

Sl. No.	RFP Page No	RFP Clause No	Existing Clause	Query/Suggestions	SBI Response
1	41	Part II	Part II - Bid submission date	As this is a niche subject, we need to collaborate globally for this response. Hence we request extension in bid submission date by 3 weeks.	Please refer to the corrigendum dated 17/09/2018.
2	42	Part II	Part II - Terms of payment	Request the payment for licenses to be made 100% on delivery of the license. Product OEM's take the payment upfront.	Please refer to the corrigendum dated 17/09/2018.
3	42	Part II	Part II - Terms of payment	Request 2nd payment milestone be give on completion of design document as training to SBI staff would be given towards the end of the project.	Please refer to the corrigendum dated 17/09/2018.
4	42	Part II	Part II - Terms of payment	Kindly specify payment terms for AMC period of 5 years. Would it be payable yearly in advance. Request this as OEM's take AMC charges at the start of the year.	Please refer to the corrigendum dated 17/09/2018.
5	48	Annexure B	Eligibility criteria - 1	Kindly allow LLP	Please refer to the corrigendum dated 17/09/2018.
6	48	Annexure B	Eligibility criteria - 3,4	Can we submit financial statements for FY 15,16,17 as our financials for FY 18 are not yet available	Please provide provisional FY18 statement duly signed by competent authority
7	48	Annexure B	Eligibility criteria - 5	Request you to change the criteria to "Bidder or OEM of the proposed EA tool .....	As per RFP
8	48	Annexure B	Eligibility criteria - 5	Due to confidentiality reasons request SBI to accept self declaration or email from clients instead of copy of order / completion certificate	Please refer to the corrigendum dated 17/09/2018.
9	48	Annexure B	Eligibility criteria - 6	Request you to remove the requirement of support centre in Navi Mumbai, we donot have any office in Navi Mumbai	Please refer to the corrigendum dated 17/09/2018.
10	48	Annexure B	Eligibility criteria - 7,8	Criteria are missing from RFP document	Ignore. This is a typo
11	48	Annexure B	Eligibility criteria - 9	This criteria should be applicable as on date of bid submission.	Yes
12	65	Annexure F	Commercial Bid	The restriction of zero cost should not apply to (b) implementation cost as every product needs a implementation and no IPR is being developed here	The optional zero cost clause is for the EALM portal.
13	65	Annexure F	Commercial Bid	If the product as EALM portal functionality already then zero cost restriction should not apply.	We envisage that the product shall not have all the required functions of the EALM as desired by the Bank. However in case the EA Tool product has the required EALM portal functions then yes the optional zero cost restriction may not apply
14	65	Annexure F	Commercial Bid	suggest that the AMC charges are multiplied by 5 years in the total of the table to avoid confusion later	The ATS/AMC charges total of 4 years (excluding 1 year warranty) must be mentioned along with the per year cost, as stated in the RFP
15	66	Annexure F	Commercial Bid	Table on top of page 66 is not clear	This is the final quote to be submitted by the bidder as mentioned in the RFP
16	66	Annexure F	Commercial Bid	Suggest that rate per months is multiplied by notional effort of say 50 person months for TCO calculation purpose	Bank wants to keep this flexible and also at present the effort required is not clear. This effort may be proposed by the bidder considering the Bank's stated requirements
17	66	Annexure F	Commercial Bid	What is the total price which needs to be quoted in the RA ( license + implementation + change ) or these 3 plus taxes	The total price as per the table "Summary of indicative quote". Refer to Page 38 - Section 52 - "Taxes and Duties" for details about taxes.
18	48	Annexure B - Bidders Eligibility Criteria	Bidder should have experience of minimum 3 years in providing the services to supply, parameterization and deployment, maintain and provide training on EA tools. Minimum two implementations and client references are required.	We have good experience in implementing leading EA tools at various leading BFSI customers outside India. However, due to nature of the deals in that market we don't supply software licenses as part of the deal. Hence we request you to modify the eligibility criteria as follows  "Bidder should have experience of minimum 3 years in providing the services to parameterization and deployment, maintain and provide training on EA tools. Minimum two implementations and client references are required."	As part of RFP, the Bank wants the bidder to provide the entire solution including licenses. The RFP mentions that SI can partner with OEM to submit the bid.
19	52	Annexure B1 - Technical Characteristics - S.No 12	12	What is the Application Portfolio Management tool currently used in the Bank ?	Bank has an in-house Application Portfolio Management tool. More details shall be provided to the successful bidder
20	52	Annexure B1 - Technical Characteristics - S.No 12	12	What is the Project Portfolio Management tool currently used in the Bank ?	Bank has an in-house Project Portfolio Management tool. More details shall be provided to the successful bidder
21	52	Annexure B1 - Technical Characteristics - S.No 12	12	What is the IT Asset/ Portfolio Management tool currently used in the Bank ?	Bank has an in-house IT Asset/ Portfolio Management tool. More details shall be provided to the successful bidder
22	52	Annexure B1 - Technical Characteristics - S.No 12	12	What is the CMDB tool/repository currently used in the Bank ?	Bank has an in-house CMDB tool. More details shall be provided to the successful bidder

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23	57	Annexure B1 EALM Portal		The features provided for EALM are at a very high level. a. Will there be a detailed requirements provided, so that we can estimate better. b. If there are no detailed requirements, will there be scope to modify estimates, once requirements are detailed out during project execution ??	The bidder has to provide the approach to implement EALM portal. This may include the detailed requirements phase.
24	57	Annexure B1 EALM Portal	1	Feature 1 - "The EALM solution will be a one-stop shop for all EA related information and activities in the Bank" What are the EA related information and activities referred to here. Is this same as mentioned in feature 3 or anything more ?	Yes feature 3 and as stated in the RFP "The EALM solution will facilitate the foundational and operational activities of the enterprise architecture function in the Bank."
25	58	Annexure B1 EALM Portal	7	Feature 7 - "Facilitating the activities for information gathering for Data elements and their attributes" . What is the nature of information gathering ?? Through offline excel sheets or through web based forms or both ??	Both
26	58	Annexure B1 EALM Portal	8	Feature 8 - "Ability to establish review mechanisms, predict classification based on data categories and flag/call out high level risk items" What does predict classification based on data categories mean ?	Tool to have some intelligence for mapping data in the field to the data classification eg: Customer financial info,PII ,PAN,Aadhaar if captured in the form/template to be automatically classified or pop up suggestion as Sensitive,Public etc (classification based on the policy)
27	58	Annexure B1 EALM Portal	9	Feature 9 - "Ability to populate/model/link a data flow diagram on basis on mentioned data categories, sources and destinations." is this expected to be done automatically or provision to map it manually ?	Tool needs to populate/model/link a data flow diagram automatically with option to make correction manually.
28	58	Annexure B1 EALM Portal	10	Feature 10 - "Ability to address present and future regulatory requirements." What are the current regulatory requirements adhered to by the bank ?? What are the future regulations which the bank the expected to comply with ?	Bank currently adheres to Regulatory/Statutory/Law/Internal compliance etc. as per regulatory requirement,GDPR etc. Future regulations like Privacy/data protection bill etc.
29	58	Annexure B1 EALM Portal	11	Feature 11 - What does security resilience and interfaces thereof mean ?	Information gathered from application should be able to inventorize interface level details like protocol,encryption etc preferable automatically with option to edit manually.
30	58	Annexure B1 EALM Portal	12	Feature 12 - "Provide a single source of truth for the data elements of the IT applications of the Bank and ability to automate the information gathering activities from the IT applications." What are the various sources with which we are expected to integrate for the information gathering ?	Tool for data governance is foreseen as single source of truth ,with integration to IT applications of SBI IT landscape as well as loading/importing of populated data from standalone templates like xls,vsd etc
31	58	Annexure B1 EALM Portal	13	Feature 13 - "The check-in/ check-out process should accommodate for roles defined in the data governance requirements." . Is this feature expected at EALM portal level or at EA tool or both ?	This requirement is about version management and should be supported by EA Tool and EALM portal. The bidder may propose the approach based on best practices.
32	58	Annexure B1 EALM Portal	19	Is the bank using any Change management tool that needs to be integrated with the EA tool ?	Integration with ITSM tool is desirable for seamless workflow
33	63	Annexure E - EA tool implementation - point vi	vi	Bidder is expected to create EA artifacts for any one domain (with the example of Treasury being cited). Can we know the indicative size of the domain , such as the number of applications, interfaces.) ?	Around 45 applications
34	63	Annexure E - EA tool implementation - point vii	vii	Any update on the number of existing artifacts (and their types) to be migrated to the EA tool ?	Details shall be provided to the successful bidder
35	63	Annexure E - EALM Portal Development		What is the technology standard for portals within the bank ?	The bidder has to propose the technology stack for the EALM portal that can have a seamless integration with the EA Tool
36	NA	Generic	NA	What are the key pain points, challenges in the current EA organization and operating model. Key drivers for this RFP	The Bank desires to implement an EA tool to support the strategic decision making process by capturing vital enterprise context, along with analysis capabilities across the all the architecture domains and thus facilitate the implementation of a business strategy focused on business outcomes and risk mitigation.

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37	NA	Generic	NA	Are there any EA documents / artifacts (EA vision, charter, Strategy, Capabilities, Arch models, Architecture diagrams etc.) currently available or is everything expected to be created from scratch. If available, a. Is it expected to migrate existing artifacts into EA tool as well ? b. how current and upto date are these documents c. What current industry standards are these built on(UML, BPMN, Archimate etc.)	a. Yes b. Mostly current documents c. Archimate, UML and BPMN
38	NA	Generic	NA	Does SBI have any restrictions in terms of teams operating out of remote locations (outside SBI offices) access to information for such remote teams etc ?	The implementation of the EA Tool and EALM portal will have to be done within SBI offices
39	NA	Generic	NA	Any specific compliance or certification requirements(internal or external) for people working on the project ?	TOGAF certification is desired for resources creating EA artifacts for one domain
40	NA	Generic	NA	Is scope limited to preparing framework elements(within EA tool) or actual preparation of detailed artifacts(like information flows, business capability modeling etc.), standards etc. Kindly confirm	As stated in the RFP
41	NA	Generic	NA	Is the expectation to setup the EA tool only or update existing artifact inventory as well?	As stated in the RFP
42	NA	Generic	NA	For the current scope, are we expected to create any detailed architecture models or only at a higher levels like Enterprise Architecture, Portfolio Management, IT Planning and support to integrate with any other tool. Please confirm.	As stated in the RFP
43	NA	Generic	NA	Does the bank have existing Architecture Principles, Standards and Best practices in place, which need to be carried forward to EA tool.	No, but some of these are in draft stage.
44	NA	Generic	NA	Does the bank have existing Business Capabilities documented, which need to be carried forward to EA tool.	Only for the business function/domain chosen
45	NA	Generic	NA	Does the bank have existing Information flows documented, which need to be carried forward to EA tool.	Only for the business function/domain chosen
46	NA	Generic	NA	Does the bank have existing Architecture Governance Processes documented, which need to be carried forward to the EA tool.	Certain process is documented but not all
47	NA	Generic	NA	Whats is the current architecture framework used (TOGAF, ZACHMAN etc.) ? What is degree of customization.	TOGAF. Customization may be proposed by the bidder based on their experience
48	NA	Generic	NA	Does the bank have documented technology standards (Technology Reference Model(TRM) - software and hardware) ?	Certain standards are in draft stage
49	NA	Generic	NA	What is the Integration platform currently used in the Bank ?	More details shall be provided to the successful bidder
50		Annexure B1 - EALM Portal	6	What does 'current operational activities' encompass ?	It includes the EA activities and the related operational activities such as artefact creation, EA implementation, governance changes etc.
51		Annexure B1 - EALM Portal	7	How many data collection templates are anticipated ?	Currently templates are limited in number but based on workflow and business requirement from time to time it may change
52		Annexure B1 - EALM Portal	7	How many data workflow templates are anticipated ?	Currently templates are limited in number but based on workflow and business requirement from time to time it may change
53	52	Part 1: Enterprise Architecture (EA) Tool	4. Ability to consume data from various sources and repositories for architecture, portfolio, database etc.	How many system integrations will be required for data consumption from various sources?	From an architecture repository perspective, 5 to 7 iterations may be assumed for estimating the ballpark effort. More details will be provided to the successful bidder and this number may change.
54	52	Part 1: Enterprise Architecture (EA) Tool	4. Ability to consume data from various sources and repositories for architecture, portfolio, database etc.	What are these systems?	As stated in the RFP - "Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB"
55	52	Part 1: Enterprise Architecture (EA) Tool	4. Ability to consume data from various sources and repositories for architecture, portfolio, database etc.	What integration modes (through APIs, Web Services, Flat File, Excel File & etc.) are available?	The modes of integration (not limited to) for Application Portfolio Management tool, Project Portfolio Management tool, IT Asset/ Portfolio Management tool and CMDB tool/repository are: Web Services/ API, File Based Integration and Import. The bidder may propose additional integration modes as supported by the proposed EA tool.

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56	52	Technical Characteristics - 6	6. Fully supports industry-standard notations, standard modelling languages, methods, and techniques such as the Archimate 3.0 notation, Business Process Modelling Notation 2.0 (BPMN 2.0), Business Motivation Model (BMM), Data flow diagrams (DFD), Unified Modelling Language (UML) and the Entity Relationship Diagram (ERD) etc.	Does this project scope include modelling/designing of Business Processes using BPMN 2.0 notation?	Modelling from the EA Practice Setup perspective. Specific Business Process for 1 business function/ area, such as Treasury
57	52	Technical Characteristics - 6	6. Fully supports industry-standard notations, standard modelling languages, methods, and techniques such as the Archimate 3.0 notation, Business Process Modelling Notation 2.0 (BPMN 2.0), Business Motivation Model (BMM), Data flow diagrams (DFD), Unified Modelling Language (UML) and the Entity Relationship Diagram (ERD) etc.	Does this project scope include modelling/designing of Enterprise Architecture using Archimate notation?	Modelling from the EA Practice Setup perspective. Specific Business Process for 1 business function/ area, such as Treasury
58	52	Technical Characteristics - 12	12. Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies	Is SBI intending to replace existing Application Portfolio Management solution? If no, does this project scope cover integration of SBI's Application Portfolio Management tool? And please share with us name of this tool.	This will depend on the Application Portfolio Management features available in the EA tool. Bank has an in-house Application Portfolio Management tool. More details shall be provided to the successful bidder
59	52	Technical Characteristics - 12	12. Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies	Does this project scope cover integration of SBI's Project Management tool? If yes, what is name of this tool?	Yes, Bank has an in-house Project Portfolio Management tool. More details shall be provided to the successful bidder
60	52	Technical Characteristics - 12	12. Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies	Does this project scope cover integration of SBI's IT Asset/Portfolio Manage tool? If yes, what is name of this tool?	Yes, Bank has an in-house IT Asset/ Portfolio Management tool. More details shall be provided to the successful bidder
61	52	Technical Characteristics - 12	12. Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies	Does this project scope cover integration of SBI's CMDB tool? If yes, what is name of this tool?	Yes, Bank has an in-house CMDB tool. More details shall be provided to the successful bidder
62	55	Presentation and Usability 51	51. Ability to import models/ information directly from existing tools such as Ms Visio, Archimate, Bonita, Erwin etc.	Is this import a recurring import where new information/models in existing tools (Ms Visio, Archimate, Bonita and Erwin) need to be imported based on defined schedule? Or is this one time import which done in the beginning of the project?	Mostly one time import but it may depend on the business function to be taken for EA implementation
63	55	Presentation and Usability 51	51. Ability to import models/ information directly from existing tools such as Ms Visio, Archimate, Bonita, Erwin etc.	What is volume of Archimate, Bonita and Erwin files to be imported to new EA solution?	Considering the size of SBI landscape, it is not possible to estimate this at present. Here we are stating that the tool should have such ability
64	55	Presentation and Usability 51	51. Ability to import models/ information directly from existing tools such as Ms Visio, Archimate, Bonita, Erwin etc.	For Bonita and Erwin, what information will be imported? And what are their file format?	Bonita - Business Process Erwin - Entity Models The file formats as supported by Bonita and Erwin
65	56	Administration - 64	64. Solution should work with Bank's SSO for authentication and provide out of the box user profiles for different domain users (IT Architects, Information Architects, Portfolio managers etc.) with a user interface for each profile based on their needs	What is SSO technology used in SBI? Windows AD, Custom developed Identity Management solution, or other?	Windows AD
66	57	Part 2: Enterprise Architecture Lifecycle Management (EALM) Portal		EALM requirements state that it should have: access to all EA information, configurable workflows, role based access through SSO, feature that helps gathering Data elements, capability to populate/model/link data flow diagrams and etc. All these requirements can be met with our EA Solution. Thus, we would like to check whether SBI is open to use EA solution to address these requirements instead of developing EALM from scratch?	The bidder may propose the tool(s) which can provide for the stated requirement of both the EA tool and EALM portal. However EALM portal is envisioned to host all activities of the SBI Enterprise & Technology Architecture team which may go beyond typical EA activities like Center Of Excellence - activities/knowledgebase, Guidance/INFORMATION on various efforts undergoing under E&TA , Dashboard that shows the operational activities of E&TA status/progress etc hence the EALM portal may not be avoidable in our view.

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67	57	Part 2: Enterprise Architecture Lifecycle Management (EALM) Portal	2.It should be a web-based solution, based on responsive web design, which is accessible to all the IT staff of the Bank. Depending on the need the access to the solution may be extended to non-IT staff in the Bank	How many people are expected to access EALM solution concurrently?	Approximately 100 to start with.
68	57	Part 2: Enterprise Architecture Lifecycle Management (EALM) Portal		In Annexure E, SOW for EALM Development it was mentioned that existing information needs to be imported to EALM. Can you please provide details of information (information type, format and volume) that needs to be imported?	The integration and migration requirements will be same as that for EA Tool, considering the Bank envisions EALM portal to be the entry point.
69	41	Part II - Schedule of Events	Terms of Payment: 30% on Installation and Setup and submission of PBG. 30% after training to SBI staff. 40% after successful implementation, configuration, testing and go live.	We are providing off the shelf solution to meet the requirements of this proposal and some services on top of that. As the right of usage of software is transferred upon agreement for packaged software. Can we propose the payment milestones in two parts  Software Licenses: 100% Upon Signing Other Services: 30% on Installation and Setup and submission of PBG. 30% after training to SBI staff. 40% after successful implementation, configuration, testing and go live.	Please refer to the corrigendum dated 17/09/2018.
70	42	Performance Guarantee	10% of the order value	Since we will be providing off the shelf licenses for software which will be delivered, installed and accepted. Can we provide PBG for only services?	PBG conditions as stated in the RFP
71	42	Performance Guarantee	Validity period from the date of purchase order – 63 months	The project duration stated in RFP is approximately 3 + months, then why is there a need for PBG for 63 month. Can this be till the validity date of production movement	The Bank envisions the project including ATS/AMC for approximately 5 years hence the PBG is mentioned accordingly.
72	63	EA Tool Implementation	The bidder must provide at least 5 days training, at Bank's premises, for total 50 officials in three batches	Is SBI expecting for the 50 officials to attend the same training sessions, or will these officials be part of different user groups with different needs/use cases on the EA Tool? What will be the scope of engagement on the various EA domains for these 50 officials?	The 50 officials may be from different depts. And as stated in the RFP they may attend the training in batches. Their involvement on the EA domains will be arrived at based on their work areas.
73	63	EA Tool Implementation	The bidder must create the EA artifacts for all the architecture domains (including but not limited to business, data, application and technology) for 1 business function/ area, such as Treasury, for approximately 2 to 3 months based on the inputs and artifacts provided by the Bank.	Will the selection of business function/area and scope of artifacts population be defined and agreed by both parties during the analysis phase of the project? What will be the criteria from SBI perspective to select the business function/area? Can we propose some criteria for this selection?	The bidder may propose the business function/ area along with the timelines to achieve it.
74	63	EA Tool Implementation	The bidder must ensure support for integration/ migration of existing data to the tool.	Can you please provide us a list of existing sources / formats of data to be migrated to the EA Tool? We also would need samples to provide a precise assessment on the migration scope. Do you expect the EA tool to provide information to other systems?	1. Details will be provided to the successful bidder 2. Yes, bidder may propose this.
75	64	EALM Portal Development	The bidder must provide at least 5 days training, at Bank's premises, for total 50 officials in three batches	Is SBI expecting for the 50 officials to attend the same training sessions, or will these officials be part of different user groups with different needs/use cases on the EALM Portal? What will be the scope of engagement on the various EALM capabilities for these 50 officials?	The 50 officials may be from different depts. And as stated in the RFP they may attend the training in batches. Their involvement on the EALM capabilities will be arrived at based on their work areas.
76	64	EALM Portal Development	The bidder must ensure support for integration/ migration of existing data to the EALM Portal.	Can you please provide us a list of existing sources / formats of data to be migrated to the EALM Portal? We also would need samples to provide a precise assessment on the migration scope. Do you expect the EALM Portal to provide information to other systems?	1. Details will be provided to the successful bidder 2. Yes, bidder may propose this.

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77	65	ANNEXURE O and F	ANNEXURE-O : "Comprehensive warranty/ AMC: The warranty / AMC would be comprehensive in nature and back to back support from the OEM. The bidder will warrant the product(s) against defects arising out of faulty design, materials and media workmanship etc. for a period of five years from the date of acceptance of the product(s). The bidder will provide support for other preinstalled software components during the warranty period of the product(s)."  ANNEXURE-F : "Comprehensive warranty for the EA Tool and EALM Portal mentioned above for 1 year from the go live date must be inclusive in the cost".	the Annexure F mentions 1 year from the go live date and the Annexure O mentions five years from the date of acceptance of the product. Can you please give us clarifications about the warranty ?	Please refer to the corrigendum dated 17/09/2018.
78	66	article 31 "Purchase Price"	v. Terms of payment are given in Part-II of this RFP document.	The payment terms are not mentioned in the RFP. Can you please indicate the payment terms of the invoice ?	Refer #17 on page 42
79	67	article 36 "Limitation of liability"	i. For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total Cost of the Project. Service provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss so caused.	Bidder wishes that the RFP specify in the article 36 that "the conditions and limitations as set out in this clause shall supplement any other provision in this document".  Indeed, the provisions regarding the liability is spread in the RFP and we want that the article 36 is the only article to set out the liability conditions.	This is as per the standard clauses of RFP
80	68	Article 41 "Patent Rights/ Intellectual Property Rights"	The Bidder shall, at its own expenses without any limitation, defend and indemnify the Bank against all third party claims or infringements of Intellectual Property Rights including patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad. In case of violation/ infringement of patent/ trademark/ copyright/ trade secret or industrial design, the supplier shall after due inspection and testing get the solution redesigned for the Bank, at no extra cost.	Bidder wishes to specify in the article 41 "Patent Rights/ Intellectual Property Rights" that "Bidder will indemnify the Bank as provided in this section, only if the Bidder shall have sole control and authority with respect to the defense, settlement, or compromise thereof, provided that Bank's reasonable consent to any such settlement or compromise shall be required unless it includes a full release for all the Bank indemnified parties."  Indeed, in the event of any third party claims regarding intellectual property rights, Bidder shall have the sole control and authority on the procedures because it is our own intellectual property.	This is as per the standard clauses of RFP
81	70	Article 12" Future additions of Hardware / Software" and 13 of the ANNEXURE-O and article 3 "Terms and Conditions"		Bidder wishes that articles 12 and 13 of Annexure-O as well as article 3 "Terms and Conditions" be deleted or modified as it is not in accordance with the intellectual property right granted to the Bank.  Indeed, Bidder grants a right to use the software and a right to use and modify the elements performed in the context of the agreement, but they remain Bidder's property, as the amount of configuration expected is minor.	This is as per the standard clauses of RFP
82	22, 65	1. Invitation to Bid, 26. Services, Annexure F	viii. Bidder shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract.	Considering AMC for hardware, OS, Middleware is in scope, there is no line-item mentioning the same in the Commercial Bid (Annexure F)	Refer to Annexure-E "Scope of Work" which mentions that "The required hardware and the related infrastructure required for the implementation of EA tool and the EALM portal shall be provided by the Bank"
83	42	Part II clause 13	10% of the order value	Since OEM will be providing off the shelf licenses for software which will be delivered, installed and accepted, can the bidder provide PBG for only services?	PBG conditions as stated in the RFP

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84	42	Part II clause 13	Validity period from the date of purchase order – 63 months	For the OEM, the project duration stated in RFP is approximately 3 + months, the validity date for PBG be till production movement/ go-live?	PBG conditions as stated in the RFP
85	42	Part II clause 17	Terms of Payment 30% on Installation and Setup and submission of PBG. 30% after training to SBI staff. 40% after successful implementation, configuration, testing and go live.	Suggest Payment terms to be 100% Payment for Software license on delivery Implementation - milestone based Training - on completion Manpower Support - Monthly in arrears Software AMC - yearly in advance	Please refer to the corrigendum dated 17/09/2018.
86	42	Part II clause 19	Liquidated damages: A sum equivalent to 1 % per week or part thereof of Contract Price subject to maximum deduction of 10 % of the Contract Price for delay of each week or part thereof.	It is suggested to change this clause as 'A sum equivalent to 1 % per week or part thereof of Contract Price subject to maximum deduction of 5 % of the Contract Price for delay of each week or part thereof.'	This is as per the standard clauses of RFP
87	42	Part II clause 20	Transition Penalty (Refer Part-1, point No 47 sub point no (vi).	There is no sub point under point 47. Sub point no (vi) of point no 47 of Part -1 does not exist.	Please refer to the corrigendum dated 17/09/2018.
88	48	Annexure B	Bidder should have experience of minimum 3 years in providing the services to supply, parameterization and deployment, maintain and provide training on EA tools. Minimum two implementations and client references are required.	Can the bidder furnish partnering OEM's experience for this requirement?	No.
89	51	Annexure B1: Technical & Functional Specification;	All 5 points under 'Tool Eligibility Criteria'.	Can the bidder furnish OEM's self-certification on the tool for this requirement?	Yes
90	52	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	4. Ability to consume data from various sources and repositories for architecture, portfolio, database etc.	How many system integrations will be required for data consumption from various sources?	Refer point 12 of the technical characteristics which states "Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies"
91	52	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	4. Ability to consume data from various sources and repositories for architecture, portfolio, database etc.	What are these systems?	Refer point 12 of the technical characteristics which states "Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies"
92	52	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	4. Ability to consume data from various sources and repositories for architecture, portfolio, database etc.	What integration modes (through APIs, Web Services, Flat File, Excel File & etc.) are available?	The modes of integration (not limited to) for Application Portfolio Management tool, Project Portfolio Management tool, IT Asset/ Portfolio Management tool and CMDB tool/repository are: Web Services/ API, File Based Integration and Import. The bidder may propose additional integration modes as supported by the proposed EA tool.

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93	52	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	6. Fully supports industry-standard notations, standard modelling languages, methods, and techniques such as the Archimate 3.0 notation, Business Process Modelling Notation 2.0 (BPMN 2.0), Business Motivation Model (BMM), Data flow diagrams (DFD), Unified Modelling Language (UML) and the Entity Relationship Diagram (ERD) etc.	Does this project scope include modelling/designing of Business Processes using BPMN 2.0 notation?	Modelling from the EA Practice Setup perspective. Specific Business Process for 1 business function/ area, such as Treasury. For the domain chosen the available existing business process documentation shall be provided.
94	52	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	6. Fully supports industry-standard notations, standard modelling languages, methods, and techniques such as the Archimate 3.0 notation, Business Process Modelling Notation 2.0 (BPMN 2.0), Business Motivation Model (BMM), Data flow diagrams (DFD), Unified Modelling Language (UML) and the Entity Relationship Diagram (ERD) etc.	Does this project scope include modelling/designing of Enterprise Architecture using Archimate notation?	Modelling from the EA Practice Setup perspective. Specific Business Process for 1 business function/ area, such as Treasury. For the domain chosen the available existing EA diagrams shall be provided.
95	52	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	12. Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies	Is SBI intending to replace existing Application Portfolio Management solution? If no, does this project scope cover integration of SBI's Application Portfolio Management tool? And please share with us name of this tool.	This will depend on the Application Portfolio Management features available in the EA tool. Bank has an in-house Application Portfolio Management tool. More details shall be provided to the successful bidder
96	52	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	12. Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies	Does this project scope cover integration of SBI's Project Management tool? If yes, what is name of this tool?	Bank has an in-house Project Portfolio Management tool. More details shall be provided to the successful bidder
97	52	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	12. Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies	Does this project scope cover integration of SBI's IT Asset/Portfolio Manage tool? If yes, what is name of this tool?	Yes, Bank has an in-house IT Asset/ Portfolio Management tool. More details shall be provided to the successful bidder
98	52	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	12. Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies	Does this project scope cover integration of SBI's CMDB tool? If yes, what is name of this tool?	Yes, Bank has an in-house CMDB tool. More details shall be provided to the successful bidder
99	55	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	51. Ability to import models/ information directly from existing tools such as Ms Visio, Archimate, Bonita, Erwin etc.	Is this import a recurring import where new information/models in existing tools (Ms Visio, Archimate, Bonita and Erwin) need to be imported based on defined schedule? Or is this one time import which done in the beginning of the project?	Mostly one time import but it may depend on the business function to be taken for EA implementation

Sl. No.	RFP Page No	RFP Clause No	Existing Clause	Query/Suggestions	SBI Response
100	55	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	51. Ability to import models/ information directly from existing tools such as Ms Visio, Archimate, Bonita, Erwin etc.	What is volume of Archimate, Bonita and Erwin files to be imported to new EA solution?	Considering the size of SBI landscape, it is not possible to estimate this at present
101	55	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	51. Ability to import models/ information directly from existing tools such as Ms Visio, Archimate, Bonita, Erwin etc.	For Bonita and Erwin, what information will be imported? And what are their file format?	Bonita - Business Process Erwin - Entity Models The file formats as supported by Bonita and Erwin
102	56	Annexure B1: Part 1: Enterprise Architecture (EA) Tool: Technical Characteristics	64. Solution should work with Bank's SSO for authentication and provide out of the box user profiles for different domain users (IT Architects, Information Architects, Portfolio managers etc.) with a user interface for each profile based on their needs	What is SSO technology used in SBI? Windows AD, Custom developed Identity Management solution, or other?	Windows AD
103	57	Annexure B1: Part 2: Enterprise Architecture Lifecycle Management (EALM) Portal		EALM requirements state that it should have: access to all EA information, configurable workflows, role based access through SSO, feature that helps gathering Data elements, capability to populate/model/link data flow diagrams and etc. All these requirements can be met with our EA Solution. Thus, we would like to check whether SBI is open to use EA solution to address these requirements instead of developing EALM from scratch?	The bidder may propose the tool(s) which can provide for the stated requirement of both the EA tool and EALM portal.
104	57	Annexure B1: Part 2: Enterprise Architecture Lifecycle Management (EALM) Portal	2.It should be a web-based solution, based on responsive web design, which is accessible to all the IT staff of the Bank. Depending on the need the access to the solution may be extended to non-IT staff in the Bank	How many people are expected to access EALM solution concurrently? Please provide volumetric to estimate hardware requirement EALM Portal, like: a.) # of users b.) Y-o-Y user growth for next 5 years, especially considering the portal access may be extended to non-IT also 3.) Type/ template of content that may be uploaded and volume, frequency of the same	Approximately 100 to start with. a) 1500 b) approximately 2-10% increase c) The bidder may propose this
105	57	Annexure B1: Part 2: Enterprise Architecture Lifecycle Management (EALM) Portal	3. EALM solution should contain a structured taxonomy to cater to the foundational elements such as policies, principles, guidelines, standards and procedures, and operational elements such as templates, requests for review of architecture and procurement, requests for architecture and technology consulting, requests for approval of technology and exceptions etc.	What types of foundational elements are currently present in the Bank?	As stated in the RFP "The EALM solution will facilitate the foundational and operational activities of the enterprise architecture function in the Bank."
106	57	Annexure B1: Part 2: Enterprise Architecture Lifecycle Management (EALM) Portal	7. Facilitating the activities for information gathering for Data elements and their attributes 8. Ability to establish review mechanisms, predict classification based on data categories and flag/call out high level risk items 9. Ability to populate/model/link a data flow diagram on basis on mentioned data categories, sources and destinations.	Please elaborate. Are we referring to data elements in the Information Architecture that shall reside in the EA portal? Or something else?	Information Architecture and Data Governance elements are being referred here

Sl. No.	RFP Page No	RFP Clause No	Existing Clause	Query/Suggestions	SBI Response
107	57	Annexure B1: Part 2: Enterprise Architecture Lifecycle Management (EALM) Portal		In Annexure E, SOW for EALM Development it was mentioned that existing information needs to be imported to EALM. Can you please provide details of information (information type, format and volume) that needs to be imported?	Details will be provided to the successful bidder
108	63	EA Tool Implementation	The bidder must provide at least 5 days training, at Bank's premises, for total 50 officials in three batches	Is SBI expecting for the 50 officials to attend the same training sessions, or will these officials be part of different user groups with different needs/use cases on the EA Tool? What will be the scope of engagement on the various EA domains for these 50 officials?	The 50 officials may be from different depts. And as stated in the RFP they may attend the training in batches. Their involvement on the EA domains will be arrived at based on their work areas.
109	63	EA Tool Implementation	The bidder must create the EA artifacts for all the architecture domains (including but not limited to business, data, application and technology) for 1 business function/ area, such as Treasury, for approximately 2 to 3 months based on the inputs and artifacts provided by the Bank.	Will the selection of business function/area and scope of artifacts population be defined and agreed by both parties during the analysis phase of the project? What will be the criteria from SBI perspective to select the business function/area? Can we propose some criteria for this selection?	The bidder may propose the business function/ area along with the timelines to achieve it.
110	63	Annexure E - EA Tool Implementation	The bidder must ensure support for integration/ migration of existing data to the tool.	Can you please provide us a list of existing sources / formats of data to be migrated to the EA Tool? We also would need samples to provide a precise assessment on the migration scope. Do you expect the EA tool to provide information to other systems?	1. Details will be provided to the successful bidder 2. Yes, bidder may propose this.
111	64	Annexure E - EALM Portal Development	The bidder must provide at least 5 days training, at Bank's premises, for total 50 officials in three batches	Is SBI expecting for the 50 officials to attend the same training sessions, or will these officials be part of different user groups with different needs/use cases on the EALM Portal? What will be the scope of engagement on the various EALM capabilities for these 50 officials?	The 50 officials may be from different depts. And as stated in the RFP they may attend the training in batches. Their involvement in the EALM Portal will be arrived at based on their work areas.
112	64	Annexure E - EALM Portal Development	The bidder must ensure support for integration/ migration of existing data to the EALM Portal.	Can you please provide us a list of existing sources / formats of data to be migrated to the EALM Portal? We also would need samples to provide a precise assessment on the migration scope. Do you expect the EALM Portal to provide information to other systems? What is the volume of data that needs to be migrated?	1. Details will be provided to the successful bidder 2. Yes, bidder may propose this.
113	65	Annexure- F Indicative Commercial Bid	Comprehensive warranty for the EA Tool and EALM Portal mentioned above for 1 year from the go live date must be inclusive in the cost	It is suggested to change this clause. It is suggested to add these clause: 1) For all third party SW / Tool, warranty will be 1 year from date of delivery of SW / Tool. 2) For all third party SW / Tool , ATS will start on completion of 1 year from the date of delivery of SW / Tool	Please refer to the corrigendum dated 17/09/2018.
114	66	Annexure- F Indicative Commercial Bid	Post Implementation Changes and Maintenance	1) Is it part of AMC Charges? Or separate over and above AMC charges. 2) Validity of this per month rate? 1year or 5 year till end of contract.	1. Over and above AMC 2. 5 years (end of contract)
115	96	Penalties	General	Kindly cap overall penalties at 10% of contract value	Please refer page 96 - Section 1
116	52	NA	Annexure B1 - Technical Characteristics - point 4	What is the approximate number of Source system that needs to be supported.	Refer point 12 of the technical characteristics which states "Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies"
117	52		Annexure B1 - Technical Characteristics - point 2	Where are the Historical Architecture stored currently and they are available in what format ?	Currently architecture information is stored in disparate systems in various formats (BPMN, Archimate, Vision etc). Details will be shared to the successful bidder
118	57		Annexure B1 - Licensing	What is the ratio of Frequent users vs non frequent users ? What is the approximate number of Users ?	Approximately total 1500 users (concurrent 100) to begin with. Bidder may assume equal number of frequent and non frequent users out of the total number of users
119	57		Annexure B1 - EALM tools	Which EALM tool is used by the bank currently ? Why it is being replaced ?	No tool is used currently; Sharepoint is being used for managing internal EA activities to some extent
120	48		Annexure B - Eligibility Criteria - point 5	Can we have sub vendor for any one of the service eg; EA Implementation vendor or EA tool Vendor etc	Refer to the RFP for the clauses of SI and OEM.
121	52		Annexure B1- Governance	Provide list of tools for used for Application Portfolio Management, project management, Portfolio management.	Bank has an in-house Application Portfolio Management tool, Project Portfolio Management tool, IT Asset/ Portfolio Management tool and CMDB tool. More details shall be provided to the successful bidder
122	56		Annexure B1 - Administration	Which SSO solution is used by the bank currently ?	Windows AD
123	57		Annexure B1 - EALM tools	How many staff users are expected to use EALM tools ?	Approximate total 1500 users (concurrent 100) to begin with
124			General	Please consider legal terms as per MSA signed between bidder and SBI	This is as per the standard clauses of RFP

Sl. No.	RFP Page No	RFP Clause No	Existing Clause	Query/Suggestions	SBI Response
125	-			Can we do a joint bid on delivering the requirements as stated by RFP? Joint bid with leading EA tool vendor (OEM). However, Bidder can take the ownership on the final outcomes of the deliverables? Kindly please confirm will this be acceptable for SBI?	Refer to the RFP for the clauses of SI and OEM.
126	-			Does SBI has any internal sharepoint or equivalent portal building capabilities along with document management system to build the EALM portal wherever suggested EA tool doesn't meet requirements of SBI?	The bidder may propose the technology stack for the EALM portal
127	Page 52	Point -4 Technical Characteristics	Ability to consume data from various sources and repositories for architecture, portfolio, database etc	Please provide list of various sources which EA tool should integrate to provide insights	Refer point 12 of the technical characteristics which states "Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies"
128	Page 52	Point -4 Technical Characteristics	Fully supports industry-standard notations, standard modelling languages, methods, and techniques such as the Archimate 3.0 notation, Business Process Modelling Notation 2.0 (BPMN 2.0), Business Motivation Model (BMM), Data flow diagrams (DFD), Unified Modelling Language (UML) and the Entity Relationship Diagram (ERD) etc.	Is ERD, and UML are expected to be critical requirement (must-have) to be delivered by EA tool? (Since EA tools limits artefacts at application and component level but typically wont provide ERD diagrams as such explicitly)	All the characteristics of the EA tool mentioned in the RFP are desired by SBI. As mentioned on page 57 for EALM Portal - "It must provide for any of the features (listed above of the EA tool) that are not supported by the EA tool."
129	Page 52	Point - 9 Technical Characteristics	Provides out-of-the-box architecture patterns, constructs or templates for Business, Data, Applications, Technology and other domains of the architecture	Kindly please confirm whether our understanding is correct on this requirement: Expectation from tool is provide out of the box templates to capture all architecture domains?	Yes
130	Page 52	Point - 10 Technical Characteristics	The solution be compliant to IS and IT Policy of the Bank. Security / Compliance requirement review should be adhered to prior to launch.	In this RFP, IS and IT policy of the bank is not provided. Kindly please provide the same to confirm the compliance on this requirement	These will be provided to the successful bidder
131	Page 52,	Point - 12 Technical Characteristics	Supports integration with Application Portfolio Management tool, Project Management Tools, IT Asset/ Portfolio Management tool and/or CMDB to pull information on various applications, software and hardware technologies	Does SBI has separate APM tool? (as mentioned in RFP)	Bank has an in-house Application Portfolio Management tool. More details shall be provided to the successful bidder
132	Page 53,	Point - 14 Technical Characteristics	Ability to establish key elements of EA governance, encompassing enterprise-wide policies for the classification, design, implementation and automation of EA processes	To understand the scope of this requirement, can you please provide the list of EA processes to be automated	The bidder mas consider the standard EA process. Details will be provided to the successful bidder
133	Page 53,	Point - 22	Ability to check-out objects from the main repository to their workspace for modification and check-in after the modifications are complete and the process is validated	When we refer check-in and check-out of objects, are we referring to Architecture Artefacts(diagrams)?	diagrams, documents etc.
134	Page 53	Point - 26,27	Pt 26- Allows to design various models including but not limited to Conceptual, Logical, and Physical Data Models and relate them to concepts or to other enterprise perspectives, including business, information flows, and applications. PT27- Ability to build data dictionaries with the support of multiple terminologies and to automatically fetch information from various repositories into the data dictionaries (including but not limited to the attributes and their properties)	Is physical data modelling and capturing data dictionaries the critical requirement to meet as a part of EA tooling since EA tool usually wont capture data dictionary level information (it captures till data entities only as a best practice)? Typically detailed data governance (like data stewardships, data dictionaries, etc..) are managed by seperate tools such as collibra etc.. <a href="https://www.collibra.com/data-governance-solutions/data-governance-center">https://www.collibra.com/data-governance-solutions/data-governance-center</a>  EA tools can capture data entities and can capture additional meta data such as information sensitivity, etc...	Data Modelling eg. Data Flow Diagrams wrt to Data Governance and capturing data dictionary are based on current business requirement for Data Governance
135	Page 63,	Annexure-E Scope of Work Pt-ii	The bidder must, for the EA tool, provide approx. 100 author/ creator perpetual licenses. It must provide unlimited free read-only/ view only licenses for users located at various locations of the Bank	As a part of unlimited viewer licenses - can you please provide approx. range of viewer licenses required	Approximately 1500 users to begin with

Sl. No.	RFP Page No	RFP Clause No	Existing Clause	Query/Suggestions	SBI Response
136	Page 63,	Annexure-E Scope of Work Pt-vi	The bidder must create the EA artifacts for all the architecture domains (including but not limited to business, data, application and technology) for 1 business function/ area, such as Treasury, for approximately 2 to 3 months based on the inputs and artifacts provided by the Bank.	One of the requirement is to create EA artefacts (for all arch domains) for one business function. Will SBI provide all the data required to capture in EA tool during 3 months implementation period (or) can this requirements be considered as post implementation to showcase value of EA tool like 3 months implementation + 1 to 2 months for creating AS-IS for one business function? Can you please clarify	Once the tool is setup and implemented, the exercise to create EA artefacts for one business function will server two purposes - fitment of the tool, templates, process, models and to provide hands-on insights to the SBI team. The available artifacts on the chosen business function will be provided to the bidder.
137	-			Will it be ok if SaaS based EA tool is recommended for SBI?	On-premise tool is envisioned
138	-			It will be great, if SBI can help us in sharing with "must-have" requirements so that it will enable to suggest best optimal solution (in delivering value as well as ensuring costs are in control) than creating complex architecture to meet the requirements	All the characterteristics of the EA tool mentioned in the RFP are desired by SBI. As mentioned on page 57 for EALM Portal - "It must provide for any of the features (listed above of the EA tool) that are not supported by the EA tool."
139	Page 96	Penalties, Point 1	Delivery and installation of all product(s) as per Bank's requirement should be within 4 weeks from date of placing of order. In the event of the any or all product(s) not being delivered, installed, tested and commissioned within a period of 6 weeks from date of Purchase Order, a penalty of one (1) percent of the total cost of product(s) for each week or part thereof the delay, subject to maximum amount of ten (10) percent of the total cost of product(s) will be charged to bidder. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and deployment of the product(s).	In Page 63 , Implementation of EA tool is expected to be completed in 3 months. However, in this point 1, Delivery, Installaion, and testing of EA Tool is to be completed in 6 weeks. Can you please clarify on this discrepancy?	Implementation means setting up the entire tool, process, artefacts, models etc. the penalty point mentions about Delivery, Installaion, and testing of EA Tool
140	Page 96	Penalties, Point 6	During the term of the contract, the BIDDER will maintain the product(s) in perfect working order and condition and for this purpose will provide the following repairs and maintenance services	Kindly please clarify these SLA are bound for issues/problems raised within deployed EA tool or portal? Does it includes enhancement requests, new functionalities, etc.. Which are not configured in the tool or developed in the tool?	Both EA tool and EALM portal
141	Page 96	Penalties, Point 6	During the term of the contract, the BIDDER will maintain the product(s) in perfect working order and condition and for this purpose will provide the following repairs and maintenance services	Will SBI be ok to provide tiered SLA based structure which is driven by severity of the issues/tickets?	Since this is not a transactional system, therefore SBI has mentioned in the RFP a simplistic SLA and penalty structure.
142	-			Can you please share the expected availability targets of the system both EA tool and portal	Since this is not a transactional system, therefore it must adhere to the SLA defined in the RFP
143	Page 48	Point 5	Bidder should have experience of minimum 3 years in providing the services to supply, parameterization and deployment, maintain and provide training on EA tools. Minimum two implementations and client references are required	Can we do a joint bid with leading EA tool provider and provide the references as requested in this point (point -5) from our strategic vendor?	Bidder should be one. The bidder may choose to partner with OEM or SI in the background. The references should be of the bidder
144	Page 65	AMC	Comprehensive warranty for the EA Tool and EALM Portal mentioned above for 1 year from the go live date must be inclusive in the cost	Is Warranty (1-Year) costs are included in Installation and Support costs? Requested additional info. Of AMC costs per year are post warranty period costs? Kindly please confirm our understanding	Warranty inclusive of installation, support etc. is for 1 year as per RFP. ATS/AMC is after the Warranty period as per RFP
145	Page 65	AMC	Comprehensive warranty for the EA Tool and EALM Portal mentioned above for 1 year from the go live date must be inclusive in the cost	Will the comprehensive Warranty post deployment includes any new enhancements requests, new workflow, new functionaities requests to be deployed ?	The RFP clearly states the post warranty AMC and other requirements for enhancements etc.
146	10	9(ix)Earnest Money Deposit	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.	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.	This is as per the standard clauses of RFP

Sl. No.	RFP Page No	RFP Clause No	Existing Clause	Query/Suggestions	SBI Response
147	10	Bid Preparation and submission	Prices quoted by the Bidder shall remain fixed for the period specified in part II of this document 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.	Prices quoted by the Bidder shall remain fixed for the period specified in part II of this document 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. In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate.	This is as per the standard clauses of RFP
148	Pg 28 ,Pt 36	Limitation of liability	For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to the Bank arising under or in connection with this Agreement for an amount exceeding the total Cost of the Project. Service provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss so caused ii. The limitations set forth herein shall not apply with respect to: □	For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total Cost of the Project. Service provider will ensure Bank's data confidentiality provided it is marked and given as confidential to the service provider and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss so caused. ii. The limitations set forth herein shall not apply with respect to, solely attributable to Bidder:	This is as per the standard clauses of RFP
149	Pg 32 ;Pt 42	Liquidated Damages	If the Bidder fails to deliver any or all of the products/ solution or perform the services within the stipulated time schedule as specified in this RFP/ Contract, the Bank may, without prejudice to its other remedies under the Contract, and unless otherwise extension of time is agreed upon without the application of Liquidated Damages, deduct from the Contract Price, as liquidated damages mentioned in part II (Schedule of Events, SI No 19). Once the maximum deduction is reached, the Bank may consider termination of the Contract.	If the Bidder fails to deliver any or all of the products/ solution or perform the services within the stipulated time schedule as specified in this RFP/ Contract, the Bank may, without prejudice to its other remedies under the Contract, and unless otherwise extension of time is agreed upon without the application of Liquidated Damages, deduct from the Contract Price, as liquidated damages mentioned in part II (Schedule of Events, SI No 19). Once the maximum deduction is reached, the Bank may consider termination of the Contract.	This is as per the standard clauses of RFP
150	Pg 35 ; PT45	Termination for Default	ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to the Bidder, the Bank may procure, upon such terms and in such manner as it deems appropriate, Software Solution and Services similar to those undelivered, and the Bidder shall be liable to the Bank for any increase in cost for such similar Software Solution and/or Services. However, the Bidder shall continue performance of the Contract to the extent not terminated.	ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to the Bidder, the Bank may procure, upon such terms and in such manner as it deems appropriate, Software Solution and Services similar to those undelivered, and the Bidder shall be liable to the Bank for any increase in cost for such similar Software Solution and/or Services. However, the Bidder shall continue performance of the Contract to the extent not terminated. In the event of termination the Contractor shall be paid for the: a) Goods delivered b) Services rendered c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Contractor's best efforts e) Unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	This is as per the standard clauses of RFP

Sl. No.	RFP Page No	RFP Clause No	Existing Clause	Query/Suggestions	SBI Response
151	Pg37 ; PT48	Termination for Convenience	The Bank, by written notice of not less than 90 (ninety) days sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.	The Bank, by written notice of not less than 90 (ninety) days sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective. In the event of termination the Contractor shall be paid for the: a) Goods delivered b) Services rendered c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Contractor's best efforts e) Unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	This is as per the standard clauses of RFP
152	Pg 42	SCHEDULE OF EVENTS	Liquidated Damages: A sum equivalent to 1 % per week or part thereof of Contract Price subject to maximum deduction of 10 % of the Contract Price for delay of each week or part thereof.	Liquidated Damages: A sum equivalent to 1 % 0.25% per week or part thereof of Contract Price undelivered portion of service to be rendered or product delivered subject to maximum deduction of 10 % 3%of the Contract Price undelivered portion of service to be rendered or product delivered for delay of each week or part thereof.	This is as per the standard clauses of RFP
153	Pg 42	SCHEDULE OF EVENTS	Transition Penalty : 15% of the total project cost	Transition Penalty : 15% 3% of the total project cost	This is as per the standard clauses of RFP
154	Pg 96 ;Annexure O	Penalties	Delivery and installation of all product(s) as per Bank's requirement should be within 4 weeks from date of placing of order. In the event of the any or all product(s) not being delivered, installed, tested and commissioned within a period of 6 weeks from date of Purchase Order, a penalty of one (1) percent of the total cost of product(s) for each week or part thereof the delay, subject to maximum amount of ten (10) percent of the total cost of product(s) will be charged to bidder. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and deployment of the product(s)	Delivery and installation of all product(s) as per Bank's requirement should be within 4 weeks from date of placing of order. In the event of the any or all product(s) not being delivered, installed, tested and commissioned within a period of 6 weeks within 6-8 Weeks from date of Purchase Order, a penalty of one (1) 0.25 percent of the total cost of product(s) undelivered portion of service to be rendered or material undelivered or each week or part thereof the delay, subject to maximum amount of ten (10) three (3) percent of the total cost of product(s) undelivered portion of service to be rendered or material undelivered will be charged to bidder. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and deployment of the product(s)	This is as per the standard clauses of RFP
155	Pg20 ; PT22	Change in Orders:	The Bank may, at any time, by a written order given to the Vendor, make changes within the general scope of the Contract in any one or more of the following: (a) Method of shipment or packing; (b) Place of delivery; (c) Quantities to be supplied subject to 25%	The Bank may, at any time, by a written order given to the Vendor, make changes within the general scope of the Contract in any one or more of the following: (a) Method of shipment or packing; (b) Place of delivery; (c) Quantities to be supplied subject to 25% +/- 10% above or below the originally declared quantities.Bidder agrees to provide the increased quantity at the same terms and conditions. However additional prices shall be charged for the goods supplied over the contracted quantity.	This is as per the standard clauses of RFP
156	Pg22 ; Pt26 (vi)	Services	Bidder shall provide and implement patches/ upgrades/ updates for products (Software/ Firmware/ OS) as and when released by the Vendor/ OEM or as per requirements of the Bank. Bidder should bring to notice of the Bank all releases/ version changes.	Bidder shall provide and implement patches/ upgrades/ updates for products (Software/ Firmware/ OS) as and when released by the Vendor/ OEM or as per requirements of the Bank. Bidder should bring to notice of the Bank all releases/ version changes.	Please refer to the corrigendum dated 17/09/2018.
157	Pg22 ; PT26 (vii)	Services	Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the OS/firmware/Middleware etc in case the Bank chooses not to upgrade to latest version.	Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the OS/firmware/Middleware etc in case the Bank chooses not to upgrade to latest version.	Please refer to the corrigendum dated 17/09/2018.

Sl. No.	RFP Page No	RFP Clause No	Existing Clause	Query/Suggestions	SBI Response
158	Pg22; Pt26 (IX)	Services	All product updates, upgrades & patches shall be provided by the Bidder/ Vendor free of cost during warranty and AMC/ ATS/ S&S period.	All product updates, upgrades & patches shall be provided by the Bidder/ Vendor free of cost during warranty and AMC/ ATS/ S&S period.	Please refer to the corrigendum dated 17/09/2018.
159	Pg28 ; PT40	Limitation of liability	For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to the Bank arising under or in connection with this Agreement for an amount exceeding the total Cost of the Project. Service provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss so caused.	Notwithstanding anything to the contrary elsewhere contained in this contract, Vendor shall not be, in any event, regardless of the form of claim, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that accrued more than two (2) years before the institution of adversarial proceedings thereon. Notwithstanding anything to the contrary elsewhere contained in this contract Ffor breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to the Bank arising under or in connection with this Agreement for an amount exceeding 25% of the total annual Cost of the Project. Service provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss so caused	This is as per the standard clauses of RFP