

**PRE-BID QUERIES & RESPONSES**  
**(Ref: SBI/GITC/IT-Contact Centre/2023/2024/975 Dated: 05.04.2023 )**

Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
1	3	Sr. no. 12 of Schedule of events	Bank Guarantee - 5% of the Total Contract Value.	Bidder request to amend the PBG to 3 % of contract value as per govt. notification.	No Change in RFP Clause.
2	6	1. INVITATION TO BID:	iii. 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 Software Solution/ service as required in this RFP. The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. <b>Consortium bidding is not permitted under this RFP.</b>	Change Request:  iii. 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 Software Solution/ service as required in this RFP. The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. <b>Consortium bidding is permitted under this RFP.</b>	No Change in RFP Clause
3	14	13. PERIOD OF BID VALIDITY	Bid shall remain valid for duration of 6 calendar months from Bid submission date.	Bidder request SBI to amend the bid validity duration to 90 to 120 days	No Change in RFP Clause.
4	16	17. EVALUATION OF COMMERCIAL PRICE BIDS AND FINALIZATION:	The successful Bidder is required to provide price confirmation and price breakup strictly on the lines of Appendix-F along with the bidding document within 48 hours of conclusion of the commercial bid opening process failing which Bank may take appropriate action.	Bidder request SBI team to confirm whether Annexure F is different from Price bid format as there is no Annexure F in page no. 224 of the RFP.	The relevant RFP clause is self-explanatory.
5	21	25. System Integration testing & user acceptance test	This staff / third party vendor will need necessary on-site training for the purpose and should be provided by Service Provider	We would like an estimate of how many sessions are required. Or, how many team or individuals are required to be trained.	Details will be shared with successful bidder.
6	23	30. INSPECTION AND TESTING:	i. The Bank reserves the right to carry out pre-shipment inspection or demand a demonstration of the product on a representative model at Service Provider's location.	Bidder request SBI to carry out the inspection during the verification of technical bid	The relevant RFP clause is self-explanatory.
7	24	31	Right to audit	Request to share the risk parameters on the basis of which the inspection that will be accried out and the detailed scope of audit/ inspection relevant and applicable. Request customer to clarify the scope such inspection. The bidder requests that any information which are confidential may be outside the purview such inspection / audit .	Details will be shared with successful bidder.
8	24	30. INSPECTION AND TESTING:	iii. The Bank's right to inspect, test the product/ solution after delivery of the same to the Bank and where necessary reject the products/solution which does not meet the specification provided by the Bank. This shall in no way be limited or waived by reason RFP FOR OUTBOUND CONTACT CENTRE TECH STACK IMPLEMENTATION, MAINTENANCE AND SUPPORT of the products/ solution having previously being inspected, tested and passed by the Bank or its representative prior to the products/ solution shipment from the place of origin by the Bank or its representative prior to the installation and commissioning	Bidder will submit the hardware as per specification mentioned in the RFP. Request SBI team to evalaute the HW/SW specs during technical evaluation and not to reject the delivery post shipment of the HW and installation of SW.	No Change in RFP Clause.
9	24	31. RIGHT TO AUDIT:	However, Service Provider shall not be obligated to provide records/data not related to Services under the Agreement (e.g., internal cost breakup etc.).	Bidder request SBI team to confirm what all information is required at the time of audit	Details will be shared with successful bidder.
10	25	34	LIMITATION OF LIABILITY	<b>We request Bank to cap the total liability under this RFP with the following language to be included:</b> Service Provider's entire liability for all claims related to the RFP/Agreement will not exceed the aggregate amount of any actual direct damages incurred by up to the 12 months' amounts paid under a relevant PO giving rise to such liability. This limit applies collectively to Service Provider, its subsidiaries, contractors, and suppliers. The Service Provider seeks deletion of the exceptions under Section 34 (iii) to the liability cap.	No Change in RFP Clause.
11	25	33. VALIDITY OF AGREEMENT:	The Bank shall have the right at its discretion to renew this Agreement in writing, for a further term of 02 years on the mutually agreed terms & conditions as per the Bank's IT Procurement Policy.	The price will be valid for initial contract term of 5 years and will be subject for additional 2 years requirement	The relevant RFP clause is self-explanatory.
12	27	37 (iii)	Service Provider will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is Service Provider's negligence. Service Provider will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.	We request Bank to delete the indemnity from here as the Service Provider would take responsibility of its employees and should not need to indemnify Bank. Bank should have insurance coverage for the accident and loss.	No Change in RFP Clause.
13	27	37 (iv)	Service Provider is responsible for activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanors.	We request Bank to modify this clause as below: "Service Provider is responsible for activities of its personnel <del>or sub-contracted personnel (where permitted)</del> and will hold itself responsible for any misdemeanors."	No Change in RFP Clause.

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14	28	39	INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP	<b>Suggested following clause to be added:</b> With respect to all claims including those for intellectual property claims, Service Provider shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Service Provider pursuant to the applicable PO/Order giving rise to the liability	No Change in RFP Clause.
15	29	40	<b>Liquidated Damages:</b> If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	Request that Liquidated damages be charged as a % on the value of the "delayed" component and not the "total" project cost.	No Change in RFP Clause.
16	33	42(v)(b)	Debarment from participation including removal from empanelled list-Debarment of a delinquent Vendor (including their related entities) for a period (one to two years) from the Bank's procurements including removal from empanelment, wherever such Vendor is empaneled, due to severe deficiencies in performance or other serious transgressions.	The provisions related to Debarment appears to be too wide . Hence request to restrict the applicability of debarment to a material / substantial breach of the terms and conditions by Service Provider, due to reasons solely attributable to it , which are not cured / remedied despite a 90 days notice to remedy the breach , provided such breaches are capable of being remedied .	No Change in RFP Clause.
17	33	42(v)(c)	For serious transgression of code of integrity, a delinquent Vendor (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.	While we understand that in the event of proven transgression of the code of integrity, the bank suggests debarment, same should be limited to the entity which was involved in the Bid and shall not be extended to related entities, which are not related to the Bid or not under any default . Kindly confirm.	No Change in RFP Clause.
18	34	43	TERMINATION FOR DEFAULT:	Service Provider recommends the following: (a) Section 43 (i) to be made as mutual. (b) In the event of such termination of this RFP/Agreement by Bank for its convenience, Bank shall pay early termination charges as determined by the Service Provider.	No Change in RFP Clause.
19	34	43. TERMINATION FOR DEFAULT:	v. The Bank's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this RFP	Bank must provide the relevant cure period to rectify the default and ETC would be applicable in case of any early termination	No Change in RFP Clause.
20	35	44	FORCE MAJEURE:	Service Provider recommends to include the below: "Except for Bank's payment obligations accruing under this RFP/Agreement up to the date of a bona fide force majeure event"	No Change in RFP Clause.
21	36	45	TERMINATION FOR INSOLVENCY	Termination should be without prejudice to rights accrued to both parties and Service Provider shall be entitled to all the payments for Services delivered to the Customer	No Change in RFP Clause.
22	36	46	TERMINATION FOR CONVENIENCE	Service Provider recommends the following: In the event of such termination of this RFP/Agreement by Bank for its convenience, Bank shall pay early termination charges as determined by the Service Provider.	RFP clause modified. Please refer corrigendum for details.
23	36	46. TERMINATION FOR CONVENIENCE:	i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience.  ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	Change Request:  Please remove this clause	RFP clause modified. Please refer corrigendum for details.
24	36	46. TERMINATION FOR CONVENIENCE:	i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience.	ETC would be applicable in case of any early termination as we have back to back commitments with OEM to render the services	RFP clause modified. Please refer corrigendum for details.
25	37	Taxes & Duties	Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of all corporate taxes and Custom duty as also cost of incidental services such as transportation, road permits, insurance etc.	Please remove the clause of Prices inclusive of Corporate taxes.	No Change in RFP Clause.

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26	39	53 (iv)	Exemption of EMD and Tender fee: iv. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having MSE or Start-up company status, can claim exemption for EMD/ tender fee	Would it be correct to interpret from this clause that concessions granted to startups in Appenix-B are also applicable to MSEs that provide software "Made in India" ?	The relevant RFP clause is self-explanatory.
27	44	Appendix B, point 5	Bidder should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre in India, 2 (Two) with same OEM*, 3 (Three) out of 5 (Five) should be in BFSI and at least 1 (One) should be in Banking sector	Request Bank to provide partial relaxation on this clause. Kindly exclude reference requirement for Banking customer. Also request if the references can be from Non-BFSI vertical.	RFP clause modified. Please refer corrigendum for details.
28	44	Appendix-B (5)	Bidder should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre in India, 2 (Two) with same OEM*, 3 (Three) out of 5 (Five) should be in BFSI and at least 1 (One) should be in Banking sector.	We request to modify the clause as : Bidder /OEM should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre in India, 2 (Two) with same OEM*, 3 (Three) out of 5 (Five) should be in BFSI and at least 1 (One) should be in Banking sector.	RFP clause modified. Please refer corrigendum for details.
29	44	Appendix-B : 3.	The Bidder must have an average turnover of minimum Rs. 100 crore (Rupees Hundred crore) during last 03 (three) financial year(s).i.e. FY 2021-22, FY 2020-21 and FY 2019-20.	These clauses are relaxed for start-ups. We request a similar concession for MSEs also that provide software "Made in India"	No Change in RFP Clause.
30	44	Appendix-B : 4.	The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 3 above	These clauses are relaxed for start-ups. We request a similar concession for MSEs also that provide software "Made in India"	No Change in RFP Clause.
31	44	Appendix-B : 5.	Bidder should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre in India, 2 (Two) with same OEM*, 3 (Three) out of 5 (Five) should be in BFSI and at least 1 (One) should be in Banking sector	These clauses are relaxed for start-ups. We request a similar concession for MSEs also that provide software "Made in India"	RFP clause modified. Please refer corrigendum for details.
32	45	Appendix B	9. Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)	The said requirement also mentions past litigations.Since we understand that these are cases which already have a judgement, kindly clarify if the bank is looking for a record of particular number of years.	Any litigation/dispute in past, not limited to a specific period.
33	45	Appendix B, point 7	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar technology projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 5 (five) client references are required) out of which at least 3 (Three) should be in BFSI Sector and 1 (One) should be in Banking Sector.	Request Bank to provide partial relaxation on this clause. Kindly exclude reference requirement for Banking customer. Also request if the references can be from Non-BFSI vertical.	RFP clause modified. Please refer corrigendum for details.
34	45	Appendix-B (7)	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar technology projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 5 (five) client references are required) out of which at least 3 (Three) should be in BFSI Sector and 1 (One) should be in Banking Sector.	We request to modify the clause as : Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder/OEM has executed similar technology projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 5 (five) client references are required) out of which at least 3 (Three) should be in BFSI Sector and 1 (One) should be in Banking Sector.	RFP clause modified. Please refer corrigendum for details.
35	45	Appendix-B : 7.	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar technology projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 5 (five) client references are required) out of which at least 3 (Three) should be in BFSI Sector and 1 (One) should be in Banking Sector.	These clauses are relaxed for start-ups. We request a similar concession for MSEs that provide software "Made in India" also	RFP clause modified. Please refer corrigendum for details.
36	45	Appendix-B : 8.	Certification Requirements The vendor should be ISO: 27001:2013 or higher certified	Request a concession for MSEs as ISO certification are unaffordable to MSEs	RFP clause modified. Please refer corrigendum for details.
37	46	Appendix B, point 13	The bidder should have at least 1500 (One thousand five hundred) Current Number of Agent Seats (active licenses for agent voice calling) supported through technology solution proposed under this RFP for Contact Centre Processes in BFSI sector in India.	Does the reference pertaining to deployment base of overall 1500 seats distributed between different customer or is it 1500 seats for single customer.	Bidder with overall minimum 1500 Current Number of Agent Seats (active licenses for agent voice calling) distributed among multiple customers are eligible.
38	46	Appendix-B (13)	The bidder should have at least 1500 (One thousand five hundred) Current Number of Agent Seats (active licenses for agent voice calling) supported through technology solution proposed under this RFP for Contact Centre Processes in BFSI sector in India.	We request to modify the clause as : The bidder /OEM should have at least 1500 (One thousand five hundred) Current Number of Agent Seats (active licenses for agent voice calling) supported through technology solution proposed under this RFP for Contact Centre Processes in BFSI sector in India.	No Change in RFP Clause.
39	46	Appendix-B : 13.	The bidder should have at least 1,500 (One Thousand Five Hundred) Current Number of Agent Seats (active licenses for agent voice calling) supported through technology solution proposed under this RFP for Contact Centre Processes in BFSI sector in India.	This is a big number for a startup or MSEs that provide software "Made in India". Request that past and present total count should be considered and overall experience in delivering large dialer solution should be considered for such vendors.	No Change in RFP Clause.

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40	47	POC CRITERIA	The Bank reserves the right to carry out POC, the cost of which would be borne by the bidder. The details of POC would be shared with bidders who have qualified in the technical evaluation. Only such bidders who are successful in POC will be eligible for further consideration, if POC is desired by the Bank.	Will the HW and SW required for the POC provided by the bank ?	The relevant RFP clauses are self-explanatory.
41	47	POC CRITERIA:	The Bank reserves the right to carry out POC, the cost of which would be borne by the bidder. The details of POC would be shared with bidders who have qualified in the technical evaluation. Only such bidders who are successful in POC will be eligible for further consideration, if POC is desired by the Bank.	SBI team to confirm on the Scope of Work for POC ?	Details will be shared with successful bidder.
42	48	4		What is the CRM used for CTI and which other application integration is required?	The Bank is currently using CRMNext solution . Proposed Solution should be compatible to integrate with other CRMs also (If required).Indicative integration are specified in the RFP. Further specific details will be shared with successful bidder.
43	48	13		Offline Speech and interaction	The relevant RFP clause is self-explanatory.
44	48	28		What is Architecture referring to	The relevant RFP clause is self-explanatory.
45	48	31		What does SBI refers to as Tenanting	The relevant RFP clause is self-explanatory.
46	48	12, 27		Do all the SBI CRM support Rest JSON based API .	Proposed solution should support all standard API integration including JSON,REST etc.
47	48	7,8,9		Besides Voice, Email, Chat, SMS, what other digital add on's is SBI looking for	The relevant RFP clause is self-explanatory.
48	49	33		Pls explain Fault Tolerance	Please refer Fault Tolerance details on Page no 126 of RFP.
49	50	MAND 02	All URL links used in entire solution stack and in interfacing or integrating to back end systems should be secured and encrypted as per Bank's defined standards. Gateway should support encryption of SIP message transit between Bank Gateway and service provider gateway.	Please confirm whether required digitally signed certificates will be provided by bank to implement SSL/TLS	Yes .
50	50	MAND01		All the links to be provided by SBI?	The relevant details are specified in the RFP.
51	51	Appendix-C : MAND 06	Voice Logger should support PII Masking and/or Redaction capabilities	What are the parameters for PII? On what basis are PII notified to the system?	The relevant RFP clause is self-explanatory.
52	51	MAND 09	The system should be able to integrate and connect to different technology & tools within the Contact Centre and with SBI,SBI Manpower Partners, Subsidiaries / JVs	Could you list out all the tools & technologies to be integrated with the dialer system ?	Details will be shared with successful bidder.
53	51	MAND 09	The system should be able to integrate and connect to different technology & tools within the Contact Centre and with SBI, SBI Manpower Partners, Subsidiaries / JVs	Is there readily available APIs or interfaces available with the bank/partners to connect with? Or will it be a tightly coupled integration that would be expected? Could you list out all the tools & technologies to be integrated with the dialer system ?	Details will be shared with successful bidder.
54	51	MAND 12	Dialer/Solution components should be able to access (if required) information via XML, SOAP, ISO 8583protocols, HTTPS, Webservices, terminal emulation methods	Kindly confirm the requirement on accessing data from these protocols ?	Details will be shared with successful bidder.
55	51	MAND 13	All components proposed in the solution should be tenanted for each of SBI Partners/Vendor, SBI's entities (SBI Subsidiaries, Affiliates/ JVs) who may use the services.	Platform is built on role based structure.	No Change in RFP Clause.
56	51	MAND 14	Solution shall adhere compliance to PCI DSS and PADSS standards or other new standards mandated by the Bank from time to time and without additional costs to Bank. Bidder has to get the solution reviewed from QSA (CERT-IN Empaneled) & provide the compliance certificate to Bank as and when required.	Can you please provide more info about the QSA vendor	The relevant RFP clause is self-explanatory.
57	52	MAND 15	Minimum instances required – Primary, Secondary (DR) and UAT/Training. Bidder also has to make provision for Archival & restoration	What would be the archival and restoration in days.	Details will be shared with successful bidder.
58	52	MAND 15	Minimum instances required – Primary, Secondary (DR) and UAT/Training. Bidder also has to make provision for Archival & restoration.	Which site would be hosting the UAT/training infra? Do you require an dedicated UAT infra with all components? What would be the archival and restoration in days.?	Details will be shared with successful bidder.
59	53	Appendix-C : TS AD BS 08	Dialer should support business rules and parameters provided by third party/Bank application.	Please elaborate on this, Are these broadcast process / campaign rules?	Details will be shared with successful bidder.
60	53	TS AD BS 01	GSM	GSM Gateway needs to be proposed as separate (Platform will support though)	Solution should support SIP / VoIP/TDM/GSM/PRI, Hybrid based Telephony, Dialing and PSTN interface technologies for communication.

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61	53	TS AD BS 03	The Dialer system and Sub multi-level tenanting and permits granting only the required privileges for a selected group of users (RBAC) and limits the configuration functions that users in a particular user group can perform.	Platform is built on role based structure.	Bidder to propose solution to address the RFP requirements.
62	53	TS AD BS 08	Dialer should support business rules and parameters provided by third party/Bank application .	Yes it supports but We need a detailed scope to derive the efforts	The relevant RFP clause is self-explanatory.
63	54	TS AD BS 14	The Dialer System should support IP / SIP phones, hard phones and analog handsets, soft phones capable of connecting Monaural or Binaural Noise Cancelling Headsets for Agents and Supervisors.	Please confirm whether bidder has to provision headsets as well.	No.
64	54	TS AD BS 15	The proposed solution and its components should be IPV6 ready from day 1.	Our system supports only IPV4	No Change in RFP Clause.
65	54	TS AD BS 17		Can you provide some use cases of Virtual Contact Center	Details will be shared with successful bidder.
66	54	TS AD BS 17	Dialer System should support virtual contact centre environment. Describe how this is supported in a separate annexure along with main RFP document. The Dialer system should support a virtually partitioned contact centre configuration that can manage multiple contact centre for Dialer call distribution, Dialer Operations, Trunk Allocations, Load Levelling, Supervisory and Reporting functions, telephony features, and any additional contact centre applications such as call/screen recording, multi-channel interaction and CTI. All these partitioned setups should also have capability to be administered/ monitored/reported and managed centrally by a super admin.	How many partitions are required ? Would Role Based access control from the same tenant work ?  Tenanting for each vendor/partner - Can this be read as providing role based user access to partners and vendors to have only allowed information. Could you elaborate on this requirement.	No Change in RFP Clause & The relevant RFP clause is self-explanatory.
67	54	TS AD BS 17	Dialer System should support centre environment. Describe how this is a separate annexure along document. The Dialer system should support a virtually partitioned contact centre configuration that can manage multiple contact centre for Dialer call distribution, Dialer Operations, Trunk Load Levelling, Supervisory and Reporting functions,telephony features, and any additional contact centre applications such as call/screen recording, multi-channel interaction and CTI. All these partitioned setups should also have capability to be administered/ monitored/reported centrally by a super admin.	Platform is built on role based structure.	No Change in RFP Clause.
68	54	TS AD BS 18	System should support distributed site - based agents, remote agents, Work From Home Agents with all features and functionalities at all times.	Incase of WFH scenario , what is approx count of WFH agents or what is the percentage of WFH agent from total agents ?	Details will be shared with successful bidder.
69	54	TS ADOB 121	System should support all Indian Languages	Are you referring to IVR call flow in different regional languages?	The relevant RFP clause is self-explanatory.
70	54	TS ADOB 82	The Dialer Agent GUI should be compatible to run via Remote Desktop Technologies while maintaining Agent Screen Pop Up synchronization. Dialer GUI should be able to connect to Back End Hosts/Other CRM's over APIs and other integration methodologies.	Are you referring to VDI technology as remote desktop or are you referring to Microsoft Remote Desktop protocol for the Agent GUI?	The relevant RFP clause is self-explanatory.
71	54	TS LOG 08	Voice and Screen Logger system should support web browser interface and should be able to access from multimedia PCs in the network without any special software install on the playback PC. This should be supported on Windows 10/11, Android and IOS Devices. The same should also be accessible from Mobile Devices like Tablets/iPads etc. and the Call Audio/Screen Recording streamed seamlessly.	Query : The latest browser releases do not support Windows 2000/ XP/ 2003/ Vista and Windows 7. Is there any particular reason why SBI is asking for compliance with very old Microsoft releases? Query : UI on smaller handheld devices would not render the pages like on a PC due to the larger screen size, content displayed on mobile devices would be optimized for a smaller screen, hope that this would be ok?	The relevant RFP clause is self-explanatory.
72	55	TS ADOB 03	System should be able to "Turn off" records from a particular queue (time zone, geographic region, area code, and NXX), so that they won't be called again	Partially complaint (Records can't be turned off from a particular queue. Records can be excluded based on timezone, region, area code etc.)	No Change in RFP Clause.
73	55	TS ADOB03	Dialer Features - System should be able to "Turn off" records from a particular queue (time zone, geographic region, area code, and NXX), so that they won't be called again.	If the system is designed with multiple campaigns, any campaign can be shut off at any time. Is there any other expectation here.	The relevant RFP clause is self-explanatory.
74	56	TS ADOB 12	System should be able to add new customers in bulk upload or one by one to the call list of an ongoing campaign. System should be able to remove customers in bulk upload or one by one from the call list of an ongoing campaign.	Partially complaint (Specific records/individual records cannot be removed but can be removed in Bulk)	No Change in RFP Clause.
75	58	MAND 13	All components proposed in the solution should be tenanted for each of SBI Partners/Vendor, SBI's entities (SBI Subsidiaries, Affiliates/ JVs) who may use the services	Tenanting for each vendor/partner - Can this be read as providing role based user access to partners and vendors to have only allowed information. Could you elaborate on this requirement.	No Change in RFP Clause.

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76	58	TS ADOB 54	Historical reporting and raw data extraction should be done through web-based tools (secure).	By default it's a Thick application that can be installed on the MIS Team's laptop.If required, we can build custom URL to access via Web.	As per the RFP.
77	58	TS ADOB 69	Best Time to Call should be supported at both Account/Record and Campaign Level.	Need more understanding	The relevant RFP clause is self-explanatory.
78	58	TS ADOB 69	Best Time to Call should be supported at both Account/Record and Campaign Level.	Partially compliant (Based on certain inputs given by the customer)	No Change in RFP Clause.
79	58	TS ADOB 69	Best Time to Call should be supported at both Account/Record and Campaign Level.	Will SBI provide required past data for Analysis towards predicting Best time to call ? OR Bidder responsibility for collecting the required data through continous engagement before defining Best time to call post six months fof go live ? Or will it be based on predefined customer choice provided by SBI?	Details will be shared with successful bidder.
80	59	TS AD BS 01	Dialer System and its entities like Voice Gateways should support SIP / VoIP/TDM/GSM/PRI, Hybrid based Telephony, Dialling and PSTN interface technologies for communication.	Do we need to propose GSM Voice gateway along with PSTN voice gateway for this solution?	Solution should support SIP / VoIP/TDM/GSM/PRI, Hybrid based Telephony, Dialing and PSTN interface technologies for communication.
81	59	TS ADOB 74	Should have the ability to upload the calling text file from the local workstation into the Dialer, secure web based approach would be desirable.	Beyond the scope of Campaign Manager	No Change in RFP Clause.
82	60	TS AD BS 20	Each remote site shall have its own Voice Gateway and local PSTN trunks such that outgoing and any incoming calls (for Outbound Teams) can utilize the local trunks instead of utilizing resources at the main location. (If required)	Please share the count of Remote/partner site? Also Please provide the split of agents across remote/ partner sites?	As per the RFP.
83	60	TS ADOB 95	Dialer System should be able to queue multiple channels to outbound contact centre agents. This includes voice calls, email, SMS.	Is thois reefering to inbound interaction through SMS & EMAIL or post_call outbound Email/SMS activity ? If Inbound please provide additional details	The relevant RFP clause is self-explanatory.
84	60	TS ADOB 95 TS ADOB 97 TS ADOB 98 and many other sections	Regarding Multichannel	Multichannel was 'f' in the main page but in these places it's 'P'. Need a confirmation to propose.	The relevant RFP clauses are self-explanatory.
85	61	TS ADOB 117	All the logs of Dialer application should be encrypted.	Need to understand in detail. It's a reporting data or the genenal system logs?	The relevant RFP clauses are self-explanatory.
86	62	TS ADOB 115	Dialer should integrate with Vendor's / Bank's CRM & ERP applications like, Oracle, Salesforce, Siebel, CRMNext etc	Kindly confirm the number of applications or CRMs to be integrated with.Also elaborate on the integration points with each of the systems.	Details will be shared with successful bidder.
87	62	TS ADOB 120	System should provide automatic system recovery and backup tools on the Dialer platform	Need to understand use case in dialer	The relevant RFP clauses are self-explanatory.
88	62	TS ADOB 121	System should support all Indian Languages	Support for Indian languages is available in IVR. Please confirm if it is required for for UI as well?	The relevant RFP clauses are self-explanatory.
89	62	TS ADOB 124	The Dialer should have the capability to modify Outgoing CLI dynamically through the Dialer Operator.	By default Dynamically not possible but it can be set via Administration manually. If required, we need to look at the customization	As per the RFP.
90	62	TS ADOB 46	The system should be integrated with standard applications, CRMs or in-house applications or other host based systems	Could you please list down all the standard applications, CRM and in house applications or host systems to be integrated with the dialer ? Also, specify the integration methods for these applications. - Kindly provide the CRM name used.	The Bank is currently using CRMNext solution . Proposed Solution should be compatible to integrate with other CRMs also (If required). Indicative integration are specified in the RFP. Further specific details will be shared with successful bidder.
91	63	TS ADOB 130	The Outbound campaign should be capable of switching between Voice & SMS within the same campaign	Please share scope of SMS , is this specific post_call activity of outbound SMS, OR If inbound related what is the interface/platform that need integration.	The successful bidder has to integrate proposed solution with the Bank's SMS Gateways.
92	64	TS LOG 01	Voice and Screen Logger system should support the following audio compressions- G.711, G.723, G.729, GSM and other currently available industry formats.	We get forged media from the telephony after appropriate codec negotiation hence it is not applicable for logger	As per the RFP.
93	64	TS LOG 05	Voice logger system should support Hybrid Environment – SIP, VoIP TDM/PRI, GSM etc.	These are telephony physically interface, nothing to do with logger	As per the RFP.
94	64	TS LOG 08	Voice and Screen Logger system should support web browser interface and should be able to access from multimedia PCs in the network without any special software install on the playback PC. This should be supported on Windows 10/11, Android and IOS Devices. The same should also be accessible from Mobile Devices like Tablets/iPads etc. and the Call Audio/Screen Recording streamed seamlessly.	Android / IOS browsers would not support the encrypted playback	As per the RFP.

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95	64	TS LOG 08	Voice and Screen Logger system should support web browser interface and should be able to access from multimedia PCs in the network without any special software install on the playback PC. This should be supported on Windows 10/11, Android and IOS Devices. The same should also be accessible from Mobile Devices like Tablets/iPads etc. and the Call Audio/Screen Recording streamed seamlessly	We request making playback from android/iOS devices optional.	No Change in RFP Clause.
96	66	TS LOG 20	Voice and Screen Logger should support PII Masking and/or Redaction capabilities . These should be Agent Initiated or Post Facto masking/redaction methodologies.	We need to understand in detail	The relevant RFP clause is self-explanatory.
97	67	TS ADOB 128	The Dialer System should support Account to Agent mapping for performing functions like RM Calling (where one Relationship Manager is responsible for their set of mapped accounts)	What is the expected outbound call volume per day ? Total number of outbound/blended agents ? Please list all the use cases for the campaigns for VRM	Relevant details are already specified in the RFP. Use cases will be shared with successful bidder.
98	67	TS LOG 22	Voice & Screen Logger should support off hours remote storage replication in a site-wise manner	We can support. Storage has to be managed by client. Our application support storage replication.	Central storage will be provided by Bank.
99	67	TS LOG 23	Voice & Screen logging system should be able to integrate with specific and or industry available Speech Recording Platforms to provide Audio Files for Speech Analytics from those platforms	Need more clarity	The relevant RFP clause is self-explanatory.
100	67	TS LOG 25	Call and Screen logging system should be able to create its own Meta Data as per each recording and also import other relevant meta data/Business data as provided for that call recording by other integrated systems like the Dialer, CRM, Other Hosts systems etc.	Query 1 : What are the specific systems and their version numbers with which SBI envisages an integration with to import metadata?  Query 2 : Do these systems with which an integration is needed provide REST APIs for data exchange?	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
101	71	TS INTG 09		Please confirm if by this integration the outcome is Call analysis using Speech and NLP. Ability to integrate with External/3rd Party Speech Servers for both Real Time Speech Applications and Offline Speech Applications	The relevant RFP clause is self-explanatory.
102	73	TS CTI 22	CTI should be able to provide soft phone controls to be embedded on the agent's desk top application. CTI is the core component of the Contact Centre. Bank will prefer a Browser based CTI without the need to install .dll on the agent desktop. Authentication of Agents should be able to login by SSO to reduce the complexity.	Currently the solution offered supports thin client agent desktop application with Telephony controls embedded for screen pop which will integrate with CRM via Https and API. Incance if have to use CRM as CTI Agent desktop , we will build an connector where we embedd the telephony control in CRM page whcih will act as an Agent desktop.	As per the RFP.
103	74	TS INTG 06	The proposed Dialer, voice and screen recording and agent quality evaluation solution should be able to integrate to a Workforce Management solution and any Organizational Hierarchy Systems if provided by the Bank/Other entities This is for the automation of User Creations/Deletions/Changes and Team Groups/Hierarchy.	Do we need to propose Work force management system for this solution or we need to integrate the porpose solution with existing Work force management system?	Yes , Bidder has to provide the Work Force Management System.
104	78	TS EMF 02	Ability to integrate with Bank Email Gateway to Automate/Send/Receive/Route Emails for specified email addresses	Kindly confirm the integration protocol available with the Bank's email gateway. Please provide the volume of outbound Email sent from the dialer per day	Details will be shared with successful bidder.
105	79	TS EMF 14	The proposed e-mail system should be equipped with a broadcasting tool and it should be powerful enough to broadcast at least 5,000 messages (e-mail) within an hour. There should be a tool to monitor the performance related information such as number/percentage broadcast, balance number/percentage of messages to be broadcast etc.	We need to integrate with a 3rd party tool to broadcast.	The successful bidder has to integrate proposed solution with the Bank's E-Mail Gateways.
106	80	TS EMF 25	The e-mail management module should support a Quality Assurance process whereby e-mails can be forwarded to a QA approver for review and approval before responding to the customer. The mechanism to trigger sending an e-mail to an approver could be, per agent quota or keyword matching.	By default not available. However Supervisor / QM can have a look at it if required. We need to look at the customization	As per the RFP.
107	80	TS EMF 29 TS EMF 30	Transmit dynamically created text or graphics	We need to understand the usedcase	Details will be shared with successful bidder.
108	81	TS QMS 02	QMS should have the capability to import Interaction and associated Business fields meta data from integrated source systems like the Dialer, Chat, Email, Web Session Server, CRM/GUI etc. for each interaction.	Query 1 : What are the specific systems and their version numbers with which SBI envisages an integration with to import metadata?  Query 2 : Do these systems with which an integration is needed provide REST APIs for data exchange?	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder
109	83	TS QMS 23	QMS should have the Abilityto Define Triggers for QualityManagement Deviations/ Targets not met by Agents/QA's.	Query : What are the next actions to be taken when a trigger is met? An example workflow/ use case would be of great help to fully understand the use case.	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.

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110	83	TS QMS 24	QMS should have the ability to Integrate with Organizational HR Systems for Auto updates of Agents/Teams modifications.	Query : What is the HR system being used along with the version number?	Details will be shared with successful bidder.
111	83	TS QMS 25	QMS should have the ability to integrate with Partner/Bank Reporting Systems like MIS Platforms/Data Warehouse/Other Reporting platforms.	Query : How many different systems is an integration envisaged for? Also, what would be the interface type over which the data is to be exchanged?	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
112	84	TS SMS 01	System should be able to receive and send SMS, through Bank's gateway i.e. Http or SMPP.	What is the incoming and out-going sms volume per day .	The successful bidder has to integrate proposed solution with the Bank's SMS Gateways.
113	86	TS RMO 52	Capacity report of the recording sub system	Need more clarity	The relevant RFP clauses are self-explanatory.
114	86	TS RMO 53	Storage capacity utilization report of the recording sub system	Similar to TS RMO 52	The relevant RFP clauses are self-explanatory.
115	96	TS ADVLM 10	The Advance Dialer Campaign and Lists Management Application should have Additional Features for enhancing Campaign Effectiveness with features like : 1. Advanced Restriction: A. Phone Number Level/Other Fields related calling restriction and not only account level restriction. B. Restrictions for a specific account/customer applied to multiple lists C. Ability to track and restrict numbers when an assigned threshold is attained. D. Disposition or Time period based restriction on Account/ Number. 2. Advanced Treatments: A. List based, disposition count related Business treatment/actions. B. Alternate number dialing for accounts with multiple numbers for increasing calling effectiveness. C. Ability to accept inputs/flags from AI/ML based systems to update lists/campaigns for segmented/targeted treatments. D. Ability to perform actions/functionalities like Best Time To Call based on Analytics capabilities in the Advance Dialer Campaign and Lists Management Application. E. Ability to mark list records during campaign run time, basis specific parameters attained, in order to move them to a Sub-List for a differentiated treatment	Will the AI/ML based system be provided by the Bank ?  Does bank have an Analytics engine that provide the BTTC information.	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
116	105	TS DAA 01	The Dialer agent desktop application at Partner location should be a standard browser based application. This should be setup in a dedicated and Secure Setup on the partner location using Field Level and Or Database Level Encryption (as per Bank Standards)	By Agent Desktop is Windows based application which secured and encrypted along with Microsoft AD integration (all APIs are available to access or control or build Agent Desktop). We can build one webbased Agent Desktop for this requirement.	The relevant RFP clauses are self-explanatory.
117	105	TS DAA 06	The desktop application should provide soft phone functionality embedded in the application	By default it's a two different applications but we can have it embedded within the web based agent desktop	As per the RFP.
118	107	TS DAA 26	All customer information shall be immediately available on-screen, with a quick drill-down to available details.	Need more understanding. All customers or specific to that interaction.	The relevant RFP clauses are self-explanatory.
119	108	TS DAS 06	Supervisor should be able to send one-way text messages to their teams through communication messenger. All agents in the same team should receive same message concurrently.	Not by default but we can customize if required.	As per the RFP.
120	111	TS DAA 28	The application should also integrate with a knowledge management application, which will allow agents/supervisors to easily search and retrieve documents.	Do we need to propose knowledge management system or integrate with existing Knowledge management system via API.	Yes , Bidder has to provide the Knowledge Management solution.
121	113		MIS – Historical Reporting	what is the retention period to store the report data	Details will be shared with successful bidder.
122	115	TS KNO 1 -12		Can the 3rd part Knowledge Management System be used	Knowledge Management System is required as a part of the proposed solution.
123	118	TS MISBIL 01	All data elements that are inputs for billing based on the pricing method and unit of measurement in the RFP has to be identified, raw data processed and a final output to be provided monthly.	Do We need propose separate Billing system as part of solution or only to provide CDR/MIS report in defined format?	As per the RFP.
124	122	TS ARCH 13	The IP phones, hard or soft, should support log-in / log-out and other telephony controls	Do we need to propose IP hardphones for all users or softphones or mix of IP hardphones and Softphones.	Bidder has to propose Soft Phones.
125	127	Appendix-C : Session Border Controller Functionalities SBC F01 - SBC F10)	Session Border Controller Functionalities	Would Session Border Controller (SBC) be required if WebRTC solutions is proposed? SBC maynot be applicable in the latest technology solutions and were more relevant in pure SIP solutions. Moreover it is relevant for voice networks exposed to public networks	As per the RFP.
126	131	B-Technical Evaluation Scoring Matrix: -	Overall Score (OS): The Overall score will be normalized to 100 from 300, the same will be used as Technical Evaluation Marks out of 100 for further evaluation process.	How SBI team will do the normalisation from 300 to 100 ?	This will be done as per standard mathematical calculation.



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127	134	Applications RTSA	RTSA on Indian Languages, Primarily Hindi/Hinglish, Indian English and other majorly spoken Indian languages which shall be defined by the Bank	Please share the 12 languages apart from English & Hindi	English, Hindi, Marathi, Gujarati, Bengali, Odiya, Telugu, Tamil, Kannada, Malayalam, Assamese, Punjabi, Sanskrit, Manipuri, Kashmiri, etc.
128	137	B-Technical Evaluation Scoring Matrix: -	B-Technical Evaluation Scoring Matrix: - Page no. 129 to 131 Technical Scoring Matrix (Component Wise) - Page no. 132 to 137	Bidder to confirm on which scoring matrix will be considered for technical evaluation as there are two matrix as highlighted in existing clause column	The relevant RFP clause is self-explanatory. Technical Scoring Matrix (Component Wise) is a Sub-Part of B-Technical Evaluation Scoring Matrix.
129	141		Feet on street is listed as an outbound campaign channel.	What is the role of Contact center applications here?	The proposed solution should be capable to integrate with Feet On Street Solution , If required by business team.
130	143	Annexure E	Bank has OS licenses and Oracle DB licenses	Is Bank open to procuring MS SQL licenses, or is it to be part of Bidder scope	The relevant RFP clause is self-explanatory. Bank will only provide Oracle Licenses if required . Any other Database to be provision by bidder.
131	143	Annexure E	Infra structure details	Is there scope of partner participation in hardware selection for DC virtualization. If not, we need the server details to establish compatibility of products with hardware.	Details will be shared with successful bidder.
132	144	1.5.2 COMPONENTS TO BE PROVIDED BY BIDDER:	Unified Desktop solution (holistic agent/end user interface), Knowledge management system, Workforce management system, Quality management tools, Ticketing, Incident management, Monitoring solution, APM (Application Performance Monitoring) tool/solution like Dynatrace, App dynamics etc.	Does the bank have an existing WFM system or does the bidder need to provision a new system? We do not see a compliance or qualification score criteria mentioned for WFM system hence the query.	Bidder need to provision Workforce Management System as a part of the proposed solution.
133	144	Appendix-E : 1.5.2 (i)	All servers/ hardware/ storage required for solution implementation at BPO locations.	Do we have to provision & consider costing for network switches, firewalls at central & BPO locations or will it be provided by the bank?	Relevant details are already specified in the RFP Bidder need NOT to consider the costing for Network switches & firewall.
134	145	1.5.2 COMPONENTS TO BE PROVIDED BY BIDDER:	The PSTN (SIP/PRI/GSM) channels and WAN Network shall be owned and paid directly by the Bank. The sizing for the same needs to be included by the bidder in their submitted solution design under consultation with Bank's IT team.	Please provide breakup of the number of PRIs, SIP channels & GSM channels per each delivery location for gateway sizing.	Projected call/License volumes are already specified in the RFP. Bidder to size the solution accordingly.
135	147	2.4 Indicative & Committed Total Annual Requirements of Licenses:	A) Indicative Volume: B) Minimum Committed License Count:	Bidder request SBI to amend the commercial format as per minimum committed license count (Core Outbound Stack and OVR)	No Change in RFP Clause.
136	147	Indicative Volumes	Indicative & Committed Total Annual Requirements of Licenses:	Please provide the volume of outbound SMS sent from the dialer per day	The successful bidder has to integrate proposed solution with the Bank's SMS Gateways.
137	148	3		Can the New Age Technologies mentioned in para 3 be solutioned as part of the overall solution?	Relevant details are already specified in the RFP.
138	148	Annexure E	Branch Dialling	Extension of Branch dialling have to be part of the existing solution or is there an expectation of separate tenant / instance	Relevant details are already specified in the RFP.
139	148	Illustrations: point 3	If at the mid of the year, say in Dec-23, the active license count is 800 then payment will be made for the actual 800 licenses only. Minimum committed license count or the actual usage of license count whichever is higher will be used for Billing calculations during the entire period of contract.	request you to remove this clause and go as per minimum count license which is 1000 licenses for 1 st year , 1400 licenses for 2nd year and so on.	No Change in RFP Clause.
140	149	4. Technical Support Requirements:	The bidder has to provision a dedicated onsite 24x7 support team at Bank's central and all BPO locations to ensure upkeep of the entire proposed solution and its associated infrastructure /provided by the Bank as well as the bidder.	Bank to confirm if the resource cost needs to be bundled with license or to be provide the same separately. - If this is needed separately then SBI team to confirm how do we need to provide commercial for manpower and dedicated support as there is no provision in commercial format for the same.	Relevant details are already specified in the RFP. Yes , Resource cost also to be bundled with the License cost.
141	149	4. Technical Support Requirements:	Technical resources/staff in 3-rotational shifts (Morning/Afternoon/Night) 24x7 should be deployed at Central and BPO locations. Minimum resource count requirement is detailed in below table:	As mentioned in the these are minimum resources count , considering the technology involved bidder has choice to size the resource count accordingly	Relevant details are already specified in the RFP. Resource count given is bare minimum only.
142	149	Annexure E	Given SBI's current footprint of ~25k branches, the average number of concurrent users expected are as follows: Nonpeak usage – 5000 users, Peak usage – 8500 users	What is the role of these 8500 Peak users. Which product component is used by there Users	It is a futuristic requirement . Details will be shared with the successful bidder.
143	149		What is the current monitoring platform used by SBI?		Bidder has to provision monitoring platform.
144	149		What is the ticketing tool used by SBI to log tickets?		Bidder has to provision ticketing tool.
145	150	Tools	Automatic Escalation process should be in place for unresolved issues and necessary reports should be submitted as decided by the Bank.	Who would provide the tools for the solution - ITSM - SMS functionality as asked in the RFP page 147	Relevant details are already specified in the RFP.
146	151	A. Infrastructure Management	Overall, 24*7 active monitoring & reporting	Since the infra devices given by the SBI ,bidder can leverage the SBI monitoring tool for monitoring infra and application	Relevant details are already specified in the RFP.
147	151	BCP Management	Conducting DR Drills/Integrated DR/BCP and other drills.	Since the infra devices given by the SBI ,bidder can leverage the SBI DR tool for DR Drill and let us know the DR automation tool used by SBI	Relevant details are already specified in the RFP.
148	152	Annexure- E	Application Support Monitoring and Reporting for all interfaces of solution (upstream and downstream) like OCAS/LAMS/ CRM etc.	Is the Maintenance and Monitoring of Non CC products tools like CRM part of the scope of this RFP?	As per the RFP.

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149	154	Appendix-E : 9 Network Architecture Setup	Proposed network setup will includes Switches, Router, Firewall, SBC gateway, Links (SIP/PRI/WAN Link) & any other network/ security device required to run the setup as per Bank's requirements	Please confirm that all this will be provisioned by the bank at central and BPO locations or does it have to provisioned and managed by vendor?	Relevant details are already specified in the RFP under Appendix-E.
150	160	Appendix-E : 13 (31)	31.Solution shall adhere compliance to PCI-DSS and PA-DSS standards or other new standards mandated by the Bank from time to time and without additional costs for entire contract period	Are Credit card / Debit card processes also being handled in the Contact Center? These standards are mostly applicable for total environment and not just Tech stack in such compliances and as such are done for a site and not a software platform. Please elaborate / clarify this point and the role / responsibility that you wish the vendor to undertake.	The relevant RFP clauses are self-explanatory.
151	162	Indicative Volumes	Indicative & Committed Total Annual Requirements of Licenses:	Please provide the volume of outbound Email sent from the dialer per day.	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
152	163	Branch Dialing	The vendor shall, as and when required by the Bank provision for and integrate the branch calling capability wherein the dialer tech stack can be extended to bank branch users.	Please provide more information on the existing telecom infrastructure at the branches	It is a futuristic requirement . Details will be shared with the successful bidder.
153	164	3.1 Branch Dialing	Given SBI's current footprint of ~25k branches, the average number of concurrent users expected are as follows: Nonpeak usage – 5000 users Peak usage – 8500 users Post initial adoption of the technology, in case of increase in volume, the vendor should be in a position to ramp up the sizing of the technology stack (costs as negotiated during initial deployment).	We need to place media /Voice Gateway in every Branch location to comply TRAI regulation ? please provide the count of Branches	It is a futuristic requirement . Details will be shared with the successful bidder.
154	164	PROJECT DELIVERY SCHEDULE / TIMELINES:	Delivery of Hardware, Software/Licenses & other components of the Outbound Contact Centre Tech Stack at DC/DR and BPO Sites. Installation, Deployment, Integration and Configuration of the Solution	Request you to change the delivery timeline to 20-24 weeks please.	No Change in RFP Clause.
155	165	Appendix-E : Payment Schedule (1)	60% of One Time Implementation Cost	What are the milestone definitions in implementation and the payment schedules for each milestone? Also, What amount (% of order) will be paid as advance with Purchase Order?	The relevant RFP clauses are self-explanatory.
156	165	Appendix-E : Payment Schedule (3)	Payments will be made on quarterly basis in arrears as per the actual usage (month-wise) of the active licenses.  *For the invoicing purpose, the subscribed license count on the first day of the next month will be considered as the active license count for the previous month irrespective of the date of deployment.	There seems to be a problem in your suggested method, the counts will not correctly reflect the software usage. Please look up the 2 cases below: Case 1; Month 1: 100, Month 2: 100, Month 3: 50, Month 4 : 200. When we raise invoice for previous quarter, it will be for 100+50+200=350 and not 250 Case 2: Month 1: 100, Month 2: 100, Month 3: 200, Month 4 : 50. When we raise invoice for previous quarter, it will be for 100+200+50=350 instead of 400.  Request appropriate changes to the clause.  Also do confirm that within a month, user count will remain constant.	The relevant RFP clauses are self-explanatory. User count may change during the month.
157	165	Payment schedule	Payments will be made on quarterly basis in arrears as per the actual usage(month-wise) of the active licenses.	Please see if this clause can be removed as we need to pay 100 % for licenses on delivery to OEM.	No Change in RFP Clause.
158	165	PAYMENT SCHEDULE:	PAYMENT SCHEDULE:	Bidder request SBI to commit fixed volume and provide payment as monthly in advance for license. In worst case, SBI must allow license payment to be billed monthly in arrears	No Change in RFP Clause.
159	165	PAYMENT SCHEDULE:	Supply, Installation, Configuration, Integration with Bank's systems, Development & Implementation of Business Journeys and UAT sign-off of the Entire Solution for all sites.: 60% of One Time Implementation Cost Final Architecture & Security Review. Closure/Compliance of all reported observation / recommendations and final E&TA and ISD exit reports of Implemented Solution. 40% of One Time Implementation Cost Payment for license usage Post Solution Go-live.- Payments will be made on quarterly basis in arrears as per the actual usage (month-wise) of the active licenses	Request Bank to change the payment terms as per below. 1. Product Hardware payment (80% on Delivery) and Remaining 20% on Completion of Installation. 2. Product Software/License (Quarterly in advance) 3. Implementation - 100% on Completion.	No Change in RFP Clause.

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160	166	COMMERCIAL PRICE BID	Unit License Cost Per Month (in Rupees) Indicative Volume X Unit License Cost && # (In Rs.)	Bidder request SBI team to confirm on following : In case, the license count is 2500 in particular month then how the billing will be done : 2500 * (C ) or 1700 * (A) + 500 * (B) + 600 *(C)	2500 Licenses will fall under bucket C only & calculation will be done as per that bracket only i.e 2500XC.
161	166	COMMERCIAL PRICE BID	COMMERCIAL PRICE BID	How will SBI issues PO to the vendor in terms of quantity ?	Bank will issue Purchase Order/Rate order based on Bank requirement.
162	166	COMMERCIAL PRICE BID	One Time Implementation Cost *	SBI team to confirm whether we can charges for hardware component upfront in One time implementation cost or it needs to be bundled with license cost only. - Do we need to provide the hardware as outright to SBI ?	As per the RFP.
163	166	COMMERCIAL PRICE BID	COMMERCIAL PRICE BID	The bid format says unit rate to be quote in INR while description states in USD "Core Outbound Stack License's \$". SBI to confirm on currency (INR or USD)	INR only.
164	166	COMMERCIAL PRICE BID	Change request	There is fixed quantity for CR man days. In case of increase in CR man days, hope the additional mandays will billed as per mandays rate provided in the commercial format	The relevant RFP clauses are self-explanatory.
165	167	Appendix-F : \$	Cost of subscription license inclusive of installation, customization, integration with Bank's systems, cost of hardware components to be brought by vendor, installation, comprehensive AMC with upgrades after the end of comprehensive warranty, onsite support with adequate resources 24x7 at the Bank and manpower vendor locations, training and certification of Bank's staff and vendor agents, help desk etc.	You have asked to include customization without defining the scope and method of Customisation, resource cost (including manpower to be deployed at vendor locations) and training to be included in license subscription costs. However, these are fixed costs - for example – - one time Customisation costs will be required irrespective of number of users, - resources cannot be added or removed based on variation in license count and as such this cost is not linked to the license count, - you have not defined minimum and maximum number of training and these can vary/change depending on the SBI attrition/transfer rate for SBI employees, nor can training costs change based on number of users.  We therefore, request (suggest) that Customisation, integration and resource + training costs should be moved to the fixed cost category.	No Change in RFP Clause.
166	167	Appendix-F : *	One time implementation cost should not be more than 5% of the TCO [K]	In view of the point and recommendation above, we suggest that this limit be appropriately relaxed	No Change in RFP Clause.
167	167	Breakup of Taxes and Duties	Breakup of Taxes and Duties	SBI team to confirm what all taxes and duties needs to be provided in this column. Whether we need to include custom, import and other taxes as well apart from GST.	As per the prevalent tax laws/regimes in India.
168	168	Appendix-G  Certificate of Local Content	Dear Sir, Ref.: RFP No. SBI/GITC/IT-Contact Centre/2023/2024/975 Dated 05.04.2023 This is to certify that proposed _____ <product details> is having the local content of _____% as defined in the above mentioned RFP. 2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revision thereto.  Signature of Statutory Auditor/Cost Auditor Registration Number: Seal  Counter-signed:  Bidder                      OEM  < Certified copy of board resolution for appointment of statutory/cost auditor should also be enclosed with the certificate of local content.>	Change Request:  Dear Sir, Ref.: RFP No. SBI/GITC/IT-Contact Centre/2023/2024/975 Dated 05.04.2023 This is to certify that proposed _____ <product details> is having the local content of _____% as defined in the above mentioned RFP. 2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revision thereto.  Signature of Statutory Auditor/Cost Auditor Registration Number: Seal  Signed:  Bidder  < Certified copy of board resolution for appointment of statutory/cost auditor should also be enclosed with the certificate of local content.>	No Change in RFP Clause.Bidder has to submit Appendix-G as per format defined in RFP.

**PRE-BID QUERIES & RESPONSES**  
**(Ref: SBI/GITC/IT-Contact Centre/2023/2024/975 Dated: 05.04.2023 )**

Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
169	168	Appendix-G Certificate of Local Content	Dear Sir, Ref.: RFP No. SBI/GITC/IT-Contact Centre/2023/2024/975 Dated 05.04.2023 This is to certify that proposed _____ <product details> is having the local content of _____ % as defined in the above mentioned RFP. 2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revision thereto.  Signature of Statutory Auditor/Cost Auditor Registration Number: Seal  Counter-signed:  Bidder                      OEM  < Certified copy of board resolution for appointment of statutory/cost auditor should also be enclosed with the certificate of local content.>	Change Request:  Dear Sir, Ref.: RFP No. SBI/GITC/IT-Contact Centre/2023/2024/975 Dated 05.04.2023 This is to certify that proposed _____ <product details> is having the local content of _____ % as defined in the above mentioned RFP. 2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revision thereto.  Signature of Statutory Auditor/Cost Auditor Registration Number: Seal Signed:  Bidder  < Certified copy of board resolution for appointment of statutory/cost auditor should also be enclosed with the certificate of local content.>	No Change in RFP Clause.
170	174	PENALTIES	All penalties will be additive but total penalty for any period will not exceed 20% of total billing for that billing cycle.	Bidder request SBI to amend the penalty from 20 % to 5 % of total billing	No Change in RFP Clause.
171	174	PENALTIES	All penalties will be additive but total penalty for any period will not exceed 20% of total billing for that billing cycle.	Request Bank to cap the overall Penalty to Maximum 5% of Quarterly invoice charges.	No Change in RFP Clause.
172	174	Penalty For SLA's	All penalties will be additive but total penalty for any period will not exceed 20% of total billing for that billing cycle.	We request the bank to limit the SLA Penalty upto 10% of total billing for that period. Also request the bank to levy penalty on the support component & not on subscription licenses / product	No Change in RFP Clause.
173	175	PENALTIES	KPI: Availability SLAs	What is S. No : 1, S. No : 2, S. No : 3 in SLA availability parameter ? If it is as per commercial format. - In case of S. No : 1 & 2, penalty is acceptable but S. No : 3, penalty is not accepted. - Also, SBI team to lower penalty % from maximum penalty of 10 % to 5 % & 5 % to 2 %	No Change in RFP Clause.
174	177	Table for Severity Level Classification:	Network WAN Link Outages leading to Partner site loosing connectivity to Bank Hub locations volumes (Reporting, follow-ups & troubleshooting) Network WAN issues impacting less than 50% but more than 10% users ☒ Network LAN issues impacting less than 50% but more than 10% Usres ☒ Server CPU's (active / redundant) failure	Hope these parameters is owned by Bank because the network, link & server ,VM management will be done by SBI existing Managed service team	Relevant details are already specified in the RFP under Appendix-E.
175	182	Managed Services & Business Continuity SLA	Service Level - 100%	100% compliance is not a feasible ask considering the size of the requirement and it would lead to constant SLA breaches for any Service Provider. We request Bank to reduce the same to 95% for all categories	No Change in RFP Clause.
176	182	Service level 100%	Business continuity SLA	Maintaining 100% SLA is difficult considering size of the requirement. Please suggest if it can be reduced to 98%.	No Change in RFP Clause.
177	183	Managed Services SLA	Onsite Support	Agreed resource count may go on government mandated leaves as per Bank's policies (sick, casual, annual, bank holidays etc.). Resource availability SLAs to be relaxed for this leave duration. Kindly confirm	As per the RFP.
178	183	Managed Services SLA	The format and frequency of reports shall be as per the request of the Bank. The Bank reserves the right to change the format, request discontinuation of any report, or request for a new report/ MIS at any time during the execution of the Contract. The successful bidder shall make the necessary provisions for arranging all MIS and reports as per the Bank's requirements at no extra cost	Any change in the reporting format and frequency needs to be mutually agreed between Bank and Service Provider since it is dependent on capability of the proposed solution as well as extra effort required for the activity. Kindly confirm	As per the RFP.
179	185	6. Penalty for Delayed Deliveries & Implementation	6. Penalty for Delayed Deliveries & Implementation	Bidder request SBI to amend the penalty for highest slab from 6 % to 3 % wherever applicable	No Change in RFP Clause.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
180	185	9. LIQUIDATED DAMAGES	If Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this Agreement, the Bank may, without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5 % of total Project cost for delay of each week or part thereof maximum up to 5 % of total Project cost	Bidder would like to suggest the changes as below : The penalty to be calculated on monthly license cost instead of project cost	No Change in RFP Clause.
181	187	Appendix K	SERVICE LEVEL AGREEMENT	Service Provider request that SLA should be reviewed once the RFP will be awarded.	No Change in RFP Clause.
182	195	Clause 3.4.2 of Appendix K- Service Level Agreement	The Bank may withhold payment of any product/services that it disputes in good faith and may set-off penalty amount or any other amount which Service Provider owes to the Bank against amount payable to Service Provider under this Agreement. However, before levying penalty or recovery of any damages, the Bank shall provide a written notice to Service Provider indicating the reasons for such penalty or recovery of damages. Service Provider shall have the liberty to present its case in writing together with documentary evidences, if any, within 21 (twenty one) days. Penalty or damages, if any, recoverable from Service Provider shall be recovered by the Bank through a credit note or revised invoices. In case Service Provider fails to issue credit note/ revised invoice, the Bank shall have right to withhold the payment or set-off penal amount from current invoices.	We request a slight revision in this clause, to be read as follows:  The Bank may withhold payment of any product/services that it disputes in good faith, and may set-off penalty amount which Service provider owes to the Bank against amount payable to Service provider under this Agreement. However, before levying penalty or recovery of any damages, the Bank shall provide a written notice to Service Provider indicating the reasons for such penalty or recovery of damages. Service Provider shall have the liberty to present its case in writing together with documentary evidences, if any, within 21 (twenty one) days. Penalty or damages, if any, recoverable from Service Provider shall be recovered by the Bank through a credit note or revised invoices. In case Service Provider fails to issue credit note/ revised invoice, the Bank shall have right to withhold the payment or set-off penal amount from current invoices.	No Change in RFP Clause.
183	195	SERVICE LEVEL AGREEMENT	Professional Services Fees for Managed Services	Please mention under which header this cost has to be quoted.	It should be part of bundled Core Outbound Stack License cost.
184	198	4.2(g)	Service Provider shall be responsible to provide Data Dictionary in a format provided by the Bank. During the term of this Agreement, such a format may be revised by the Bank as per the requirements. Service Provider shall capture all the fields in Data Dictionary format and keep the same always updated during the term of this Agreement.	OEMs publish and maintain document/data repositories in a web portal which can be made available to the bank. However the format and updation is performed as per existing OEM policy. Request bank to kindly leave the data repository responsibility with the OEM	No Change in RFP Clause.
185	198	Clause 5 of Appendix K-Service Level Agreement	5.1 Service Provider warrants that the technical quality and performance of the Services provided will be consistent with the mutually agreed standards. Warranty shall be for a period of _____ (Term) from the date of acceptance. 5.2 Any defect found will be evaluated mutually to establish the exact cause of the defect. Bank may have direct and separate agreement with Service Provider to provide technical support to the Bank for related deficiencies. 5.3 Service Provider warrants that at the time of delivery the Software or its component is free from malware, free from any obvious bugs, and free from any covert channels in the code (of the versions of the applications/software being delivered as well as any subsequent versions/modifications delivered)	We can only represent and warrant that the products supplied to the bank under the contract shall be new and unused and that the services shall be performed in a professional and workmanlike manner. All other warranties pertaining to the products and/or software licenses shall be passed on from the applicable OEMs to the bank.	No Change in RFP Clause.
186	199	Appendix K-5.5	Service Provider warrants that it shall be solely liable and responsible for compliance of applicable Labour Laws in respect of its employee, agents, representatives and sub-contractors (if allowed) and in particular laws relating to terminal benefits such as pension, gratuity, provident fund, bonus or other benefits to which they may be entitled and the laws relating to contract labour, minimum wages, etc., and the Bank shall have no liability in this regard.	In the event there is deployment of manpower, whether the same can be through an affiliate/ group company of the bidder. Kindly confirm .	As per the RFP.
187	200	Appendix K-5.11	Service Provider warrants that to the best of its knowledge, as on the Effective Date of this Agreement, the Software and products provided by Service Provider to the Bank do not violate or infringe any patent, copyright, trademarks, trade secrets or other intellectual property rights of any third party.	Will the bank be executing the EULA. Kindly confirm the said understanding.	Relevant details are already specified in the RFP.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
188	200	Appendix K-6.1	Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages,, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Services Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service Provider agrees to make good the loss suffered by the Bank.	The present indemnity clause is too broad , we request for a restricted indemnity, especially to the extent of court awarded damages, with the modifications as proposed below .Request you to consider the following changes in the clause: Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages,, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) <del>Services Provider's breach of its warranties, covenants, responsibilities or obligations;</del> <u>to the extent of court awarded damages;</u> or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider <u>while at the Premises of the Bank.</u> Service Provider agrees to make good the loss suffered by the Bank.	No Change in RFP Clause.
189	201	Appendix K-10.6	For redressal of complaints of sexual harassment at workplace, Parties agree to comply with the policy framed by the Bank (including any amendment thereto) in pursuant to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 including any amendment thereto.	The said clause refers to the policy framed by the bank. The bidder as an organisation has a policy in line with the applicable law. Hence we suggest rewording the clause as below: For redressal of complaints of sexual harassment at workplace, Parties agree to comply with the policy framed by the <del>Bank-Service Provider-</del> (including any amendment thereto) in pursuant to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 including any amendment thereto.	No Change in RFP Clause.
190	202	9. LIQUIDATED DAMAGES	If Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this Agreement, the Bank may, without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5 % of total Project cost for delay of each week or part thereof maximum up to 5 % of total Project cost.	Liquidated damages: should be applicable only in the event of delay in delivery solely attributable to the Bidder and should be computed at the rate of 0.25% of the value of the delayed deliverables per each week of delay, subject to the maximum of 5% of the relevant deliverable values.	No Change in RFP Clause.
191	202	Appendix K-11	As per the scope of this Agreement sub-contracting is not permitted.	We understand that any services provided by affiliates of the bidder will not be considered as subcontracting. Kindly confirm. Also, kindly clarify if consortium can be considered.	As per the RFP, sub-contracting is not permitted.
192	203	Appendix K-12	Intellectual Property Rights	Considering the type of services which are being procured under the RFP , we understand that the IP rights which are provided by the OEMs are flowing down as is as per the EULA. Kindly confirm the understanding.	As per the RFP.
193	205	Appendix K-14	Inspection and Audit	Request customer to clarify and share the detailed scope of such inspection / audit including risk parameters proposed to be adopted. We also request to avoid any inspection / audit at the premises , which may be outside the scope of the services under RFP.	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
194	206	Appendix K-15.1 (last sentence)	It is further agreed that the information relating to the Bank and its customers is deemed confidential whether marked confidential or not.	The Bidder does not receive or access any Bank's customer data in connection with the services . Hence we propose the following modification to the existing clause . Request to confirm. It is further agreed that the information relating to the Bank <del>and its customers is deemed confidential whether marked confidential or not.</del>	No Change in RFP Clause.
195	208	Appendix K-15	Ownership	Not applicable. There is no transfer of ownership of any intellectual property rights as such the clause to be modified accordingly .	No Change in RFP Clause.
196	208	Appendix K-15.12	The foregoing obligations (collectively referred to as "Confidentiality Obligations") set out in this Agreement shall survive the term of this Agreement and for a period of five (5) years thereafter provided Confidentiality Obligations with respect to individually identifiable information, customer's data of Parties or software in human-readable form (e.g., source code) shall survive in perpetuity.	Since there is no software or personal data being provided, request you to modify the clause accordingly and restrict the survival period to a specified period . We request you to consider the following modifications . The foregoing obligations (collectively referred to as "Confidentiality Obligations") set out in this Agreement shall survive the term of this Agreement and for a period of five (5) years thereafter <del>provided Confidentiality Obligations with respect to individually identifiable information, customer's data of Parties or software in human readable form (e.g., source code) shall survive in perpetuity.</del>	No Change in RFP Clause.
197	210	17. TERMINATION	17.2 The Bank, by written notice of not less than 90 (ninety) days, may terminate the Agreement, in whole or in part, for its convenience. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	Considering the scale and complexity of the project, it is submitted that Bank should not exercise the termination for convenience rights.	RFP clause modified. Please refer corrigendum for details.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
198	210	Appendix K-17.1	The Bank may, without prejudice to any other remedy for breach of Agreement, by written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part: (e) If Service Provider fails to deliver any or all the obligations within the time period specified in the Agreement, or any extension thereof granted by the Bank; (f) If Service Provider fails to perform any other obligation(s) under the Agreement; (g) Violations of any terms and conditions stipulated in the RFP; (h) On happening of any termination event mentioned herein above in this Agreement. Prior to providing a written notice of termination to Service Provider under clause 17.1 (i) to 17.1 (iii), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.	With regard to termination for breach we request to restrict the right to terminate only in case of a material or substantial breach of the contract due to reason solely attributable to the Bidder and by giving a 90 days notice to cure the breach. Further service provider may be given a right to terminate the agreement either in part or in full (i) in case of failure to pay any undisputed payments or (ii) in case of regulatory breach pursuant to which a direction from regulatory authorities are issued for termination and or suspension of services. Also, the clause references need to be updated.	No Change in RFP Clause.
199	210	Appendix K-17.2	The Bank, by written notice of not less than 90 (ninety) days, may terminate the Agreement, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period). In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	Requesting customer to not terminate the agreement for convenience as bidder would making huge capex investment for providing services.	RFP clause modified. Please refer corrigendum for details.
200	211	17. TERMINATION Clause no. 17.3	In the event the Bank terminates the Agreement in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner, as it deems appropriate, software or services similar to those undelivered and subject to clause 21 Service Provider shall be liable to the Bank for any excess costs for such similar software or services.	Bidder suggest SBI team to remove this clause	No Change in RFP Clause.
201	211	4. REPLACEMENT SERVICE PROVIDER	6. Transfer of Configuration Management Database & 7. Transfer of Assets & 8. Transfer of Software Licenses & 9. Transfer of Software & 14. Transfer of Data & 15. Training Services on Transfer & 16. Transfer Support Activities	Migration charges would be applicable as per man days rates to SBI. In case of any hardware / SW / Licenses to be transferred that would be charges separately to Bank	No Change in RFP Clause.
202	211	Appendix K-17.3	In the event the Bank terminates the Agreement in whole or in part for the breaches attributable to Service Provider, the bank may procure, upon such terms and in such manner, as it deems appropriate, Services similar to those undelivered and subject to clause 21 Service Provider shall be liable to the Bank for any increase in costs for such similar Services. However, Service Provider, in case of part termination, shall continue the performance of the Agreement to the extent not terminated.	We request that the termination may be restricted only in respect of the undelivered portion of services . We request you to consider the below modifications: In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to clause 20 Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.	No Change in RFP Clause.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
203	211	Appendix k-17.4	<p>The Bank shall have a right to terminate the Agreement immediately by giving a notice in writing to Service Provider in the following eventualities:</p> <p>(i) If any Receiver/Liquidator is appointed in connection with the business of Service Provider or Service Provider transfers substantial assets in favour of its creditors or any orders / directions are issued by any Authority / Regulator which has the effect of suspension of the business of Service Provider.</p> <p>(ii) If Service Provider applies to the Court or passes a resolution for voluntary winding up of or any other creditor / person files a petition for winding up or dissolution of Service Provider.</p> <p>(iii) If any acts of commission or omission on the part of Service Provider or its agents, employees, sub-contractors or representatives, in the reasonable opinion of the Bank tantamount to fraud or prejudicial to the interest of the Bank or its employees.</p> <p>(iv) Any document, information, data or statement submitted by Service Provider in response to RFP, based on which Service Provider was considered eligible or successful, is found to be false, incorrect or misleading.</p>	<p>Request you to provide <b>at least 30 days</b> notice period for events which can be subject to a cure. Kindly consider rewording the said clause as below:</p> <p>The Bank shall have a right to terminate the Agreement immediately by giving a notice in writing to Service Provider in the following eventualities:</p> <p>17.4.1 If any Receiver/Liquidator is appointed in connection with the business of Service Provider or Service Provider transfers substantial assets in favour of its creditors or any orders / directions are issued by any Authority / Regulator which has the effect of suspension of the business of Service Provider.</p> <p>17.4.2 If Service Provider applies to the Court or passes a resolution for voluntary winding up of or any other creditor / person files a petition for winding up or dissolution of Service Provider.</p> <p>17.4.3 If any acts of commission or omission on the part of Service Provider or its agents, employees, sub-contractors or representatives, in the reasonable opinion of the Bank tantamount to fraud or prejudicial to the interest of the Bank or its employees.</p> <p>17.4.4 Any document, information, data or statement submitted by Service Provider in response to RFP, based on which Service Provider was considered eligible or successful, is found to be false, <del>incorrect</del> or misleading <b>and which has not been rectified despite providing 30 days notice to rectify the same.</b></p>	No Change in RFP Clause.
204	214	Appendix K-21.1	<p>The maximum aggregate liability of Service Provider, subject to clause 21.3, in respect of any claims, losses, costs or damages arising out of or in connection with this Agreement shall not exceed the total Project Cost.</p>	<p>Considering the larger scope of services , we request to limit the aggregate liability of service provider to the annual value of the contract .Request you to consider rewording the same as below:</p> <p>The maximum aggregate liability of Service Provider, subject to clause 21.3, in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total <del>Project Cost</del> <b>value paid to the Service Provider in the 12 months from the date the claim has arisen .</b></p>	No Change in RFP Clause.
205	215	Appendix K-21.3	<p>The limitations set forth in Clause 21.1 shall not apply with respect to: claims that are the subject of indemnification pursuant to Clause 12 (infringement of third party Intellectual Property Right);</p> <p>(ii) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider;</p> <p>(iii) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations;</p> <p>(iv) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.</p>	<p>The exclusions to the limitation of liability with respect to IP infringement may be subject to a knowledge qualifier and taibility in case of damages may be restricted to court awarded damages . We propose the below modifications :</p> <p>The limitations set forth in Clause 21.3 shall not apply with respect to:</p> <p>(i) claims that are the subject of indemnification pursuant to infringement of third party Intellectual Property Right <b>knowingly done by the Service Provider;</b></p> <p>(ii) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider <b>while at the Bank's Premises,</b></p> <p>(iii) <b>to the extent of court awarded</b> damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,</p> <p>(iv) <del>Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.</del><b>&lt;To be deleted since compliance is within the control of the bank&gt;</b></p>	No Change in RFP Clause.
206	218	Appendix K-24.7	<p>ENTIRE AGREEMENT: The following documents along with all addenda issued thereto shall be deemed to form and be read and construed as integral part of this Agreement and in case of any contradiction between or among them the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority:</p> <p>(i) This Agreement;</p> <p>(ii) Annexure of Agreement;</p> <p>(iii) Purchase Order No. _____, dated _____; and</p> <p>(iv) RFP</p>	<p>As a part of regulatory compliance all customers are required to execute EULA. Hence we request you to kindly add " any other document executed between the Parties" as the last in the order of precedence .</p>	No Change in RFP Clause.
207	229	Transfer of Software Licenses	<p>6 (six) months prior to expiry or within 2 (two) week of notice of termination of this Agreement Service Provider shall deliver to the Bank all licenses for Software used in the provision of Services which were purchased by the Bank</p>	<p>Please see if this clause can be removed.</p>	No Change in RFP Clause.



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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
208	230	9. Transfer of Software	9.1 Wherein State Bank of India is the owner of the software, 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement Service Provider shall deliver, or otherwise certify in writing that it has delivered, to the Bank a full, accurate and up to date version of the Software including up to date versions and latest releases of, but not limited to: (a) Source Code (with source tree) and associated documentation; (b) application architecture documentation and diagrams;	Change Request:  9.1 Wherein State Bank of India is the owner of the software, 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement Service Provider shall deliver, or otherwise certify in writing that it has delivered, to the Bank a full, accurate and up to date version of the Software including up to date versions and latest releases of, but not limited to: (b) application architecture documentation and diagrams;	No Change in RFP Clause.
209	235	Appendix L-Non Disclosure Agreement-2(a)	Each party shall treat as confidential the Contract and any and all information ("confidential information") obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's "Covered Person" which term shall mean employees, contingent workers and professional advisers of a party who need to know the same) without the other party's written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with Covered Person, sufficient to enable it to comply with all the provisions of this Agreement. If Service Provider appoints any Sub-Contractor (if allowed) then Service Provider may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving the Bank an undertaking in similar terms to the provisions of this clause. Any breach of this Agreement by Receiving Party's Covered Person or Sub-Contractor shall also be constructed a breach of this Agreement by Receiving Party.	Request the bank to share the template of the undertaking so that we can notify the same to the approved subcontractors. Also, we understand that there may be affiliates / group companies involved in provision of the incidental services. Kindly confirm that no such undertaking would be needed from such affiliates.	As per the RFP.
210	237	Non Disclosure Agreement-3(d)	Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.	Kindly confirm if we can submit a certificate that we are complying with the confidentiality requirements in lieu of any visit by the disclosing part to the receiving party's premises .	As per the RFP.
211	245	AppendixO--Pre-integrity pact-2.13	If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.	Request the Compliance be restricted to key employees of the Bidder who are directly involved in the preparation and submission of the Bid . If the Bidder is large organisation , it would be difficult to identify any relative of the officers of the Buyer who are employed by the Bidder .	As per the RFP.
212	248	AppendixO--Pre-integrity pact-6	Fall Clause-The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Since the price determined is through a competitive bidding process , fall clause provisions may not be applicable . Hence request to modify or delete the clause as not applicable .	No Change in RFP Clause.
213	248	Clause 6 of Appendix O-Pre Contract Integrity Pact	The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	We request deletion of this clause from the Integrity Pact since this requirement is against all competitive spirit and such anti-competitive pricing restrictions are not advisable.This will create artificial barriers in the efficient working of market forces. Moreover, prices offered are based on various external factors including including volume of supply, location, OEM discounts, dollar fluctuation, profit margins, contractual risks, etc. Also, the CVC guidelines and sample Integrity Pact of CVC makes it clear that Fall Clause is not a requirement under the Integrity Pact.	No Change in RFP Clause.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
214	-	-	Need details on Call flows - Inbound and Dialler outbound	1. Number of Agent based campaigns 2. Number of IVR based campaigns 3. Connect Ratio 4. AHT	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
215	-	-	When agent desktop is intergerated with CRM, other bank systems are going to be intergerated with same CRM or is there a need to intergerate the Agent desktop with other tools.	If yes, list of tools and types of available APIs are needed.	Details will be shared with successful bidder.
216	-	-	Need details on intergeration platforms	List of different platforms where CC needs to intergerate and their respective capabilities	Details will be shared with successful bidder.
217	101 of 256	TS COBR 02	Ability to route Co Browsing Session requests to specific skilled agent basis the Customer Initiated Session Screen, eg. Customer Initiates on Home Loan Screen/Session, that Session request should be routed to Home Loan Skill Agent.	Generally co-browse sessions are initiated by the customer by clicking on a specific link on the web-site & providing a specific security code to the agent. The Agent needs to be already in an voice/chat interaction with the Agent. Co-browse sessions are not initiated directly? Pls confirm if this is fine or share feedback	It is a futurstic requirement . Details will be shared with the successful bidder.
218	104 of 256	TS BRCL 04	Ability to connect and pass Dialer based calls to Branch Office Users on their existing Branch Landline Phones/User Mobile Phone or any other existing phones which are not part of the Dialer Telephony platform	Are these Branch users a part of existing Enterprise PBX who will also login to Dialer/CC telephony platform as well?. Does the dialer/CC platform need to provide the Enterprise PBX telephony features as well? Shall they be using the SIP softphones or hardphones?	It is a futurstic requirement . Details will be shared with the successful bidder.
219	105 of 256	TS DAA 01	The Dialer agent desktop application at Partner location should be a standard browser based application. This should be setup in a dedicated and Secure Setup on the partner location using Field Level and Or Database Level Encryption (as per Bank Standards)	Please provide Bank's Standards on what type of Encryption to be used by bidders for data encryption.	Details will be shared with successful bidder.
220	105 of 256	TS DAA 06	The desktop application should provide soft phone functionality embedded in the application	This requirement is contradictory to the requirement mentioned on point TS DAA 11. So request you to please remove this point	No Change in RFP Clause.
221	107 of 256	TS DAA 27	The application shall support query by any field, i.e. the agent/supervisor can enter available data in any specified field on any screen and click Search. E.g. Account Number, Phone Number, Email ID, Username etc.	What should the agent be able to search using Account number, phone number etc.	Search result will be based on use case decided by the Bank.
222	115 of 256	TS KNO 02	The knowledge management system should enable agents to look into the FAQ / FLR database to answer customer queries.	What is the format in which the queries are stored in the FAQ/FLR database currently	Knowledge Management System is required as a part of the proposed solution.
223	117 of 256	TS APPDVP 07	The Dialer Platform provider should have the expertise to integrate with all specified backend systems of SBI.	Please provide make, model and version of the backend system with which integration is expected	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
224	119 of 256	TS ARCH 05	CLI-R (caller line identification restriction /rotation)	are we talking about changing the CLID to increase the no of successfull calls ? Is this understanding right? <b>Change in CLI need to be discussed with trunk service provider</b>	Bidder to propose solution to address the RFP requirements.
225	119 of 256	TS ARCH 12	The proposed solution should include phones that are specific for contact centre usage for agents, supervisors etc	Do we need to provide hard phones for agents and/or supervisors here?	No.
226	120 of 256	TS ARCH 19	Bidder to provide and confirm that the Design and Solution proposed shall be compliant as per Government Regulatory bodies like TRAI/DOT etc	Configuration of the system to comply the TRAI/DOT requirements can be confirmed by the OEM , certification of the same will be carried by the bank by 3rd party consultant . Is that understanding right?	The relevant RFP clauses are self-explanatory.
227	124 of 256	TS REDF 02	Dialer Platform Provider to ensure that all critical systems in the design should be 100% redundant at the BPO Partner location(s)	BPO Partner locations will be connected over WAN , since this will be a centralised Architecture wherein all the Partner locations will be connected to the site over WAN ensuring 100 percent redundancy for the BPO Sites or any WAN connected sites wont be feasible , we request you to ammend this point and provide 100 percent redundancy across DC and DR .	No Change in RFP Clause.
228	124 of 256	TS REDF 03	Dialer Platform Provider to ensure that all non-critical components in the design are N+2 at all locations (Primary, Backup) and (BPO Partner) or any other locations as specified in the Vendor Proposed Design	Ideally Non-Critical components are put as simplex or with local HA (Within the primary DC) .Request you to please ammend this clause as N+1 within the Primary DC for Non-Critical components	No Change in RFP Clause.
229	125 of 256	TS REDF 10	All components of proposed solution should be designed in active-active configuration to achieve High availability and efficient resource utilization.	All OEM have a different method to provode High Availability and uptime of the system. Since you already have SLA for uptime mentioned, Bank should provide the bidder with the flexibility in the architecture, thus requesting bank to change the cluase as follows, "All components of proposed solution should be designed in active-active or active-standby configuration to achieve High availability and efficient resource utilization."	No Change in RFP Clause.
230	126 of 256	TS FT 01	Solution support 100% automatic failover & fault tolerance for N + N for critical components and n+ 2 for non-critical component level in Active-Active for the overall design	All OEM have a different method to provode High Availability and uptime of the system. Since you already have SLA for uptime mentioned, Bank should provide the bidder with the flexibility in the architecture, thus requesting bank to change the cluase as follows, "Solution support 100% automatic failover & fault tolerance for N + N for critical components and n+ 2 for non-critical component level in Active-Active or Active-Standby for the overall design"	No Change in RFP Clause.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
231	126 of 256	TS FT 08	The proposed system should support a high availability clustering architecture and redundant call processing approach, where two or more systems will be present and sharing the workload in an active-active configuration and support the availability SLA's written elsewhere in the RFP	All OEM have a different method to provide High Availability and uptime of the system. Since you already have SLA for uptime mentioned, Bank should provide the bidder with the flexibility in the architecture, thus requesting bank to change the clause as follows, "The proposed system should support a high availability clustering architecture and redundant call processing approach, where two or more systems will be present and sharing the workload in an active-active or active-standby configuration and support the availability SLA's written elsewhere in the RFP"	No Change in RFP Clause.
232	127 of 256	SBC F08	Load balancing on calling stations	A SBC will be used for trunk termination and will be deployed in high availability mode. please give more clarity on calling stations here.	Feature is required for load balancing among the provisioned SIP trunks.
233	141 of 256	1.4. Channels to be used in outbound Contact Centre	The Contact Centre shall also employ below mentioned channels for the outbound activities as per the Bank's directions: 1. Agent Calling 2. Outbound OVR blasts/agentless calling 3. SMS 4. Voice bots 5. Email 6. Feet on street model 7. <u>Callbacks by customer basis outbound calls received</u>	Please share a sample call flow for voice bot	Details will be shared with successful bidder.
234	143 of 256	Clarification	The Bank is having EULA for Windows & RHEL licenses	Can the bank provide MS SQL Enterprise Edition licenses along with Always on functionality?	No.
235	144 of 256	1.5.2 (ii)	PSTN gateway for agent calling (With Accounting Module), OVR etc.	Please elaborate on "Accounting Module"	The module should provide details/statistics on various call parameters like duration/usage for billing validations.
236	144 of 256	1.5.2 COMPONENTS TO BE PROVIDED BY BIDDER:		Apart from Unified Desktop Solution, does the bidder also need to provide all the mentioned tools? If yes, please share the technical specifications and count for the same.	The relevant RFP clauses are self-explanatory.
237	144 of 256	1.5.2 COMPONENTS TO BE PROVIDED BY BIDDER:	v. Video wall solutions/ wallboards/ Other Visual Media through an interface to display various dashboards for business and technical KPIs etc.	Does the bidder need to provide the hardware displays (TVs, monitors etc) along with the software capability to showcase the stats? If yes, please share the technical specifications and count for the same	The bidder needs to provide at least 2 Nos hardware displays (TVs, monitors etc) along with the software capability at each location to showcase the stats & KPIs. Further details will be shared with the successful bidder.
238	147 of 256	2.3 Indicative Volumes		Only Call Minutes have been provided. However <u>Avg Talk time/Avg Call Handle time</u> is not provided. Its would be needed for each process	Avg Talk time/Avg Call Handle time will be derived by the Bank basis the business journey once the solution is finalised.
239	147 of 256	Clarification	Indicative Volumes	Call Volumes, Agent requirements and Calling minutes are mentioned but need to know the AHT for the various process - Sales - Agent calling; Collections - agent calling and OVR	AHT will be derived by the Bank basis the business journey once the solution is finalised.
240	149 of 256	3.1 Branch Dialing	Given SBI's current footprint of ~25k branches, the average number of concurrent users expected are as follows:	Does it cover SBI branches outside India?	Initially, only within India.
241	150 of 256	4. Technical Support Requirements	Bidder to ensure that the deployed resources should be of exceptionally high order, technically sound with relevant skill set comprised of various roles and skill-sets which includes OS/Database/Backup/Network admins, Dev-Ops, IT security Manager etc. Database Admin should have Database certification such as OCP or equivalent on other Database Platforms.	Clarification required on the skill-set matrix as it seems that you require dedicated resources for activities that have to be performed by SBI.	The relevant RFP clauses are self-explanatory.
242	150 of 256	4. Technical Support Requirements	Bidder to ensure that the deployed resources should be of exceptionally high order, technically sound with relevant skill set comprised of various roles and skill-sets which includes OS/Database/Backup/Network admins, Dev-Ops, IT security Manager etc. Database Admin should have Database certification such as OCP or equivalent on other Database Platforms.	The Databases implemented for a contact center solution are automated by the applications and do not require dedicated DBAs. Similarly, Dev-Ops, IT security Manager are also not required for day-to-day operations of a contact center. As this would add to cost of resources, we request you to amend this clause as "Bidder to ensure that the deployed resources should be of exceptionally high order, technically sound with relevant skill set comprised of various roles and skill-sets for effective operations of the contact center".	The relevant RFP clauses are self-explanatory.
243	166 of 256	Appendix - F	Commercial Price Bid	Need Clarification	The relevant details are already specified in the RFP.
244	20 of 256	25. System Integration testing & user acceptance test	The UAT includes functional tests, resilience tests, benchmark comparisons, operational tests, load tests etc.	Could you please elaborate on the expectations required from us on these steps.	The relevant RFP clauses are self-explanatory.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
245	208, 209	Clause 16 of Appendix K- Service Level Agreement	16.1 Service Provider will provide Source Code for every version of the Software customized/developed specifically for the Bank, without any cost to the Bank, and it will be treated as the property of the Bank. 16.2 The Source Code /Object Code /executable code and compilation procedures of the Software solution made under this Agreement are the proprietary property of the Bank and as such Service provider shall make them available to the Bank after successful User Acceptance Testing. 16.3 Service Provider agrees that the Bank owns the entire right, title and interest to any inventions, designs, discoveries, writings and works of authorship, including all Intellectual Property Rights, copyrights. Any work made under this Agreement shall be deemed to be 'work made for hire' under any Indian/U.S. or any other applicable copyright laws. 16.4 Service Provider shall ensure proper change management process covering impact assessment, requirement and solution documents detailing changes made to the Software for any work order, in addition to enabling the programmers identify and track the changes made to the source code. The Source Code will be delivered in appropriate version control tool maintained at the Bank's on site location.	Please clarify whether this clause will be applicable to us or not since there will no development or customization of any software, and as such there will no transfer of any IP in favour of the bank, and only a non-exclusive software license will be provided to the bank.	The relevant RFP clauses are self-explanatory.
246	21 of 256	26. Services	All product updates, upgrades & patches shall be provided by the Bidder/ Service Provider without additional cost to the Bank during warranty and AMC/ ATS/ S&S period.	There will be a cost associated with major upgrades.	No Change in RFP Clause.
247	230 of 256	9.1 Transfer of Software	(a) Source Code (with source tree) and associated documentation;	Please share more details towards documentation for source code	Further details will be shared with the successful bidder.
248	27 of 256	37, vi	Compliance of Banks' various applicable policies such as Information Security Policy and Standard, Data Governance Policy, Cyber Security Policy, Cyber Crisis Management Plan, Information Security Strategy, Digital Payments Security Controls Policy etc.	Please share the policy documents	Relevant information will be shared only with the successful bidder.
249	44 of 256	Bidder's Eligibility Criteria 13	The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years	Request to have this changed to: The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 03 (three) out of last 05 (five) financial years <u>OR</u> The Bidder should be net worth positive for at least 02 (two) out of last 03 (three) financial years	No Change in RFP Clause.
250	44, 45, 47	3 to 5 and 7	Eligibility criteria mentioned at SI No 3 to 5 & 7 in table above are relaxed for Startups subject to their meeting of quality and technical specifications	If you can kindly include MSMEs as well to be exempted from the mentioned clauses 3 to 5 and 7, would be very helpful. If MSMEs are already exempted as part of this clause, then kindly confirm	No Change in RFP Clause.
251	46 of 256	Bidder's Eligibility Criteria 13	The bidder should have at least 1500 (One thousand five hundred) Current Number of Agent Seats (active licenses for agent voice calling) supported through technology solution proposed under this RFP for Contact Centre Processes in BFSI sector in India	Request to have this changed to Bidder/OEM.	No Change in RFP Clause.
252	47 of 256	POC Criteria	The Bank reserves the right to carry out POC, the cost of which would be borne by the bidder.	Will the servers and the required OS/Database and other infra provided by SBI for the POC?	The relevant RFP clauses are self-explanatory.
253	48 of 256	8	E Mail	Will E Mail Inrgation with SBI's E Mail server be over SMTP? Please confirm	Yes. The successful bidder has to integrate proposed solution with the Bank's Email Gateways.
254	48 of 256	9	SMS	Will the SMS Gateway be provisioned by SBI? Please confirm	Yes. The successful bidder has to integrate proposed solution with the Bank's SMS Gateways.
255	49 of 256		The components marked as 'F' are futuristic. The proposed solution should be capable of addressing the futuristic component & features/functions. The selected bidder need to provision for these futuristic requirements and should be made available to the Bank in a time bound manner as and when required during the contract period.	Should the bidder include Futuristic components & features/ functions in the technical BID & quote for the same, or will be considered when ther are required.	Relevant details are already specified in the RFP.
256	50 of 256	MAND 01	The solution should seamlessly integrate with 3rd party applications and business tools to fetch data and insights for CC agents to deliver efficient performance. Solution should be customizable as per Banks requirement.	Can you please provide details on the 3rd party application and business tools which needs to be integrated with the proposed solution. Also can you share so customization requirements?	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
257	50 of 256	MAND 04	All subsystems integrated with the solution should support and use only secured & non-default ports for communication between Solution components, SBI Partner BPO's and SBI data Centre.	Communication systems like phones and call processing software communicate on standard/default ports as defined in the protocol stack and thus these can't be changed. Thus request bank to remove the non-default ports from the clause	As per the RFP.
258	50 of 256	MAND 05	Every aspect of each customer interaction must be logged and time stamped in IST for each event/activity from Dial Out to completion. e.g. Right from the time the call is dialed on the SIP/PRI to Agent Campaign and to agents, to disposition/wrap-up etc. should be available. Provide a sample of this report in a separate annexure. All CDRs should be within India at all times.	CDR raw data is acceptable or Reporting in GUI format(Call Billing is needed)?	As per the RFP.
259	50 of 256	MAND 06	The Recording Platform should support 100% Screen Recording	Does API support for Bulk Recording needed for export of recording to 3rd party application etc.?	No.
260	50 of 256	MAND 06	The Recording Platform should support 100% Screen & voice Recording	There are multiple components involved in the recording of the solution starting from the WAN connectivity to LAN setup used for passive recording which can cause loss of recording and these are not in the control of the bidder, thus request the bank to relax the clause to "The Recording Platform should support 98% Screen & Voice Recording"	No Change in RFP Clause. Relevant details are already specified under Appendix-I.
261	51 of 256	MAND 08	The proposed architecture should be compliant to all statutory laws of the geography it is operating in and operating for, including all necessary licenses to operate Dialer Platform Services for SBI both domestic and international (if required) outbound process.	Does International Outbound process to be handled from domestic trunks or there shall be International Location / Trunks for Outbound calling?	Initially, only domestic calling.
262	51 of 256	MAND 09	The system should be able to integrate and connect to different technology & tools within the Contact Centre and with SBI, SBI Manpower Partners, Subsidiaries / JVs	Please provide details of the different technology and tools with which the bidder is required to integrate	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
263	51 of 256	MAND 11	The Dialer/Solution components will have to provide a web based portal for providing real-time and historical reports that can be accessed by SBI. These reports should be optimized for and available on all platform formats like Mobile Devices/ Tablets/ PC/Mac etc. Dashboards providing real-time quality analytic insights regarding Agent's performance and metrics for Supervisor's to take informed decisions on resource allocation and to improve performance. To be provided in line with all MIS required in MIS section.	The reports shall be available on Mobile through Web Browser however for Mobiles there is a separate Application . Will this do?	As per the RFP.
264	51 of 256	MAND 12	Dialer/Solution components should be able to access (if required) information via XML, SOAP, ISO 8583 protocols, HTTPS, Webservices, terminal emulation methods.	Pls modify the clause - Dialer/Solution components should be able to access (if required) information via XML/SOAP/ISO 8583 protocols/ HTTPS/Webservices/terminal emulation methods.	No Change in RFP Clause.
265	51 of 256	MAND 13	All components proposed in the solution should be tenanted for each of SBI Partners/Vendor, SBI's entities (SBI Subsidiaries, Affiliates/ JVs) who may use the services.	Please confirm the number of SBI Partners/vendors for which tenanting is required. Also, is tenanting required only control the access or a database restriction of not having data in the same database also required ?	Details will be shared with successful bidder.
266	51 of 256	MAND 14	Solution shall adhere compliance to PCI DSS and PADSS standards or other new standards mandated by the Bank from time to time and without additional costs to Bank. Bidder has to get the solution reviewed from QSA (CERT-IN Empaneled) & provide the compliance certificate to Bank as and when required.	Pls modify the clause - Solution shall adhere compliance to PCI DSS/PADSS standards or other new standards mandated by the Bank from time to time and with additional costs to Bank and Vendor to issue QSA Certificate if required by Bank at an additional cost	No Change in RFP Clause.
267	52 of 256	MAND 15	Bidder also has to make provision for Archival & restoration.	Archival is required for the recording (voice and Screen) solution. Can you provide the details on the no. of years that these recording (voice and screen) are to be stored and the acceptable archival options?	As per the Bank's defined policy. Details will be shared with the successful bidder.
268	53 of 256	TS AD BS 01	Dialer System and its entities like Voice Gateways should support SIP / VoIP/TDM/GSM/PRI, Hybrid based Telephony, Dialing and PSTN interface technologies for communication.	Any specific ratio to be followed for Type of Trunks? Can we consider only SIP trunks and GSM Trunks only? In case of GSM trunks, will bank provide GSM Gateways or Bidder needs to factor?	System should support SIP/ VoIP/TDM /GSM/ PRI, Hybrid based Telephony, Dialing and PSTN interface technologies for communication.
269	53 of 256	TS AD BS 10	- As far as possible, select same agent who serviced this same customer.	Does this strategy needs to be considered for all campaigns or certain campaigns only e.g. RM, HNI customer etc.	As per the business requirement.
270	54 of 256	TS AD BS 16	The proposed Dialer system must be equipped with built- in firewall capability.	Firewall is a separate component and hence pls remove this clause	No Change in RFP Clause.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
271	54 of 256	TS AD BS 17	Dialer System should support virtual contact centre environment. Describe how this is supported in a separate annexure along with main RFP document. The Dialer system should support a virtually partitioned contact centre configuration that can manage multiple contact centre for Dialer call distribution, Dialer Operations, Trunk Allocations, Load Levelling, Supervisory and Reporting functions, telephony features, and any additional contact centre applications such as call/screen recording, multi-channel interaction and CTI. All these partitioned setups should also have capability to be administered/ monitored/reported and managed centrally by a super admin.	How many partitions are required ? Would Role Based access control from the same tenant work ?  Tenanting for each vendor/partner - Can this be read as providing role based user access to partners and vendors to have only allowed information. Could you elaborate on this requirement.	No Change in RFP Clause & The relevant RFP clause is self-explanatory.
272	54 of 256	TS AD BS 18	System should support distributed site - based agents, remote agents, Work From Home Agents with all features and functionalities at all times.	Keeping the security aspects related to the banking environment we've seen at other banks this access is provided via VPN connection which checks for LAPTOP/Desktop's security etc . Please let us know if the same VPN method is going to be used in for this setup. If VPN is not going to be used, please share the % of users coming from WFH environment.	As per the RFP.
273	54 of 256	TS ADOB 17	Dialer Operators/Supervisor should be able to send a private IM or email message to a "logged-in" agent	Do we really need to allow Supervisors to send email messages to Agents? Generally in Contact center agents don't have dedicated email Ids? Need to understand the use case here.	As per the RFP.
274	55 of 256	TS ADOB 03	System should be able to "Turn off" records from a particular queue (time zone, geographic region, area code, and NXX), so that they won't be called again	Kindly elaborate on the geographic locations for which this has to be achieved. Also elaborate on NXX.	As per the RFP.
275	55 of 256	TS ADOB 07	System should be able to run agent-less outbound campaigns	Bank has mentioned that they will pay for 100 OVR licenses or actual licenses consumed whichever is higher. Bank has also shared the volumes for the same but there is no mention of Average Handle Time (AHT). Can you please share the AHT for the agent-less outbound campaigns.	AHT will be derived by the Bank basis the business journey once the solution is finalised.
276	55 of 256	TS ADOB 07	System should be able to run agent-less outbound campaigns like - Salary credit, - Loan payment reminder, - Loan payment acknowledgement	How many customised Outbound IVR call flows to be developed for agentless campaigns? Can SBI share the customised IVR call flows needed to be developed for different campaigns, for bidder to estimate the time and effort?	Details will be shared with successful bidder.
277	55 of 256	TS ADOB 07	System should be able to run agent-less outbound campaigns like -Salary credit, - Loan payment reminder, - Loan payment acknowledgement	You have asked for 50 ports of OVRs which we understand is 50 simultaneous outbound agentless calls is this understanding right? Also please share the AHT of the msgs to be played. Please let us know if the msgs are static or dynamic , if dynamic please share the details of backend integration.	Yes. AHT will be derived by the Bank basis the business journey once the solution is finalised.
278	56 of 256	TS ADOB 25	Verify that all list processing occurs with validating the Time Zone (IST - time zone), removing duplicate numbers, removing bad numbers, DNC list check and indexing the calling list based on PHONE field.	Kindly elaborate on the data manipulation requirements to qualify a phone number.	Use cases based on the business requirements will be shared with the successful bidder.
279	56 of 256	TS ADOB 29	The system should be able to update the DNC database from the standard published lists of such customers	Does this mean DNC list to be pulled from some external location automatically? Can you share more details on this.	Details will be shared with successful bidder.
280	56 of 256	TS ADOB 29	The system should be able to update the DNC database from the standard published lists of such customers.	Kindly confirm the standard published lists that is to be supported for DNC.	Details will be shared with successful bidder.
281	57 of 256	TS ADOB 32	The system shall provide the facility for enabling/disabling the application as per the requirement	Please elaborate on what features/ applications would be needed to have the enable/ disable facility?	As per the RFP.
282	57 of 256	TS ADOB 37	The system should detect SIT tones and dispose separately.	Pls modify the clause - The system should detect SIT tones and dispose separately based on the event code provided by the service provider	No Change in RFP Clause.
283	57 of 256	TS ADOB 38	The system should detect ring no answer condition and dispose separately.	Pls modify the clause - The system should detect ring no answer condition and dispose separately.based on the event code provided by the service provider	No Change in RFP Clause.
284	57 of 256	TS ADOB 39	The system should detect no voice detect and dispose separately.	Pls modify the clause - The system should detect no voice detect and dispose separately based on the event code provided by the service provider	No Change in RFP Clause.
285	57 of 256	TS ADOB 40	The system should detect no ring back and dispose separately	Pls modify the clause - The system should detect no ring back and dispose separately based on the event code provided by the service provider	No Change in RFP Clause.
286	57 of 256	TS ADOB 42	The system should detect network busy and dispose separately.	Pls modify the clause - The system should detect network busy and dispose separately.based on the event code provided by the service provider	No Change in RFP Clause.
287	57 of 256	TS ADOB 43	The system should detect network announcements and dispose separately.	Pls modify the clause - The system should detect network announcements and dispose separately based on the event code provided by the service provider	No Change in RFP Clause.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
288	57 of 256	TS ADOB 44	The system should detect answering machines properly and dispose separately.	Pls modify the clause - The system should detect answering machines properly and dispose separately based on the event code provided by the service provider	No Change in RFP Clause.
289	57 of 256	TS ADOB 46	The system should be integrated with standard applications, CRMs or in-house applications or other host based systems.	Can you please provide the details of the applications, CRM and other host based systems which needs to be integrated.	Details will be shared with successful bidder.
290	57 of 256	TS ADOB 46	The system should be integrated with standard applications, CRMs or in-house applications or other host based systems.	How many backend systems the Dialer should integrated with? Can you please list the same.	Details will be shared with successful bidder.
291	57 of 256	TS ADOB 46	The system should be integrated with standard applications, CRMs or in-house applications or other host based systems.	Kindly confirm the number of applications or CRMs to be integrated with. Also elaborate on the integration points with each of the systems.	Details will be shared with successful bidder.
292	57 of 256	TS ADOB 46	The system should be integrated with standard applications, CRMs or in-house applications or other host based systems.	Please provide the list of applications to be integrated	Details will be shared with successful bidder.
293	57 of 256	TS ADOB 46	The system should be integrated with standard applications, CRMs or in-house applications or other host based systems	Please share more details towards CRM application and other in-house apps(to interface/integrate with the system we'll need the details towards APIs exposed)	Details will be shared with the successful bidder.
294	58 of 256	TS ADOB 62	Should support Option of end to end reporting on SIP, VoIP, TDM/PRI, GSM based channels	Request to remove the clause for reports on GSM Gateway as it is a third party gateway and GSM Gateway can give reports separately which are much detailed	No Change in RFP Clause.
295	59 of 256	TS ADOB 75	Should have the ability to upload the data into a single campaign with multiple languages or services.	Which all languages to be supported	Relevant details are already specified in the RFP.
296	59 of 256	TS ADOB 82	The Dialer Agent GUI should be compatible to run via Remote Desktop Technologies while maintaining Agent Screen Pop Up synchronization. Dialer GUI should be able to connect to Back End Hosts/Other CRM's over APIs and other integration methodologies.	Can you please provide the details of the Back End Hosts/Other CRM's over APIs and other integration methodologies.	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
297	59 of 256	TS ADOB 82	The Dialer Agent GUI should be compatible to run via Remote Desktop Technologies while maintaining Agent Screen Pop Up synchronization. Dialer GUI should be able to connect to Back End Hosts/Other CRM's over APIs and other integration methodologies.	Can you please specify the Remote Desktop Technologies which the bank is currently utilizing to check for the compatibility.	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
298	59 of 256	TS ADOB 82	The Dialer Agent GUI should be compatible to run via Remote Desktop Technologies while maintaining Agent Screen Pop Up synchronization. Dialer GUI should be able to connect to Back End Hosts/Other CRM's over APIs and other integration methodologies	Please share the details towards remote desktop application OR technology used. Please let us know the details of backend host CRM.	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
299	59 of 256	TS ADOB 82	The Dialer Agent GUI should be compatible to run via Remote Desktop Technologies while maintaining Agent Screen Pop Up synchronization. Dialer GUI should be able to connect to BackEnd Hosts/Other CRM's over APIs and other integration methodologies.	Which Remote Desktop Technology will be used by SBI (like Citrix/VMware Horizon etc.)? Also the voice is recommended to run outside the VDI/Remote Desktop Tech to preserve voice QoS	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
300	60 of 256	TS AD BS 23	Each remote site shall have its own Voice Gateway and local PSTN trunks such that outgoing and any incoming calls (for Outbound Teams) can utilize the local trunks instead of utilizing resources at the main location. (If required)	Can we assume PSTN trunks in all remote site will be SIP?	Initially SIP but solution should support all other communication technologies mentioned in RFP.
301	60 of 256	TS ADOB 85	Should have the ability of the system to directly upload data into the calling list or call table from any ODBC compliant host database.	Could you specify the ODBC platform that should be integrated for data uploads ?	Details will be shared with successful bidder.
302	60 of 256	TS ADOB 86	System should support load balancing across multiple sites of the same Partner to increase campaign and agent productivity.	Can you please elaborate on the requirement	The relevant RFP clause is self-explanatory.
303	60 of 256	TS ADOB 86	System should support load balancing across multiple sites of the same Partner to increase campaign and agent productivity.	Pls modify the clause - System should support load balancing across multiple sites of the same Partner to increase campaign and agent productivity in accordance with DoT/TRAI regulations	No Change in RFP Clause.
304	60 of 256	TS ADOB 87	System should support announcements(static and dynamic) on the Dialer. Provide the maximum announcements supported in the system.	Please explain use case for Dynamic Announcements and number of languages to be supported	Details will be shared with successful bidder.
305	60 of 256	TS ADOB 90	System should support measurement of remote/WFH agents, service observed, recorded the same as local agents.	Does this mean in the reporting (Real-Time and Historical) should be same as the Agents on LAN ?	The relevant RFP clauses are self-explanatory.
306	60 of 256	TS ADOB 91	Partner Supervisors and SBI Teams should be able to monitor and observe agents by agent ID. They should be able to monitor, listen and talk on an agent - Customer conversation. They should be able to remotely barge in during the call. They should be able to monitor the entire customer experience including hold announcements, music, etc.	Please specify the additional count of Partner Supervisors and SBI teams members to whom this functionality needs to be provided. Are these over and above the count of 1700 Core outbound Stack Licenses requested in the price bid	The relevant RFP clauses are self-explanatory.
307	60 of 256	TS ADOB 92	Dialer System should be capable of overflowing campaign calls to alternate destinations to meet campaign service level objectives.	Kindly elaborate on this requirement as it is not completely clear.	As per the RFP.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
308	60 of 256	TS ADOB 95	Dialer System should be able to queue multiple channels to outbound call centre agents. This includes voice calls, email, SMS	Does this mean same agent can take Voice as well as Non -Voice interaction within the same Queue ? And also will the same Agent be taking voice and Non voice outbound contact including social media ? What will be the use case ?	Use cases will be shared with the successful bidder.
309	60 of 256	TS ADOB 95	Dialer System should be able to queue multiple channels to outbound contact centre agents. This includes voice calls, email, SMS	Kindly confirm if only automated SMS or Emails are required OR agent initiated SMS and email is required.	The relevant RFP clause is self-explanatory.
310	60 of 256	TS ADOB 95	Dialer System should be able to queue multiple channels to outbound contact centre agents. This includes voice calls, email, SMS	Please share the use case of e mail and SMS channels queuing to the agents. Is this for inbound Email and SMS?	The relevant RFP clause is self-explanatory.
311	60 of 256	TS ADOB 96	Dialer System should be able to queue multiple channels to outbound contact centre agents. This includes chat, Social Media	Please share the use-case of chat and social media . Is this inbound, outbound or both?	The relevant RFP clause is self-explanatory.
312	60 of 256	TS ADOB 98	Dialer system should route phone calls, emails, and web sessions with their workflow mechanisms.	Please share the use case here. Is this for inbound ?	Initially it is for Outbound.
313	61 of 256	TS ADOB 104	Dialer System should support exporting of CDR data in multiple file formats which includes MS Word, MS Excel and Text format	Is MS Word format mandatory as our reports can be extracted in XLS , PDF and CSV Format ? Can this be ammended as we don't find any use case for word format in reports ?	No Change in RFP Clause.
314	61 of 256	TS ADOB 110	Dialer system should support standard databases like Oracle, MS SQL, Informix, DB2, Sybase integration.	Pls modify the clause - Dialer system should support standard databases like Oracle/MS SQL/Informix/DB2/Sybase integration.	No Change in RFP Clause.
315	62 of 256	TS ADOB 115	Dialer should integrate with Vendor's / Bank's CRM & ERP applications like, Oracle, Salesforce, Siebel, CRMNext etc.	Can Bank give us the details of the existing CRM and ERP Applications as we have standard connectors to connect various CRMs and ERPs however the specific details are needed to better size the commercials else this is very generic statement and should be ammended .	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
316	62 of 256	TS ADOB 115	Dialer should integrate with Vendor's / Bank's CRM & ERP applications like, Oracle, Salesforce, Siebel, CRMNext etc.	Can you provide the details of the CRM & ERP product which the bank is using along with the current version details.	The Bank is currently using CRMNext solution . Proposed Solution should be compatible to integrate with other CRMs also (if required).Further details will be shared with the successful bidder.
317	62 of 256	TS ADOB 119	System should support 100% redundancy in active-active mode	Active-active is the methodology used by a particular OEM. Each OEM have their own methd of providing redundancy. Request the bank to change the clause to "System should support 100% redundancy in active-active or active-standby mode"	No Change in RFP Clause.
318	62 of 256	TS ADOB 119	System should support 100% redundancy in activeactive mode	Pls modify the clause - System should support 100% redundancy in active-passive mode	No Change in RFP Clause.
319	62 of 256	TS ADOB 121	System should support all Indian Languages	Does this point refer to DTMF based customised IVR application, and it needs to support Indian languages in the form of prerecorded voice prompts? If yes, will it be SBI's responsibility to provide the prerecorded voice prompts in all the languages as per the IVR call flow design?	Bidder to arrange the prerecorded voice prompts.
320	62 of 256	TS ADOB 121	System should support all Indian Languages	Pls modify the clause - System should support Indian Languages	No change in the RFP clause.
321	62 of 256	TS ADOB 121	System should support all Indian Languages	We are assuming this is for dialer prompts please confirm if this understanding right ?	Yes.
322	62 of 256	TS ADOB 121	System should support all Indian Languages	Which all indian languaes needs to be supported on IVR?	Relevant details are already specified in the RFP.
323	62 of 256	TS ADOB 122	Dialer subsystem should support Tone Masking e.g.. Key tones generated by customers while entering PII Data should be masked in a way that the agents cannot hear the DTMF tones.	Can you please provide the calling scenario where PII data will be entered by the customer. As this is a outbound calling and call back from the customer will be related to missed call only.	It pertains to Keys/data entered by customer.
324	62 of 256	TS ADOB 124	The Dialer should have the capability to modify Outgoing CLI dynamically through the Dialer Operator	are we talking about changing the CLID to increase the no of successfull calls ? Is this understanding right? Change in CLI need to be discussed with trunk service provider	Bidder to propose solution to address the RFP requirements.
325	63 of 256	TS ADOB 130	The Outbound campaign should be capable of switching between Voice & SMS within the same campaign.	Request to pls clarify with a supporting use case	The business use case will be discussed with the successful bidder.
326	64 of 256	TS LOG 01	Voice and Screen Logger system should support the following audio compressions- G.711, G.723, G.729, GSM and other currently available industry formats	GSM is not used as a audio compressions protocol thus request the bank to modify the clause as "Voice and Screen Logger system should support the following audio compressions- G.711, G.723, G.729 and other currently available industry formats"	No Change in RFP Clause.
327	64 of 256	TS LOG 01	Voice logger system should support the following audio compressions - G.711, G.723, G.729, GSM and other currently available industry formats	We request you to make GSM codec optional. Most recording platforms work with G.711, G.723, G.729	No Change in RFP Clause.
328	64 of 256	TS LOG 03	Voice and Screen Logger system should support 100% screen capture along with voice recording	Since the Recorders are distributed across Agent locations, there are multiple dependencies such as WAN Link, Partner LAN, Partner Power Source etc. Those request you to reduce SAL for recorder from 100% to 98%	No Change in RFP Clause.
329	64 of 256	TS LOG 07	The web browser interface should use https transport over a TCP/IP network. These recordings should comply with encryption standards for data at rest and data in motion as per Banks IT/IS policies.	Can you please share the IT/IS Policy which the bidder need to comply with	Relevant information will be shared only with the successful bidder.



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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
330	64 of 256	TS LOG 08	Voice and Screen Logger system should support web browser interface and should be able to access from multimedia PCs in the network without any special software install on the playback PC. This should be supported on Windows 10/11, Android and IOS Devices. The same should also be accessible from Mobile Devices like Tablets/iPads etc. and the Call Audio/Screen Recording streamed seamlessly.	Pls modify the clause - Voice and Screen Logger system should support web browser interface and should be able to access from multimedia PCs in the network without any special software install on the playback PC	No Change in RFP Clause.
331	64 of 256	TS LOG 08	Voice and Screen Logger system should support web browser interface and should be able to access from multimedia PCs in the network without any special software install on the playback PC. This should be supported on Windows 10/11, Android and IOS Devices. The same should also be accessible from Mobile Devices like Tablets/iPads etc. and the Call Audio/Screen Recording streamed seamlessly	We suggest to make Playback requirement from Android and iOS device optional.	As per the RFP.
332	65 of 256	TS LOG 07	Voice and Screen Logger systems at BPO sites should have storing capacity of voice recordings and screen recordings based on the agent size for a period of minimum 30 days for data loss prevention at BPO locations. BPO site recordings should be synchronized/copied/Transferred to central site on real time basis or at a period / frequency as defined by the Bank. For efficient storage utilization, compression techniques should be implemented on recordings. These recording should be accessible to QMS team for minimum 90 days online.	There are 2 period mentioned for the storage of the recording on the recording server. You have mentioned 30 days and 90 days. Can you please clarify for how long should the recording be stored on the recording server and later moved to the central location	The relevant RFP clause is self-explanatory. Minimum 30-days recordings at BPO locations and minimum 90-days at the central location.
333	65 of 256	TS LOG 10	Voice and Screen Logger system should be able to archive voice recording and screen capture data beyond defined period in a suitable media like Tape/DAT/HDD/SSD/File Storage, Cloud Based Storage solution, NAS or SAN etc.	Will the bank provide the storage capacity at the central location to store the voice and screen recording for a period of 10 years. Can you please let us know the preferred storage method which will be used by the bank.	The Bank will provide storage for the central location.
334	66 of 256	TS LOG 14	Proposed solution should support 100% voice & screen recording/Compliance Recording as per RBI regulations.	Since the Recorders are distributed across Agent locations, there are multiple dependencies such as WAN Link, Partner LAN, Partner Power Source etc. Those request you to reduce SAL for recorder from 100% to 95%	No Change in RFP Clause.
335	66 of 256	TS LOG 14	Proposed solution should support 100% voice & screen recording/Compliance Recording as per RBI regulations.	There are multiple components involved in the recording of the solution starting from the WAN connectivity to LAN setup used for passive recording which can cause loss of recording and these are not in the control of the bidder, thus request the bank to relax the clause to "The Recording Platform should support 98% Screen & Voice Recording"	No Change in RFP Clause.
336	67 of 256	TS LOG 21	Voice & Screen Logger should support 100% Compliance Recording . Tools for Reconciliation of Call Recordings with Actual calls should be available for Compliance check.	Since the Recorders are distributed across Agent locations, there are multiple dependencies such as WAN Link, Partner LAN, Partner Power Source etc. Those request you to reduce SAL for recorder from 100% to 95%	No Change in RFP Clause.
337	68 of 256	TS CTI 02	Bidder to integrate the CTI solution with Bank CRM.	Can Bank give us the details of the existing CRM and ERP Applications as we have standard connectors to connect various CRMs and ERPs however the specific details are needed to better size the commercials	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
338	68 of 256	TS CTI 02	Bidder to integrate the CTI solution with Bank CRM.	Please list the CRM's that CTI needs to integrate with.	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
339	68 of 256	TS CTI 04	The platform should support omni-channel Screen POP integrated with Bank CRM across Voice, Email, Chat, and SMS requests.	Please specify the no. of agents working on Email, Chat, SMS channels.  How many email id's need to be configured ? Please specify the chat channels ? Eg. Webchat, FB messenger etc.  Please confirm. SMS API and Email gateway will be provided by SBI ?	The bidder solution needs to be integrated with SMS/Email gateway (to be provided by the Bank). The other details will be shared with the successful bidder.
340	68 of 256	TS CTI 04	The platform should support omni-channel Screen POP integrated with Bank CRM across Voice, Email, Chat, and SMS requests.	We are assuming that the chat interactions will be inbound only. Please confirm.	Successful Bidder to propose solution to address the RFP requirements.
341	68 of 256	TS CTI 05	The platform should support omni-channel Screen POP integrated with Bank CRM across Web, Social Media	We are assuming that the web and social interactions will be inbound only. Please confirm.	Bidder to propose solution to address the RFP requirements.
342	69 of 256	TS CTI 19	Screen POP will be displayed in Bank's CRM and the interaction/call history of the customer calling along with interaction notes wherever applicable.	Can you please let us know the CRM which is used along with the version number of the CRM.	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
343	69 of 256	TS CTI 19	Screen POP will be displayed in Bank's CRM and the interaction/call history of the customer calling along with interaction notes wherever applicable.	Does the CRM support iFrame concepts? so that the required information can be embedded as a frame within CRM	The Bank is currently using CRMNext solution . Proposed Solution should be compatible to integrate with other CRMs also (If required). The relevant integration details will be shared with the successful bidder.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
344	69 of 256	TS CTI 22	CTI should be able to provide soft phone controls to be embedded on the agent's desk top application. CTI is the core component of the Contact Centre. Bank will prefer a Browser based CTI on the agent desktop. Authentication of Agents should be able to login by SSO to reduce the complexity.	Does SSO refer to SBI's Active Directory (AD) or it is any other SSO system? If AD, please confirm is the AD is cloud based or on premise system? If not AD, please confirm the name of the SSO system that CTI should integrate with?	AD for agent desktops will be provisioned by Manpower vendor. The SSO system for proposed solution and integration with Bank's interfaces is to be provided by the successful bidder.
345	69, 70, 71	TS CTI 23 TS INTG 01 TS INTG 03 TS INTG 08 TS INTG 09 TS INTG 11	CTI solution should provide the agents with the details of the relevant last interactions or transaction that the customer had with SBI across all channels including but not limited to Internet banking, mobile banking, ATM's, Voice call, email, chat, SMS etc. in the desktop application. Other 3rd party integrations	System is capable but We need a detailed scope for the integration. We can also expose APIs to consume by Bank development Team	The bidder has to arrange for integrating with various Bank's system. The related details will be shared with the successful bidder. However, bidder has to provide all necessary components including any middleware software (if required) for integration with all the Bank's systems.
346	70 of 256	TS INTG 01	The system should be able to integrate and connect to different technology & tools within the Contact Centre and with the Bank	Can you please provide the details of the different technology and tools with which the integration is required	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
347	70 of 256	TS INTG 06	The proposed Dialer, voice and screen recording and agent quality evaluation solution should be able to integrate to a Workforce Management solution and any Organizational Hierarchy Systems if provided by the Bank/Other entities This is for the automation of User Creations/Deletions/Changes and Team Groups/Hierarchy.	Can you please provide the make, model and version of the Organizational Hierarchy system with which the bank wishes to integrate with.	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
348	71 of 256	TS INTG 08	Ability to integrate with 3rd party components specifically banking hosts, databases and CRM as specified in the RFP.	Can you please provide the make, model and version of the banking hosts, databases and CRM with which the integration is required	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
349	71 of 256	TS INTG 09	Ability to integrate with External/3rd Party Speech Servers for both Real Time Speech Applications and Offline Speech Applications.	Can you please provide the make, model and version of the 3rd party speech servers with which the integration is required	The proposed solution should have capability to integrate with External/ 3rd Party Speech Servers for both Real Time Speech Applications and Offline Speech Applications.
350	71 of 256	TS INTG 09	Ability to integrate with External/3rd Party Speech Servers for both Real Time Speech Applications and Offline Speech Applications.	Does Real Time Speech Applications and Offline Speech Applications refer to, Real Time Speech Analytics application and Offline Speech Analytics applications?	Both Real Time Speech Applications and Offline Speech Applications.
351	71 of 256	TS INTG 10	Ability to integrate with Bank Backend Systems for Download/ Upload/List Management related activities on an automated method.	Can you please provide the make, model and version of the Bankend Systems with which the integration is required for Download/Upload and List management related activities	The proposed solution should have capability to integrate with Bank Backend Systems for Download/ Upload/List Management.
352	72 of 256	TS OB IVR 09	Record Customer Name on Outbound IVR Call	Can you please provide the use case for the mentioned requirement explaining the way the bank intends to use the recorded name	Use cases based on the business requirements will be shared with the successful bidder.
353	72 of 256	TS OB IVR 10	Record Customer Message on Outbound IVR Call	Can you please provide the use case for the mentioned requirement explaining the way the bank intends to use the recorded message	Use cases based on the business requirements will be shared with the successful bidder.
354	72 of 256	TS OB IVR 10	Record Customer Message on Outbound IVR Call	Looking for more clarity on the use case here	Use cases based on the business requirements will be shared with the successful bidder.
355	72 of 256	TS OB IVR 11	On Customer acceptance detection – Play greeting with Customer name – Play Custom Message	Do we need to have Text to speech engines to play the customer name which will be available as text in the CRM or calling lists	Solution should have feature to address the RFP requirements.
356	72 of 256	TS OB IVR 13	On successful Customer Voice detection patch customer and play defined recorded Outbound Message	Can you please let us know approx duration for these recorded outbound messages	Duration will be based on the business requirements, same will be shared with the successful bidder.
357	72 of 256	TS OB IVR 13	On successful Customer Voice detection patch customer and play defined recorded Outbound Message	Can you please let us know is the recorded outbound message are static messages or dynamic messages and will they need any backend integration for the same.	Messages can be static/Dynamic . Integration related details will be shared with the successful bidder.
358	73 of 256	TS OB IVR 22	Tone masking or any other alternate tone playing should be available when the caller is entering any PII Data using DTMF tones while on the Outbound IVR	Can you please provide the calling scenario where PII data will be entered by the customer as only recorded outbound messages are played to the customer.	It pertains to Keys/data entered by customer not spoken during conversation with the agent.
359	73 of 256	TS OB IVR 23	Ability to integrate with Voice Logger and record Outbound IVR calls with associated meta/business data	Since these are pre-defined recorded outbound messages it is not required to record the voice of the same. Bank has already asked for detailed reporting around these Automated Outbound IVR calls	As per the RFP.
360	73 of 256	TS OB IVR 25	IVR should enabled with call throttling services	Kindly provide clarity on throttling service required.	Call throttling service for protecting from Telephony DoS attacks.
361	74 of 256	TS CHA 15	The system should have sequence of text or URL message that can be presented to the customer when they initiate chat request on holidays.	Text, Images, Buttons can be included in the responses. What is the requirement of URL messages. Do we need to fetch dynamic messages from external links?	It is a futuristic requirement . Details will be shared with the successful bidder.
362	75 of 256	TS CHA 07	The system should be able to route a chat request based on the web page where the customer clicked to chat.	Will only Web page shall be used for chat and/or mobile application as well?	Web Page and/or mobile application.
363	75 of 256	TS CHA 23	The system should have chat transcripts stored in back end (in a secure manner) along with chat screen recordings.	Chat transcripts are usually stored and not the screen of the agent during a chat conversion. Thus request the bank to change the clause to "The system should have chat transcripts stored in back end (in a secure manner)."	No Change in RFP Clause.

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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
364	75 of 256	TS CHA 24	The system should have agent-initiated chat transcripts stored in backend (in a secure manner) along with chat screen recordings.	Chat transcripts will be stored for all interactions. Additionally, for all users, the screen recording will be enabled and hence chat screen recording will be handled with the proposed screen recording solution.	As per the RFP.
365	75 of 256	TS CHA 25	The system should have supervisor-initiated recordings for chat sessions	Are you expecting Screen Record on Demand? (stored in Voice logger). Transcript of entire chat is getting stored for record.	The relevant RFP clauses are self-explanatory.
366	75 of 256	TS CHA 26	The system should have automatic recordings of all chat sessions.	Are you expecting chat session to be recorded as a part of Screen Recording? (stored in Voice logger). Transcript of entire chat is getting stored for record.	Bidder to propose solution to address the RFP requirements.
367	75 of 256	TS CHA 27	The system should have automatic recordings of configurable number of chat sessions (if all chats are not to be recorded by Bank).	Transcript for all Chat sessions are stored. What type of recording is expected? Can you please share the use case?	Bidder to propose solution to address the RFP requirements. Use cases based on the business requirements will be shared with the successful bidder.
368	75 of 256	TS CHA 28	The system should have automatic recordings of configurable % of chat sessions.	Transcript for all Chat sessions are stored. What type of recording is expected? Can you please share the use case?	Bidder to propose solution to address the RFP requirements. Use cases based on the business requirements will be shared with the successful bidder.
369	75 of 256	TS CHA 29	The system should be able to select and play the chat screen recordings along with chat transcript.	Chat conversation is captured and stored in form of Transcript. What type of recording is needed? Can you please share a use case?	It is a futuristic requirement . Details will be shared with the successful bidder.
370	75 of 256	TS CHA 30	The customer should be able to initiate the chat request through Bankwebsites, mobile applications and popular social media/Instant Messaging and communication sites	Which all Social Channels to be considered?	Relevant details are already specified in the RFP.
371	76 of 256	TS CHA 36	Web collaboration should be browser independent.	Web-Collaboration here is referring to WebChat sessions , is this understanding right?	The relevant RFP clauses are self-explanatory.
372	77 of 256	TS CHA 55	The chat system should be able to integrate with the Bank's chat- bots and AI/ML engine.	Please let us know the chatbot engine used by SBI.	It is a futuristic requirement . Details will be shared with the successful bidder.
373	77 of 256	TS CHA 57	The chat system should have capability to populate standard forms, self help tools (e.g. EMI calculator) and capture business leads.	Are these forms, self help tools to be populated within the chat window in a text format and capture using text interactions? Or a web page/URL to be triggered which would re-direct to a bank provided web portal and capture required details externally?	It is a futuristic requirement . Details will be shared with the successful bidder.
374	78 of 256	TS EMF 02	Ability to Integrate with Bank Email Gateway to Automate/Send/Receive/Route Emails for specified email addresses	Please let us know the email gateway used by SBI	Details will be shared with successful bidder.
375	81 of 256	TS SMS 04	SMS system should be able to integrate directly with the service provider.	Kindly provide the integration protocol available with the Bank's SMS gateway  Please provide the volume of outbound SMS sent from the dialer per day	The bidder solution needs to be integrated with the Bank's SMS/Email gateway . The other details will be shared with the successful bidder.
376	87 of 256	TS AARTSA 02	Based on the RTSA being done on the Customer-Agent Interactions, the solution should be able to provide Agents (in Real Time) with Assistance with recommendations /next steps/SOP's etc. on their Desktop Applications using on Rule Based/Machine Learning/AI based algorithms for specific Business/ Call Types from Knowledge repositories.	Please define "AI based algorithms for specific Business/ Call Types from Knowledge repositories."	It is a futuristic requirement . Bidder to propose solution to address the RFP requirements.
377	87 of 256	TS AARTSA 05	The Platform and System should be able to do RTSA on Indian Languages, Primarily Hindi/Hinglish, Indian English and other majorly spoken Indian languages which shall be defined by the Bank	Apart from the languages mentioned in the clause, can the bank provide the list of languages for which it is looking for support along with the percentage of call volumes in each language	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
378	87 of 256	TS AARTSA 05	The Platform and System should be able to do RTSA on Indian Languages, Primarily Hindi/Hinglish, Indian English and other majorly spoken Indian languages which shall be defined by the Bank	Please share the other languages (apart from Hindi/Hinglish) . Please share the overall volume of calls expected for each language.	English, Hindi, Marathi, Gujarati, Bengali, Odiya, Telugu, Tamil, Kannada, Malayalam, Assamese, Punjabi, Sanskrit, Manipuri, Kashmiri, etc. Language specific Call volumes will be finalised based on the business requirement.
379	87 of 256	TS AARTSA 05	The Platform and System should be able to do RTSA on Indian Languages, Primarily Hindi/Hinglish, Indian English and other majorly spoken Indian languages which shall be defined by the Bank	Which "other majorly spoken Indian languages which shall be defined by the Bank" can we expect?	English, Hindi, Marathi, Gujarati, Bengali, Odiya, Telugu, Tamil, Kannada, Malayalam, etc.
380	87 of 256	TS AARTSA 06	On Deployment the Platform and System should be able to maintain High Accuracy Levels for RTSA based output features mentioned above for the above-mentioned Indian Languages	What's the expectation for "maintain High Accuracy Levels for RTSA based output features"? How would the bank define "High Accuracy Level" and what would be the benchmark / threshold?	It is a futuristic requirement . Details will be shared with the successful bidder.
381	88 of 256	TS AARTSA 11	The Platform and System should be able to provide relevant reports for the accuracy/confidence level of the RTSA based outputs being performed by the platform	What kind of reports are expected for "relevant reports for the accuracy/confidence level of the RTSA based outputs". How would the bank define accuracy / confidence level and what would be the benchmark / threshold?	It is a futuristic requirement . Details will be shared with the successful bidder.
382	88 of 256	TS AARTSA 12	The Platform and System should also be able to provide relevant reports for the occupancy level and system capacity parameters	Please define "occupancy level and system capacity parameters" and the type of expected reports for these. Where are these data points currently located in the existing system?	It is a futuristic requirement . Details will be shared with the successful bidder.

**PRE-BID QUERIES & RESPONSES**  
**(Ref: SBI/GITC/IT-Contact Centre/2023/2024/975 Dated: 05.04.2023 )**

Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
383	89 of 256	TS OSIA 03	The Platform and System should be able to do ASR on Indian Languages, Primarily Hindi, Hinglish, Indian English and other majorly spoken Indian languages which shall be defined by the Bank. Post ASR, for all spoken languages, the transcription should be in English SMS text characters for Analysis and Presentation purposes.	Please share the other languages (apart from Hindi/Hinglish) . Please share the overall volume of calls expected for each language.	English, Hindi, Marathi, Gujarati, Bengali, Odiya, Telugu, Tamil, Kannada, Malayalam, Assamese, Punjabi, Sanskrit, Manipuri, Kashmiri, etc.  Language specific Call volumes will be finalised based on the business requirement.
384	89 of 256	TS OSIA 04	On Deployment the Platform and System should be able to maintain High Accuracy Levels for ASR and overall Analytics being performed as per Business use cases for the above-mentioned Indian Languages.	What's the expectation for "maintain High Accuracy Levels for ASR and overall Analytics being performed"? How would the bank define "High Accuracy Level" and what would be the benchmark / threshold?	It is a futuristic requirement . Details will be shared with the successful bidder.
385	90 of 256	TS OSIA 12	The Platform and System should be able to provide relevant reports for the accuracy/confidence level of the Offline Speech/Interaction Analysis based outputs being performed by the platform	What kind of reports are expected for "relevant reports for the accuracy/confidence level of the Offline Speech/Interaction Analysis". How would the bank define accuracy / confidence level and what would be the benchmark / threshold?	It is a futuristic requirement . Details will be shared with the successful bidder.
386	90 of 256	TS OSIA 13	The Platform and System should also be able to provide relevant reports for the occupancy level and system capacity parameters	What kind of reports are expected for "relevant reports for the accuracy/confidence level of the Offline Speech/Interaction Analysis". How would the bank define accuracy / confidence level and what would be the benchmark / threshold?	It is a futuristic requirement . Details will be shared with the successful bidder.
387	91 of 256	TS OBIVA 02	The platform and solution should have all the necessary components required for the Interactive Virtual Agent functionality like ASR/TTS/ NLP/NLU/Rule Engines/ Dialogue Manager etc.	Can ASR/TTS/ NLP/NLU/Rule Engines/ Dialogue Manager etc. be a cloud based solution or it has to be a on premise solution?	Initially, it will be a on premise solution.
388	91 of 256	TS OBIVA 02	The platform and solution should have all the necessary components required for the Interactive Virtual Agent functionality like ASR/TTS/ NLP/NLU/Rule Engines/ Dialogue Manager etc.	Please share the language support required for ASR/TTS/ NLP/NLU/Rule Engines/ Dialogue Manager etc.	It is a futuristic requirement . Details will be shared with the successful bidder.
389	91 of 256	TS OBIVA 03	The Platform and System should be able to provide Interactive Virtual Agent for Indian Languages, Primarily Hindi, Hinglish, Indian English and other majorly spoken Indian languages which shall be defined by the Bank.	Apart from the languages mentioned in the clause, can the bank provide the list of languages for which it is looking for support along with the percentage of call volumes in each language	Language specific Call volumes will be finalised based on the business requirement.
390	94 of 256	TS ADVLM 01	The platform and system should have an Advance Dialer Campaign and Lists Management Application to cater for a tenanted multi partner, multi list/campaign, real time high volume Omni Channel Outbound Contact Centre supporting Interactions channels like Call / Email / Chat / IM / Web session and SMS .	How many partitions/tenants are required ? Would Role Based access control from the same tenant work ?	The details will be shared with successful bidder.
391	95 of 256	TS ADVLM 06	The Advanced Dialer Campaign and List Management Application should have a Scheduling and Auto Management Module that enables functionalities like : 1. Scheduling Jobs for Calling/ DNC/Barring Lists creation based on predefined formats/rules. 2. Scheduling jobs for List Scrubbing as per compliance requirements 3. Scheduling jobs for Auto creation of Campaigns from Pre-Defined and Scrubbed lists. 4. Scheduling jobs for Call Table Clean Up activities in order to ensure optimized performance of application 5. Start/Stop/Suspend a list automatically based on defined events or specific date/timed-based events 6. List script/rules automation based on operands like Minimum, Maximum, Count, of the defined list parameter values.	Kindly confirm the compliance requirements.	The relevant RFP clause is self-explanatory.
392	95 of 256	TS ADVLM 07	Creation and Management of Compliance Rules as per Regulatory and Business requirements.	Need more information on what are the regulatory requirements that need to be adhered to	The relevant RFP clause is self-explanatory.
393	97 of 256	TS ADVLM 13	The Advance Dialer Campaign and Lists Management Application should also be able to provide relevant reports for the occupancy level and system capacity parameters.	Kindly elaborate on the occupancy level and system capacity parameters	It will be finalised based on the business requirements and same will be shared with the successful bidder.
394	97 of 256	TS ADVLM 14	The Advance Dialer Campaign and Lists Management Application should be able to meet the load /progressive call volume that shall be provided by the Bank as per the RFP.	Kindly provide the call volumes to be supported	Call volumes will be finalised based on the business requirement and same will be shared with the successful bidder.
395	97 of 256	TS ADVLM 15	Capability to share a single large list across multiple systems/tenant partitions with the ability to define priority to records to be worked irrespective of the occupancy/availability of agents on any one system/tenant partition.	How many tenant partitions are required.	Details will be shared with successful bidder.

**PRE-BID QUERIES & RESPONSES**  
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Sr. No.	RFP Page no.	RFP Clause no.	Existing Clause	Query/Suggestion	Bank's Response
396	General	Sizing		Can you provide the below details from sizing perspective? 1. Number of calls, emails, chat, video, SMS handled by an agent in a day? 2. Number of agents for each channel? 3. Number of Video calls handled by an agent in a day? 4. Avg. talk time in a video call?	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
397	NA	General		Also this components will be secured behind Bank's existing firewall's so we don't have to provide any firewalls to secure the proposed solution.	Firewalls will be provided/arranged by the Bank.
398	NA	General		As Bank is providing Virtualized environment, with the underlying infrastructure (LAN) and also providing WAN & PSTN connectivity which is beyond service providers control. Hence we can not support the SLA's pertaining to that. So request bank to restrict the SLA's & Penalties for the solution provided by service provider.	As per the RFP.
399	NA	Tools	ITSM	Incase Bank will enable its ITSM tool for the services delivered as asked in the RFP: - The ITSM tool should be configured in a way that it can differentiate between the ownership of tickets so that Service Provider's SLA clock can be stopped incase of issue outside its control (for eg: dependency on Bank's Private Cloud Team/OEM/ISP etc) - The ITSM tool should be capable of enabling the non-solution specific reports (like incident, service request and change management reports amongst others) as expected by the Bank	As specified in the RFP, bidder to provide the ticketing system as a part of the proposed solution.
400	NA	Tools	Monitoring and Management	Who would provide the tools for the solution - Underlying infrastructure (on which solution will be hosted) and WAN/LAN monitoring & management as well as Patch management and AV licenses & tool for management	Bank will provide only the components specified in the RFP under the scope section.
401		Additional	Documents to be executed by Customer	1. Customer shall execute documents as may be required for licensing the software and necessary maintenance and the said terms to be applicable on the customer.	No Change in RFP Clause.
402		Appendix P		Please provide the address details for Central Site & BPO Site city locations.	Indicative list of sites are : Central Sites: Mumbai and Hyderabad. BPO Sites: Bangalore, Gurgaon, Greater Mumbai (including Mumbai, Navi Mumbai, Thane) and Kolkata.
403		Backup System / POC / Test & Training System / DR system:	The solution should be implemented with UAT, Production (PR&DR), Training and any other instance which may be required in future as per Bank's requirement like pre-prod for regression/ Load testing.	Since the infra devices given by the SBI ,bidder can leverage the SBI Back tool and let us know the Backup tool used by SBI.	Relevant details are already specified in the RFP. Further details will be shared with the successful bidder.
404		Compliance with Bank's IT/IS Policy & Procedures	Compliance for all SCD, VAPT, patching etc. for the solution infrastructure.	Since the Bank is providing the infrastructure requirements , We assume OS patching and VAPT for the infra and OS will be taken care by bank and bidder only take care of CC application	Bank will provide the servers/storage/ OS as specified in the RFP at Central location only. The OS patching and VAPT for the infra and OS for all sites(Central & BPOs) has to taken care by the successful bidder.
405		General		As bank want to have HA at all the levels, request bank to consider solution uptime instead of component level uptime.	No Change in RFP Clause.
406		General		In line with above point, Since underlying infrastructure (Virtualized infra, Compute, Storage, LAN, WAN MPLS, PSTN) is owned by Bank, hence we can not commit on RPO or RTO. Request bank to provide current RPO & RTO of production environment.	Relevant details are already specified in the RFP.
407		General		Request Bank to confirm on the frequency of VAPT conducted by Bank	Details will be shared with successful bidder.
408		General		We assume along with VM, Compute, Storage, LAN, WAN & PSTN Bank will also provide security controls for servers.	Bank will provide the servers/storage/ OS as specified in the RFP at Central location only. Other details are already specified under scope section of RFP.
409		General		We assume Bank will provide the passive cabling & rack space required for the implementation	Yes.
410		General		We understand that any Helpdesk , Enduser & Calcenter resource requirement is out of scope from the current engagement	As per the RFP.
411		Incident Management	End to End System or Sub System Level restoration duration - Restoration Time For S1 - 1.5 Hrs ; S2 - 2 Hrs ; S3 - 3.5 Hrs	Restoration Time to be changed to S1 - 6 Hrs ; S2 - 8 Hrs ; S3 - 24 Hrs. To achieve these SLA's OEM HW Support must be 24x4x7	No Change in RFP Clause.
412		TS CTI 04	The platform should support omni-channel Screen POP integrated with Bank CRM across Voice, Email, Chat, and SMS requests.	Need more details on SMS flow. 1. Is the SMS gateway provided by SBI or bidder 2. What is the requirement for SMS requests with Agent Screen	The successful bidder has to integrate proposed solution with the Bank's SMS Gateways. Further details will be shared with successful Bidder.