate with other agencies to get the technical support required for API integrations	Integrations with other portals/systems to be facilitated by Bidder
50	31	1.2(1)	TSP should have a minimum average turnover of Rs. 10 Crores during the last three financial years that is <ul style="list-style-type: none"> <li>• FY 2021-22</li> <li>• FY 2022-23</li> <li>• FY 2023-24</li> </ul> as per audited financial statements. This must be an individual company and not of any group	Is there any relaxation for institutes belongs to MSME category in Annual turnover? If yes, how much?	Please refer Revised Turnover Criteria in the Corrigendum 1.
51	23	38	Exemption of EMD and Tender Fee  Micro & Small Enterprises (MSE) units and Start-ups are exempted from payment of EMD and tender fee provided the products and/or services they are offering, are manufactured and/or services rendered by them. Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.	We, Atulyam Hotelline Solution Pvt Ltd, are writing to express our keen interest in participating in the tender process for the Integrated Hospitality Management System (IHOMS) outlined in RFP No. TBSSP/RFP/ECO-SYSTEMS/2024-25/003 dated 09.10.2024.  Our company, which was incorporated in 2014 and is categorized under the Micro and Small Enterprises (MSE), has been consistently developing smart, reliable, and innovative solutions for the hospitality industry. (Udyam Certificate attached). Please approve Exemption of tender fee & EMD	RFP clause is self explanatory.

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52	29	1.3	TheBidder should be a profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years that is <ul style="list-style-type: none"> <li>• FY 2021-22</li> <li>• FY 2022-23</li> <li>• FY 2023-24</li> </ul> as per audited financial statements.	As we are continuously developing a strong product line, we are having substantial development and support expenditure. As due to some lack of fund we could not depute sales and marketing team which is fully responsible for making high sales turnover and so profitability but our main priority was to maintain our core development and support team with our minimum resources. MSME branch Lucknow has sanctioned a 2.0 Cr OD loan for boosting sales and infrastructure for MyHotelLine. OD account number is: 000000432046788 We have not achieved profitability for two out of the last three financial years as required. Please approve exemption for this.	No change in RFP terms and conditions
53	35	1.6.1	TSPshouldhavea minimum average turnover of Rs. 10 Crores during the last three financial years that is <ul style="list-style-type: none"> <li>• FY 2021-22☐</li> <li>• FY 2022-23☐</li> <li>• FY 2023-24☐</li> </ul> as per audited financial statements. This must be an individual company and not of any group of companies.	As stated above reasons, our company does not meet the minimum average turnover of Rs. 10 crores for the last three financial years. Although we do not meet these financial requirements, we have consistently demonstrated our ability to deliver robust and scalable solutions in the hospitality domain. We have approx. all modules listed in the requirement list except 1. Our innovative systems have been widely adopted, and we maintain excellent relationships with our clients. In light of our strong technical capabilities and proven track record, we kindly request that the Committee consider providing us relaxation on the aforementioned points so that we may participate in this bid.	Please refer Revised Turnover Criteria in the Corrigendum 1.
54	39	1.1.3	Bill Generation	Comprehensive module for Bill generation, need clarity as to what kind of bills is it for vendor services or any other miscellaneous services	RFP clause is self explanatory.
55	40	1.1.3	Reporting, analytics, and dashboards	Some of the reporting metrics mentioned in this clause attract propriety information which cannot be shared with third party without explicit consent of Hospitals such as discharge summaries, overall collection of hospital, patient demographics.	RFP clause is self explanatory.

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56	46	1.1.3	HR and Payroll schedule	Request clarification for inclusion of this module under Integrated Hospital Management system.	RFP clause is self explanatory.
57	30	1.1. Specific Eligibility Criteria – IHMS, pt 2	The TSP should have experience of implementing hospital management system covering at least: - Patient Registration - Appointment Scheduling - IPD and OPD Management integrated with payments in at least 02 Public or Private sector hospitals/healthcare institutions in India in the last 05 years from the date of RFP publish.	We request to modify the clause as: "The TSP should have experience of implementing software solution in hospitals or Public or Private sector hospitals/healthcare institutions in India in the last 07 years from the date of RFP publish." This modification would allow participation of experienced solution providers who may have implemented other critical healthcare software solutions, but not necessarily the specific modules listed, thus broadening competition while maintaining the project's objectives.	No change in RFP terms and conditions
58	31	1.1. Specific Eligibility Criteria – IHMS, pt 3	The TSP should have implemented the solution in at least one hospital/healthcare institution in India with a base of minimum 250 hospital beds in the last 05 years from the date of RFP publish.	We request to modify the clause as: "The TSP should have implemented the solution in at least one hospital/healthcare institution in India with inpatient Hospital facility in the last 07 years from the date of RFP publish." This modification will allow TSPs that have implemented solutions for hospitals with inpatient care facilities, regardless of bed count, to qualify. It broadens the eligibility while ensuring the solution addresses essential hospital requirements.	No change in RFP terms and conditions
59	31	1.2. Specific Eligibility Criteria – IUIMS, pt-2	The TSP should have experience of implementing University/College/School management system covering at least Admission management and Fee collection & management modules in at least 02 Public or Private sector education institutions in India only in the last 05 years from the date of RFP publish.	We request to modify the clause as: "The TSP should have experience of implementing software solutions in University/College/School management systems in India in the last 07 years from the date of RFP publish." This modification will allow TSPs with experience in broader education-related software solutions, not limited to specific modules like Admission Management and Fee Collection, to qualify. This would encourage wider participation without compromising the project's objectives.	No change in RFP terms and conditions

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SI No	RFP Page No	RFP Clause No	Existing Clause	Query / Suggestions	SBI Response
60	31	1.2. Specific Eligibility Criteria – IUMS, pt-3	The TSP should have also implemented the solution in at least 01 University/College/School in India only having a student base of minimum 2000 students (for school/college) and/or 5000 students (for university) in the last 05 years from the date of RFP publish.	We request to modify the clause as: "The TSP should have implemented the solution in at least 01 University/College/School in India in the last 07 years from the date of RFP publish." This modification will allow participation of TSPs that have implemented successful solutions in educational institutions regardless of student base size, ensuring a wider competition while maintaining the focus on <u>quality solutions</u>	No change in RFP terms and conditions
61	32	1.3. Specific Eligibility Criteria – ISCMS,pt-3	The TSP should have experience of implementing Smart Cities system covering at least Birth/Death/Marriage registration & Property/Water Tax management modules in at least 02 cities/municipal corporations in India in the last 05 years from the date of RFP. Solution implemented should be live and running successfully as on date of RFP.	We request to modify the clause as: "The TSP should have experience of implementing Smart Cities/Safe City/3D City software solutions in city/municipal corporations in India in the last 07 years from the date of RFP. The solution should be live/completed successfully as of the date of RFP." This modification broadens the eligibility criteria to include TSPs that have implemented Smart Cities solutions in general, not limited to specific modules like Birth/Death/Marriage registration or Property/Water Tax management, thus enabling wider <u>competition</u> .	No change in RFP terms and conditions
62	32	1.3. Specific Eligibility Criteria – ISCMS,pt-4	The TSP should have also implemented the solution in at least <b>01 city/municipal corporation</b> in India having a population of <b>minimum 5,00,000</b> in the last <b>05 years</b> from the date of RFP.	We request to modify the clause as: "The TSP should have implemented the solution in at least 01 city/municipal corporation in India having a population of minimum 5,00,000 in the last 07 years from the date of RFP." This modification removes the population requirement, allowing TSPs that have successfully implemented solutions in cities or municipal corporations of any size to participate, encouraging wider competition while still maintaining the focus on quality.	No change in RFP terms and conditions

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SI No	RFP Page No	RFP Clause No	Existing Clause	Query / Suggestions	SBI Response
63	33	1.4. Specific Eligibility Criteria – IRMS,pt-2	The TSP should have experience of implementing IRMS covering at least Online Darshan Slot Booking, Online Donations, Pooja Booking & Management and Hall Management modules in at least 05 Religious Institutions/Trusts in India only in the last 05 years from the date of RFP. Solution implemented should be live and running successfully as on date of RFP	We request to modify the clause as: "The TSP should have experience of implementing software solutions covering at least Online Booking, Online Payments, and Booking Management in at least 02 cities/institutions in India in the last 07 years from the date of RFP. The solution should be live or completed successfully as of the date of RFP." This modification expands eligibility to include broader software solutions covering online booking, payments, and management in various institutions or cities, rather than focusing solely on religious institutions, thus allowing for a wider range of TSPs to participate.	No change in RFP terms and conditions
64	33	1.4. Specific Eligibility Criteria – IRMS,pt-3	The TSP should have also implemented the solution in at least 02 Religious Institutions/Trusts in India only having a weekly average footfall of minimum 5,000 devotees per institution in the last 05 years from the date of RFP	We request to modify the clause as: "The TSP should have implemented the solution in at least 02 institutions/cities in India,only having a weekly average footfall of minimum 5,000 persons per institution in the last 07 years from the date of RFP." This modification removes the specific footfall requirement and extends the timeline from 5 years to 7 years, allowing participation of TSPs that have successfully implemented solutions in institutions or cities of various sizes.	No change in RFP terms and conditions
65	34	1.6. Specific Eligibility Criteria – IHOMS,pt-2	The TSP should have experience of implementing Hospitality Management system covering at least Room Management, Front Office and Channel Management modules in at least 05 hotels and/or 3 chain of hotels in India only in the last 05 years from the date of RFP. Solution implemented should be live and running successfully as on date of RFP	We request to modify the clause as: "The TSP should have experience of implementing software solutions in hotels or Public or Private sector hospitality institutions in India in the last 07 years from the date of RFP publish." This modification would allow participation of experienced solution providers who may have implemented other hospitality software solutions, but not necessarily the specific modules listed, thus broadening competition while maintaining the project's objectives.	No change in RFP terms and conditions

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SI No	RFP Page No	RFP Clause No	Existing Clause	Query / Suggestions	SBI Response
66	35	1.6. Specific Eligibility Criteria – IHOMS,pt-3	The TSP should have also implemented the solution in at least 02 hotels and/or chain of hotels in India having a minimum of 30 rooms individually in the last 05 years from the date of RFP.	We request to modify the clause as: "The TSP should have also implemented the solution in at least 01 hotel and/or chain of hotels in India having a minimum of 30 rooms individually in the last 07 years from the date of RFP." This modification reduces the number of hotels required to 01, allowing broader participation while ensuring that the TSP has relevant experience in implementing solutions for hotels with adequate room capacity.	No change in RFP terms and conditions
67	83-123	1.3.4	Overview of Ecosystems	Do you have an existing system for Healthcare, University, or Religious ecosystems, or should a new one be developed?	All of these ecosystems would be created afresh. No existing ecosystems.
68	50-63	1.1.4	System Architecture and API Integration	Are there specific API standards or security protocols that must be adhered to when integrating with SBI systems?	To be taken up during subsequent RFQ stage
69	84	1.3.4	General System Requirements - Customization	What level of customization is expected for each system (Healthcare, Smart Cities, Judicial, etc.)?	To be taken up during subsequent RFQ stage
70	107	1.4.5	Integration with Third-Party Systems	Will the solution require integration with third-party systems, and if so, to what extent?	To be taken up during subsequent RFQ stage
71	83-123	1.3.4	Ecosystem Objectives and Challenges	What specific user challenges in your current system would this solution address?	Query not relevant to RFP scope
72	63	1.2.4	System Architecture and Compatibility	Can you provide more details on SBI's infrastructure compatibility to ensure smooth integration?	To be taken up during subsequent RFQ stage
73	119	1.6.4	Automation Requirements	Are there manual processes that you intend to automate as part of this transformation?	To be taken up during subsequent RFQ stage
74	64	1.2.5	Cloud Readiness - On-Premise vs Cloud	Should the database be hosted on-premise or in the cloud, or is it flexible based on the project requirements?	To be taken up during subsequent RFQ stage
75	38	Appendix C - 1.1		Please inform us the name of the end-user for IHMS (Integrated Hospital Management System)	Query not relevant to RFP scope
76	-	-	Annual Turnover Requirements (Revenue/Profitability Criteria)	As a growing company within the healthcare technology sector, our IHMS entity is still in the growth phase and does not meet the revenue or profitability thresholds outlined in the RFP. However, as part of Scorg Group, which has strong financial backing and long-standing relationships with major IT clients, we kindly request that the possibility of allowing consortium bidding with group companies be considered. This would allow us to participate by drawing on the collective strength and capabilities of the group.	Please refer Revised Turnover Criteria in the Corrigendum 1.

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77	-	-	CMMI Certification	We understand and appreciate the high standards set by the CMM Level 3 certification. As an MSME, however, this may be challenging for companies in the growth phase like ours. We are ISO 20000-1:2018, ISO 9001:2015, and ISO 27001 certified, which reflect our commitment to quality, security, and service delivery. We would be grateful if these certifications could be considered as alternatives or if flexibility could be extended to MSMEs in this regard.	No change in RFP terms and conditions
78			Turnover Criteria	Can minimum turnover be converted to cumulative turnover instead of average?	Please refer Revised Turnover Criteria in the Corrigendum 1.
79			Certification	We have PCI DSS certification, but do not have ISO certification? Is that fine?	No change in RFP terms and conditions