

SLNo	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response / clarification
1	2	Schedule of Events	6. Last date and time for Bid submission: Upto 16:00 Hours on 13.06.2023	Request the Bank to extend the Bid submission date by 25 days from the date of publishing the pre-bid clarifications on the Banks website. RFP of this large scale requires close scrutiny and submitting proper response to the details provided.	As per RFP
2	4	Schedule of Events Point No 13	Bank Guarantee: Rs 1(one) crore	In the RFP eligibility criteria, Bank is allowing relaxation in Turnover, and Net worth MSME to MSE and Start- ups. Also, clause 53 which clearly states that "Micro & Small Enterprises (MSE) units and Start-ups" are exempted from payment of EMD and tender fee provided the products and/or services they are offering, are manufactured and/or services rendered by them."  Thus, we recommend the Bank guarantee should be reduced to INR 25 Lakhs. This will encourage MSME and Start -ups to participate in the Bid.	As per RFP
3	4	Schedule of Events Point No 13	Bank Guarantee: Rs 1(one) crore	In the RFP eligibility criteria, Bank is allowing relaxation in Turnover, and Net worth MSME to MSE and Start- ups. Also, clause 53 which clearly states that "Micro & Small Enterprises (MSE) units and Start-ups" are exempted from payment of EMD and tender fee provided the products and/or services they are offering, are manufactured and/or services rendered by them."  Thus, we recommend the Bank guarantee should be reduced to INR 25 Lakhs. This will encourage MSME and Start -ups to participate in the Bid.	As per RFP
4	4	12	Earnest Money Deposit - Rs. 45,00,000/- (Rs. Forty Fifty Lakh Only)	Request EMD to be reduced to Rs.10 Lakhs	As per RFP
5	13	10. BID PREPARATION AND SUBMISSION:	(g) A copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.	In the RFP, Any Specific format for Power of attorney is not given. As per our understanding, we can use our standard format of POA.  Kindly Clarify	POA wherever applicable.
6	13	10. BID PREPARATION AND SUBMISSION:	BID PREPARATION AND SUBMISSION:	In the RFP Maximum File size for technical document submission on the portal is not mentioned.  Kindly clarify.	Refer to schedule events SL No: 14
7	14	10. BID PREPARATION AND SUBMISSION: i.	(g) A copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.	Request the Bank to accept only one authorisation, i.e. Either Board Resolution or Power of Attorney. Also request the bank to provide the format of Power of Attorney.	As per RFP
8	15	10. BID PREPARATION AND SUBMISSION: iii.	(e) It is mandatory for all the Bidders to have class-III Digital Signature Certificate (DSC) (in the name of person who will sign the Bid) from any of the licensed certifying agency to participate in this RFP. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).	Request the bank to consider physically signed bid documents by the authorised person and we will provide the Board Resolution to this effect and not insist for the DSC of authorised person only for online bid submission or Reverse Auction.	As per RFP
9	15	10. BID PREPARATION AND SUBMISSION: iii.	(j) The Bid shall be typed or written and shall be digitally signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.	Request the Bank to also accept the manually signed documents / annexures by the authorised person.	As per RFP

10	15	10. BID PREPARATION AND SUBMISSION: Point (ii) e	(e) It is mandatory for all the Bidders to have class-III Digital Signature Certificate (DSC) (in the name of person who will sign the Bid) from any of the licensed certifying agency to participate in this RFP. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).	As per our understanding, Bidder can perform reverse auction on Class - III DSC with no additional requirement.  Please confirm.	As per RFP
11	15	11. DEADLINE FOR SUBMISSION OF BIDS: ii.	The original documents should be submitted within the bid submission date and time for the RFP at the address mentioned in SI No 1 of Schedule of Events, failing which Bid will be treated as non-responsive.	Request the bank to clarify whether the Bid is to be physically submitted to IT-ATM Department, 2nd Floor, MTNL Building, Sector-11, CBD Belapur, Navi Mumbai-400614 or on Bank's website <a href="https://www.sbi.co.in">https://www.sbi.co.in</a> or <a href="https://bank.sbi">https://bank.sbi</a> mentioned under sl.2 of Schedule of Events.	As per RFP. As mentioned in Schedule of Events SNO-7.
12	19	17. EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION Clause vi(d)	The Bidder should quote for all the items/services desired in this RFP. In case, prices are not quoted by any Bidder for any specific product and / or service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Bidders. However, the Bank reserves the right to reject all such incomplete Bids.	1. As per the Annexure F price bid only includes interchange revenue share to be quoted by the bidder. However, this clause gives an impression that there could be other line items in the pricing to be submitted by the bidder.  Request you to kindly give clarity.  2. Additionally, since the entire Infra, tech, ops are to be managed at the Bidder's Host, we request the Bank to kindly consider incorporating a minimum guarantee amount on the billing cycle in the price bid to compensate the bidder in case very few or no transactions are carried out for a certain duration of time. This will reduce the Bidder's burden on the fixed cost that will have to be incurred, whether the transactions take place or not.	1. Please Refer Corrigendum No 1, SL No 1. 2. As per RFP
13	19	17. EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION Clause vi(b)	(b) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total Bid price for the Bid shall be taken as correct.	Request you to kindly elaborate further for better clarity on which price shall be considered by the Bank in case of such an error	As per Annexure F the bidder is only permitted to quote the Percentage of Revenue sharing by Bank payable to the service provider.
14	22	19. AWARD CRITERIA AND AWARD OF CONTRACT:	vii. The successful Bidder shall be required to enter into a Contract with the Bank and submit the Bank Guarantee, within 30 days from issuance of Purchase Order or within such extended period as may be decided by the Bank.	Request the Bank to give 45 days time to into a Contract with the Bank and submit the Bank Guarantee from the date of acceptance of Purchase Order.	As per RFP
15	24	25. SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING:	The staff / third party vendor will need necessary on-site training and support for the purpose and should be provided by Service Provider.	Request the Bank to specify the number of staff and number of batches to be trained and supported.	Shall be shared with the successful bidder.
16	24		Point 25 - SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING	Kindly clarify if costs for functional tests, resilience tests, benchmark comparisons, SBI initiated testing or third party testing at the Bank's discretion, on-site training to Bank support staff / third party are to be borne completely by the bidder?	Tests conducted by the Banks Vendor/staff will be borne by the Bank. On site training cost to be borne by the Bidder.
17	25	Services (vii)	Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the hardware/ software/ Operating System /Middleware etc in case the Bank chooses not to upgrade to latest version.	What does the bank envisage by the statement " Bidder has to support older versions of the hardware/ software/ Operating System /Middleware etc in case the Bank chooses not to upgrade to latest version."? What hardware/system supported for the older version.  Kindly provide Clarity on this as this would have an impact on pricing and project implementation timeline.	Please Refer Corrigendum No 1, SLNo 2.
18	25	26.SERVICES: iii	Bidder should ensure that key personnel with relevant skill-sets are available to the Bank.	Any resource in the Bank's premises is out of scope as this is SaaS Model. Kindly confirm.	As per RFP. No mention about Bank's premises.

19	25	26. SERVICES:	x. Bidder shall provide legally valid Software and associated hardware and applicable hardware and Software Licenses during the contract period with the Bank.	Request the Bank to clarify whether this PCMS is to be hosted at Bidders premises (hosted model) or at the Banks premises.	Bidders premises(Public Cloud)
20	25	26.SERVICES: x	Bidder shall provide legally valid Software and associated hardware and applicable hardware and Software Licenses during the contract period with the Bank.	We understand that Bidder can use any freeware software which is approved by Bank/Payment industry. Kindly confirm	As per RFP
21	25		Point 26 - i. All professional services necessary to successfully implement the proposed Software Solution will be part of the RFP/Contract. iii. Bidder should ensure that key personnel with relevant skill-sets are available to the Bank. v. Bidder shall be willing to transfer skills to relevant personnel from the Bank, by means of training and documentation. vi. Bidder shall provide and implement patches/ upgrades/ updates for hardware/ software/ Operating System / Middleware etc as and when released by Service Provider/ OEM or as per requirements of the Bank. Bidder should bring to notice of the Bank all releases/ version changes. viii. Bidder shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract.	Please confirm if all these services need to be included in the commercials.  Please confirm if all new versions, releases and updates to the standard software are to be borne by the bidder.	As per RFP the implementation is on SAAS Model. Hence all cost mentioned are to be borne by the Bidder.
22	26	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	i. The selected Bidder shall support the Software Solution during the period of warranty and AMC (if included in purchase order) as specified in Scope of work in this RFP from the date of acceptance of the Software Solution by State Bank of India.	If the bank may include AMC in the purchase order, Can the bidder define the scope of the Warranty/AMC while submitting the bid?  How the Bank shall phase the warranty and AMC during the contract period? How does the Bidder quote for the AMC value?	Maintenance cost to be in built In the bid price.
23	26	WARRANTY AND ANNUAL MAINTENANCE CONTRACT	ii. During the warranty and AMC period (if desired), the Bidder will have to undertake comprehensive support of the Software Solution supplied by the Bidder and all new versions, releases, and updates for all standard software being used to provide Services to the Bank at no additional cost. During the contract period , the Bidder shall maintain the Software Solution to comply with parameters defined for acceptance criteria and the Bidder shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective), compliance of security requirements and transport charges from and to the Site (s) in connection with the repair/ replacement of the Software Solution, which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.	Please confirm if Bidder has to take care of compliance related costs against the mentioned point.	Yes.
24	26	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT: (iii)	iii. The Bidder shall provide services of an expert engineer at SBI GITC, Belapur or at other locations wherever required, whenever it is essential. In case of failure of Software Solution, the Bidder shall ensure that Software Solution is made operational to the full satisfaction of the Bank within the given timelines.	The bid is for prepaid card management system and transaction processing to be provided on a SaaS Model with IT Infrastructure environment hosted at the bidder's premise.  Request the bank to clarify in what scenario would a resource support be required at the bank's premise (SBI GITC, Belapur). Also, further mention the skills and number of resources if at all required at the bank's end. As providing any resource at the bank premises shall incur a cost to bidder and thus, we request bank to provide separate commercial provision for this.	Please Refer Corrigendum No 1, SL No 3.
25	26	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT	iv. Warranty/ AMC (if opted) for the system software/ off-the shelf software will be provided to the Bank as per the general conditions of sale of such software. v. Support (Warranty/ AMC, if opted) would be on-site and comprehensive in nature and must have back to back support from the OEM/Service Provider. Service Provider will warrant products against defects arising out of faulty design etc. during the specified support period.	If Bank is expecting to opt for warranty/AMC what is the process to be followed.	Please Refer Corrigendum No 1, SL No 4.

26	27	27.SERVICES: v	Support (Warranty/ AMC, if opted) would be on-site and comprehensive in nature and must have back to back support from the OEM/Service Provider. Service Provider will warrant products against defects arising out of faulty design etc. during the specified support period.	On a SaaS Model, the entire system is to be managed by the Bidder and hence onsite maintenance shall not be applicable in this case. Kindly clarify	Please Refer Corrigendum No 1, SL No 5.
27	28	31. RIGHT TO AUDIT:	i. The Selected Bidder (Service Provider) shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Service Provider is required to submit such certification by such Auditors to the Bank. Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.	Our understanding is that the cost for the audit for other regulatory authorities would be borne by the respective authorities. Bidder has to co-ordinate with the authorities and the Bank. Is our understanding correct. Kindly confirm.	Yes
28	28	31. RIGHT TO AUDIT:	Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and/or any regulatory authority(ies).	Quantify the number of Audits / Inspection / year Recommend an intimation time frame of 2 weeks instead of 7 days.  Request the Audit process be defined. Our understanding is that the source code will not be shared and the scanning will not happen outside of organization environment. Please confirm.	As per RFP  Understanding is correct.
29	28	31. RIGHT TO AUDIT:	Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.	Our understanding is that Bank ISD will conduct the audit. The issues raised by the auditor to the Bank will be reported by the Bank to the service provider. Service providers role in this case shall be limited to providing the fixes on these issues raised. Empanelled auditor report shall be provided by the Bank in this case. Please confirm if our understanding is correct.	Yes
30	28	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 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.	The product deployment/delivery in UAT and/or production (Live) environment shall happen only post formal sign off from the bank's relevant stake holders. Hence, we do not see any such scenario arising where the bank shall have a need to reject partially/fully, the already deployed product/solution. If at all the bank wants to change/add/delete any of the features/scope, this can be taken up by the bidder as a change request.	As per RFP.

31	28	30. INSPECTION AND TESTING:	<p>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.</p> <p>ii. The inspection and test prior to dispatch of the product/at the time of final acceptance would be as follows:  (b) The inspection and acceptance test may also be conducted at the point of delivery and / or at the products' final destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Bank. In case of failure by Service Provider to provide necessary facility / equipment at its premises, all the cost of such inspection like travel, boarding, lodging &amp; other incidental expenses of the Bank's representatives to be borne by Service Provider.</p> <p>(iii) This shall in no way be limited or waived by reason 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.</p>	There is no physical dispatch of product applicable here. Cost of travelling, lodging of person inspecting to be borne by Service Provider. This should not be applicable. Hence, request Bank to remove this.	Please Refer Corrigendum No 1, SL No 6.
32	29	33. VALIDITY OF AGREEMENT:	The Agreement/ SLA will be valid for the period of 5 year(s). The Bank reserves the right to terminate the Agreement as per the terms of RFP/ Agreement.	Request the Bank to kindly confirm if the Contract Period shall start post the issuance of work order/purchase order.	Yes
33	30	34. LIMITATION OF LIABILITY:	damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider,	There wont be any scenario where a Gross Negligence or wilful misconduct may cause injury, damage to life, personal safety, real property etc. Hence, request the Bank to delete this point.	As per RFP
34	30	34. LIMITATION OF LIABILITY:	i. The maximum aggregate liability of Service Provider, subject to clause 34 (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall be limited to 20% of quarterly invoice.	The maximum aggregate liability is requested to be capped at 3% of the quarterly invoice as per the industry standard.	As per RFP
35	30	34. LIMITATION OF LIABILITY:	<p>iii. The limitations set forth herein shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right;</p> <p>b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider,</p> <p>c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,</p> <p>d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.</p> <p>For the purpose of clause 34(iii)(b) "Gross Negligence" means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith.</p> <p>"Willful Misconduct" means any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.</p>	<p>This clause shall include reasons limited only to the extent of gross negligence, wilful misconduct, regulatory noncompliance which are directly attributable to the bidder's scope of services as per the RFP. Hence it is requested to modify the clause by adding the following verbiage "limited to the extent of gross negligence, wilful misconduct, regulatory noncompliance which are directly attributable to the bidder's scope of services as per the RFP.</p> <p>The maximum aggregate liability is requested to be capped at 5% of the quarterly invoice as per the industry standard".</p>	As per RFP

36	31	36. DELAY IN SERVICE PROVIDER'S PERFORMANCE:	iii. Any delay in performing the obligation/ defect in performance by Service Provider may result in imposition of penalty, liquidated damages, invocation of Bank Guarantee and/or termination of Contract (as laid down elsewhere in this RFP document).	The penalty shall be applicable only if the delay in performing the obligations as per scope of the RFP is for reasons directly attributable to the bidder. Hence request the bank to kindly modify the clause accordingly.	As per RFP (Please referPage No 170, Annexure-E, para Note, point No (f)).
37	32	37.SERVICE PROVIDER'S OBLIGATIONS: Point - ix	Service Provider at its own expenses, agrees to provide audit report of the process and infrastructure from CERT-In empanelled ISSP, periodically on a half yearly basis or as required by the Bank from time to time.	Please define what are the audits which are envisaged by the Bank.	As per RFP
38	32	37.SERVICE PROVIDER'S OBLIGATIONS: point - x(d)	Physical and Environmental Security: Service Provider shall provide sufficient guidance for its employees with respect to physical and environmental security.	In case of cloud based infrastructure/setup, the access at Bank's end to conduct the audit for physical and environmental security shall not be possible. Please confirm	As per RFP
39	36	39. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:	Any product idea shared by the bank with the Bidder in the course of its engagement with the Bidder cannot be shared by the Bidder with any other entities/organisations without explicit written permission by the Bank.	<b>Request you to kindly add the following clause after the sub-clause (vii) of the clause 39:</b>  vii) The Bank agrees and acknowledges that Paycraft shall at all times remain the sole owner of any and all intellectual property rights and/or other proprietary rights in Software or solution developed, or provided by Service Provider. The Bank hereby agrees that nothing contained in this Agreement constitutes a transfer, assignment or license of intellectual property rights of Service Provider and/or any rights, title and interest in such Software or solution of Service Provider in favor of the Bank unless expressly provided herein.	As per RFP
40	36	40. LIQUIDATED DAMAGES:	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct as liquidated damages a sum equivalent to 1 % of the amount of Invoice/Bill drawn in previous quarter for each week of delay or part thereof, maximum up to 10% of the quarterly invoice for a cumulative period of 12 week. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	The penalties mentioned seems to be on a very higher side. Request you to modify as per the below clause:  If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct as liquidated damages a sum equivalent to 0.5 % of the amount of Invoice/Bill drawn in previous quarter for each 10 working days of delay or part thereof, maximum up to 3% of the quarterly invoice for a cumulative period of 12 week. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.  All the delays which are directly attributed to bidder shall be considered for liquidated damages.	As per RFP

41	36	40. LIQUIDATED DAMAGES	<p>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 as liquidated damages a sum equivalent to 1 % of the amount of Invoice/Bill drawn in previous quarter for each week of delay or part thereof, maximum up to 10% of the quarterly invoice for a cumulative period of 12 week. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.</p>	<p>Bidder suggests that Liquidated Damages and penalty shall be subject to cap which shall not exceed 5% of the total monthly invoice amount actually raised by the Bidder for that particular month or actually received amount from Bank for that particular month.</p> <p>Bidder requires that any Liquidated Damages and penalty due to delay in the performance shall be mutually discussed and agreed between the bidder and bank.</p>	As per RFP
42	42	43.TERMINATION FOR DEFAULT	<p>In the event of failure of the Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.</p>	<p>Bidder Suggests the penalty limits shall be mutually discussed and agreed upon the definitive agreement</p>	As per RFP

43	43	43.TERMINATION FOR DEFAULT: vi	In the event of failure of the Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.	<p><b>1. We request the following modifications to the clause 43 (vi):</b></p> <p>1.1 In the event where the bank decides to terminate the agreement due to failure of the service provider to render the services, the service provider shall be obliged to help in the transition of the services to the bank's new service provider, however if the service provider fails to oblige in providing transition services during the term of this agreement, the penalty amount levied by the bank is requested to be kept at <b>0.5% of the project cost.</b></p> <p>1.2. If the bank is terminating the agreement or in the event of expiry of term, The bank should not charge a penalty on the service provider.</p> <p><b>2. Kindly add the following clause after the clause 42 (vi):</b></p> <p>(vii) The Service Provider may terminate this Agreement on breach of any representation, warranty or obligation (including without limitation the payment) of the Bank, by giving a notice of 30 (thirty) days to the Bank. The Agreement shall stand terminated if the breach, which is capable of being cured is not cured by the Bank within the period of 30 (thirty) days as stipulated in the notice provided by the Service Provider.</p> <p>(viii) <u>It is clarified that the expiry or termination of this</u></p>	As per RFP
44	44	46. TERMINATION FOR CONVENIENCE:	<p>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, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).</p> <p>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.</p>	<p>Kindly note since the Bank already has right to terminate the Agreement/RFP in case the default is not cured by Service Provider/Paycraft within 30 days from intimation. Further, the Bank also have right to terminate the Agreement in case of insolvency and other instances related to Service Provider's obligation. Thus, we do not see any justification to have right related to termination for convenience.</p> <p>Thus, request to kindly delete this clause.</p>	As per RFP
45	44	47 DISPUTES / ARBITRATION (APPLICABLE IN CASE OF SUCCESSFUL BIDDER ONLY):	(ii) Service Provider shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.	<p><b>We request the following modification to the clause 47 (ii):</b></p> <p>(ii) Unless the nature of dispute is related to the obligation of the Bank, Service Provider shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.</p>	As per RFP
46	44	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, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).	Bidder would like to proceed with 180 days.	As per RFP



47	45	50. TAXES AND DUTIES: (ii)	ii. 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. The quoted prices and taxes/duties and statutory levies such as GST etc. should be specified in the separate sheet (Appendix-F).	As per this clause, bidder is supposed to provide taxes in the separate sheet as per Appendix - F. However, there is no separate column is given in Appendix - F.  Kindly Clarify	As per RFP standard clause. In Appendix-F Bidder only need to specify the % of revenue sharing.
48	54	Appendix B	The Bidder must have an average turnover of minimum Rs.50 crore during last 03 (three) out of 05 (five) financial year(s) i.e. FY_2018-19, FY_2019- 20,FY_2020-21, FY_2021-22 and FY_2022-23	We do not yet have the audited statement for 2022-23. Please confirm if we can submit provisional balance sheet signed by directors of the company	Please Refer Corrigendum No 1, SL No 9.
49	54	Appendix B	Point 4 - The Bidder should be profitable organization based on profit before tax (PBT) for at least 02 (two) out of last 05 (five) financial years.	Kindly clarify if the years under consideration for this point would be 2017-18 to 2021-22 OR 2018-19 to 2022-23. If 2022-23 is under consideration, can we submit provisional Balance Sheet signed by the directors of the company?	Please Refer Corrigendum No 1, SL No 10.
50	54	Appendix-B	Sr. No. 3 : The Bidder must have an average turnover of minimum Rs.50 crore during last 03 (three) out of 05 (five) financial year(s) i.e. FY_2018-19, FY_2019-20,FY_2020-21, FY_2021-22 and FY_2022-23  Copy of the audited financial statement along with profit and loss statement for corresponding years. (Certificate of the statutory auditor for preceding/current _____ year may be submitted.)	FY 22-23 is yet to be audited. Request Bank to remove this Financial Year. Our statutory auditors will not able provide certificate for FY 22-23 because statutory audit is not completed.	Please Refer Corrigendum No 1, SL No 9.
51	54	Appendix-B	Sr. No. 4 : The Bidder should be profitable organization based on profit before tax (PBT) for at least 02 (two) out of last 05 (five) financial years.  Copy of the audited financial statement along with profit and loss statement for corresponding years and/or Certificate of the statutory auditor	Please confirm if audited financial statements is submitted for both profit and turnover criteria then separate certificate is not required.	Please Refer Corrigendum No 1, SL No 10.
52	54	Appendix-B	Sr. No. 24 :: Bidder should also have internal control and audit measures in place. Bidder will provide their Internal Audit certificates by a Cert-in empaneled vendor for the preceding financial year from the date of RFP.  Declaration to this effect along with the copy of Cert-in empaneled auditor's report must be submitted by the Bidder in the company letterhead.	Please remove this eligibility because as per companies act we are not mandated for the same. Or pls keep it optional	Please Refer Corrigendum No 1, SL No 7.
53	54	Appendix-B	Sr. No. 5 : Bidder should have a minimum experience of 5 years in providing end to end prepaid card solution and cloud implementation experience of a minimum of 2 years.  Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.	Request bank to remove " The Bidder should also furnish user acceptance report." as we will submit the PO	Please Refer Corrigendum No 1, SL No 8.
54	55	Appendix-B Bidder's Eligibility Criteria	5. Bidder should have a minimum experience of 5 years in providing end to end prepaid card solution and cloud implementation experience of a minimum of 2 years.	Request the Bank to waive the clause of cloud implementation experience of 2 years.	As per RFP
55	55	Appendix-B Bidder's Eligibility Criteria	9. At least two Public/ Private Sector Bank in India should be issuing standard prepaid products like Multi-currency Travel Card, INR Prepaid Card, Gift Card etc from the offered solution at least for the last 2 years. Bidder must support Card network related processes (including Settlement & Authorization) and provide Accounting & Reconciliation services to the banks.	Request the bank to amend this clause to "At least two Public/ Private Sector Bank in India should be issuing standard prepaid products like Multi-currency Travel Card or INR Prepaid Card or Gift Card etc from the offered solution at least for the last 2 years. Bidder must support Card network related processes (including Settlement & Authorization) and provide Accounting & Reconciliation services to the banks."	As per RFP

56	55	Appendix - B Bidder's Eligibility Criteria - Point (9)	At least two Public/ Private Sector Bank in India should be issuing standard prepaid products like Multi-currency Travel Card, INR Prepaid Card, Gift Card etc from the offered solution at least for the last 2 years. Bidder must support Card network related processes (including Settlement & Authorization) and provide Accounting & Reconciliation services to the banks.	The clause is requested to modified as below:  At least two Public/ Private Sector Bank in India should be issuing standard prepaid products like <b>Multi-currency Travel Card/ INR Prepaid Card/ Gift Card</b> etc from the offered solution at least for the last 2 years. Bidder must support Card network related processes (including Settlement & Authorization) and provide Accounting & Reconciliation services to the banks.	As per RFP
57	55	Appendix-B	Sr. No. 12 : ISO 27017 & ISO 27018	It is not required by service provider. Pls remove it	As per RFP. Bidder to facilitate from CSP.
58	56	Appendix B	Point 12 - Certification Requirements (department to mention name of certificates, if any as per scope of the project) i. VISA/Mastercard/Rupay ii. PCI-DSS iii. ISO-27001 iv. ISO-27017&27018 v. RBI Master Directions for PPI instruments (as applicable) vi. ACS 2.0	Please clarify which certificate is required against point v - "RBI Master Directions for PPI instruments (as applicable)."  Also, can we provide a self declaration that Bidder will get the ISO 27017 and ISO 27018 certification done before implementing the project as we have other Cloud certifications?	Self declaration signed by the authorised signatory can be given for point v.  As per RFP. Bidder to facilitate from CSP.
59	56	Appendix-B Bidder's Eligibility Criteria	12. Certification Requirements (department to mention name of certificates, if any as per scope of the project) i. VISA/Mastercard/Rupay ii. PCI-DSS iii. ISO-27001 iv. ISO-27017&27018 v. RBI Master Directions for PPI instruments (as applicable) vi. ACS 2.0	Request the Bank to waive the requirement of ISO-27017&27018.	As per RFP
60	58	Appendix-B	Sr. No. 20 : The solution along with the infrastructure should be capable of uptime not less than 99.999%.	Request Bank to relax uptime to 99.95% as same is also not provided by Cloud Service Providers	As per RFP
61	59		In addition to the eligibility criteria defined in Appendix-B, Bidder(s) are also required to comply with the following points and submit their compliance on the same on their letter head along with required evidence.	Request the Bank to accept PCI empaneled auditors report instead of CERT empanelled auditor report. Further request the Bank to accept the evidence from the successful bidder only.	As per RFP
62	64	Appendix - B1 Point - 37(f)	Direct network connection with cryptographic controls shall be implemented to secure the traffic between the cloud and on-premises environment.	Since the required model is a SaaS model, only one environment needs to be mentioned. Here, both cloud and on-premise environment is mentioned. Please clarify	As per RFP, integration of solution with Bank channels would be required.
63	70	Appendix-C	Fees/Charges/Commission/ Taxes management	How GST Fee should be applied? Either location wise or one gst?	One GST
64	70	Appendix-C	Help desk/Complaint management.	Should help desk/complaint management be part of a solution? If so are there any specific requirements?	Bidder will be required to integrate with Bank's helpdesk/complaint management for customer queries etc. However, for queries from Bank such as IT team/Corporate team, Branches etc a dedicated team should be made available.
65	70	Appendix-C	Application should support top-up through available Bank channels (e.g. Branch, MFX, EPay, NEFT, CMP, CINB, RINB, UPI etc.)	Do SBI provide integration points for the mentioned channels for loading/reloading of card?	Bidders solution would need to be integrated with the channels of the Bank.
66	70	Appendix C, Table B1 - Mandatory Items	Point 3 - Application should support top-up through available Bank channels (e.g. Branch, MFX, EPay, NEFT, CMP, CINB, RINB, UPI etc.	What is the mode of such integrations with the bank channels ? Is it via direct integration with bank's systems or integration with the bank's payment gateway ?	Direct integration with Bank Channels.

67	70	Annexure -C	B1. Mandatory Items Note: It is mandatory to score 45 in B1 table.	As per table B1, there is a column to provide A/C/N (Available, Customizable, not feasible) against the product features for mandatory features desired by the Bank. There might be a possibility where a bidder requires certain customization for a particular feature marked as Mandatory by the Bank. In such a scenario, the Bidder shall not be able to score an entire 1.5 marks against that feature and rather end up scoring 1 mark as applicable for Customization. With this the Bidder shall end up scoring a total of less than 45 marks under table B1 for mandatory features. However, on the contrary, it is mentioned under Table B1, that the Bidder MUST score 45 marks for the items listed in that Table B1.  <b>Request the Bank to elaborate on what may be done under such circumstances.</b>  <b>In order to have more participation in the RFP, we suggest bank to have technical score evaluation across all the tables i.e., B1, B2, B3 and arrive at a technical score rather than mandating the entire table B1.</b>	As per RFP
68	71	Appendix-C	The application should be capable of being interfaced with any existing system of the Bank (through ISO specifications, File based, Agent Based, APIs, Web-services etc). All services of the application should also be available as an API to be consumed by other interfacing applications of the Bank	List down some specifics of bank integration for the understanding	Example: Integration with SBI ATM Switch and other channels like INB, YONO etc through API's or standard protocols.
69	71	Appendix-C	The application should be able to process PIN requests of minimum 1 Lakh per day. The application should also provide functionality for HSM management i.e. high availability and load-balancing at HSM. Physical HSM will be used for the Bank including adequate failover HSM at both PR & DR.	Pin request means Pin Mailer file generation or Pin printing? Need clarity	Repin requests by the customers and any other activities which require HSM as a touchpoint.
70	71	Appendix-C	The application should be able to perform other support functions (like card status change, profile update, top-up, refund, reissuance, replacement, PIN reset, Green PIN generation, refund, and card closure, add on card, fund transfer, offline wallet top up, offline wallet closure and refund, limit management, transaction channel management, online to offline fund transfer, KYC card activation, Inventory management etc.)	How many add on cards per holder? Is it for INR cards or Forex cards? Clarify	Add on card linkage facility should be parameterizable in the application both for INR & Forex Cards.
71	71	Appendix-C	Application should be capable of handling multi-currency (full /partial hunting), multiwallet products.	What are the supported currencies? How many forex product variants are envisaged for forex products?	As per RFP. Foreign Currency Prepaid Card (Single Currency /multi-Currency with minimum 15 currency wallets). All major currencies are envisaged.

72	71	Appendix-C	Addition (or change) of BIN, card program, emboss vendor must be configurable and any generic functionalities/customizations available on existing BIN/ card program/emboss vendor should be replicated without code changes. The application must support both six- and eight-digit BINs with further parameterization to create multiple products under same BIN	what is the existing vendor count and in future how many vendors will be added? What is purpose of multiple vendor capability?	Multiple vendors for personalisation. Banks decision to have multi vendor capability.
73	71	Appendix - C Table - B1 Point No - 10	Application should be capable of handling multi-currency (full /partial hunting), multi-wallet products.	What is Partial hunting?	Multi currency interoperability of wallets.
74	72	Appendix-C	Application must have provisions to process card request both personalized, non-personalized/ welcome-kit as one of the input sources. Following functionalities are required. A. Capability of handling new card requests from different sources like Branch Portal, Customer Portal, API based integrations etc. B. Process approved records for generation of PAN, EMBOSSA and PIN through Automated process / scheduler with option to select between automatic or manual mode of processing. C. The application should be able to select any personalization-vendor during card personalization. D. The application should be able to process in single as well as bulk mode with requisite validation in built in the solution.	What is card personalisation vendor? What kind of card personalisation envisaged?	Vendor who prints the card. Personalisation and printing of prepaid cards.
75	72	Appendix-C	All parameterization in application must be through Maker-Checker Facility	How many checker level is needed? Should all process be defined n checker levels or checker levels vary process by process? Need clarity	Checker levels should be parametrizable. Checker levels may vary process by process.
76	72	Appendix - C Table - B1 Point No - 11	Addition (or change) of BIN, card program, emboss vendor must be configurable and any generic functionalities/customizations available on existing BIN/ card program/emboss vendor should be replicated without code changes. The application must support both six- and eight-digit BINs with further parameterization to create multiple products under same BIN.	Need details on the existing functionalities made for BIN/Card by Bank's current Card Perso Vendor to work on implementation without code change.	Will be shared with the successful bidder.
77	72	Appendix -C Table B1, Point No -13	All parameterization in application must be through Maker-Checker Facility.	Request the Bank to elaborate on this. What product parameters are being referred to?	Any product configuration through application will have a checker functionality for the Bank.
78	73	Appendix-C	Exception reports	What kind exception reports are required?	Error/rejections in daily processes. Example: Exceptions in Card generation process.
79	74	Appendix-C	The application should have provisions to store and update dispatch details of Card, PIN & Re PIN details (details like dispatch article / AWB no., dispatch date, delivery date, challan number, etc.) based on dispatch details received from card vendor or dispatch agency. The application must provide functionality for branches as well as customers to check dispatch details, status, and history of support functions on Card.	Will integration with logistics vendor will be provided for dispatch details? Do the logistics vendor provide the realtime updates of dispatch status?	Yes as per RFP.

80	74	Appendix-C	The application should support card personalization vendor's Billing data verification as per respective SLA (based on CARD and PIN delivery acknowledgement received from dispatch agency)	1. What specific SLA (Service Level Agreement) requirements does the application adhere to for card personalization vendor's billing data verification? 2. Can you explain the process by which the application verifies the billing data based on CARD and PIN delivery acknowledgement received from the dispatch agency?	SLA is not relevant for bidder but is applicable to the Perso vendor. However, the billing data module will verify the billed data by the perso vendor with the application count.
81	74	Appendix-C	Arrangement of data escrow services should be supported by the Bidder.	Need clarity	As per RFP .
82	74	Appendix-C	Application should support automated processing of eligible cards under Depositor Education Awareness Fund (DEAF) as per RBI guidelines.	Is integration interface already with bank?	This is part of the integration of bidders application with the Bank.
83	74	Appendix - C Table - B1 Point No - 23	Application should support automated processing of eligible cards under Depositor Education Awareness Fund (DEAF) as per RBI guidelines.	What exactly is the scope of activities expected from the Bidder under this clause?	Automation of DEAF fund transfer.
84	75	Appendix C (point # 29)	Vendor to provide FRM tool	As per this point, the vendor is expected to provide a full-fledged FRM tool as well. Whereas, on Pg 150 (point # 5), the CMS expected to interface with Bank's FRM system. Please clarify.	As per RFP mandatory requirement is full fledged FRM tool. Integration only if there is future requirement in point #5 of page 150
85	75	Appendix-C	The application should have dedicated HSM for the Bank to handle all cryptographic operations.	Will bank use their own HSM or vendor should provide the dedicated HSM hardware for bank?	Vendor to provide dedicated HSM for the Bank.
86	75	B2. Preferred Functionalities : Point No - 1	Application should have capability to handle card requests uploaded by Branches / Processing Centre or other offices with provision to  A. Process Aadhaar Number/ any other detail as Fourth line data. B. Upload Customer photo to be printed on Card. (For Photo Prepaid Cards). C. Automated processing of card requests (PAN/Emboss Generation, Transfer of Emboss file to personalization-vendor, PIN Generation for Green PIN)	In the said clause, there are three requirements. <b>If a bidder currently has two out these three features available and only requires customization for one of the remaining features, what would be the scoring pattern followed by the bank</b> , as all the three features are completely independent of each other.  Same clarification is required under table B1, B2, and B3.	As per RFP. A is 1.5 C is 1(Partial availability) N is 0
87	75	Appendix-C	Centralized Database /SOR for limit checking and validation should be available with the successful bidder.	Does bank have SOR system or vendor should provide the SOR system?	As per RFP. Vendor to provide.
88	76	Appendix C	Bidder's solution should support creation of E-Mandate	What is an e-mandate - please elaborate	Application should support recurring transaction
89	76	B2. Preferred Functionalities : Point No - 2	The application should provide functionality to search for customer using inputs like reference number, card number, mobile number, emboss name & branch code, PAN number, Employee Id, Corporate Id etc.	If the Bank plans to prepaid cards via Corporate / Fintech, how would the integration with these Corporates / Fintechs take place?	Not relevant to the Exiting Clause mentioned.
90	79	Scope of Work & Payment	The Bank desires to offer the Pre-paid card products of different variants to cus	Bank to elaborate on card products of different variants ?	Will be shared with the successful bidder.
91	80	Appendix E Sr.No.1	The selected vendor has to provide Pre-paid card management solution including backend services of switch maintenance/authorization, network management/authorization, MIS, Settlement services, Reconciliation and Dispute resolution.	Please confirm that only three interchanges (Visa, Mastercard, Rupay) will be involved in issuing prepaid cards and only transactions from these interchanges will be used for reconciliation and dispute management.	Yes

92	80	Appendix E (point # 1)	Recon & Dispute resolution	Is the vendor expected to provide Recon & Dispute solution on the Hosted model like Prepaid ?	Yes
93	81	Appendix E	Point 15 - Application should have an expense management system (e.g. to track fuel and food expenses separately)	What is referred to as expense management here? If the reference is to tracking of transactions based on MCC codes/ transaction categories in case of multi-wallet product ?	Yes your understanding is correct.
94	81	Appendix E (point # 15)	Expense Management	Please elaborate as to what exactly is expected from the Expense management functionality.	MCC code wise transaction inter operability.
95	81	Scope of Work & Payment	Availability of generic corporate portal and mobile app to provide customized card	Do we need to provide a complete new mobile app for SBI card users ?	As per RFP
96	81	Scope of Work & Payment	The system should support configurable limit management for Prepaid Card solution	Does it to integrate with Bank's central limit management system ?	Bidder to provide a centralised Limit Management System.
97	81	Scope of Work & Payment	The solution stack along with switching infrastructure should be located in Tier-III/Tier-IV Data Centre	MeitY compliant India Region Cloud Infra environment should be allowed (as per the RFP requirement). Please confirm	As per RFP
98	82	Scope of Work & Payment	The solution should integrate with the Bank's Data Warehouse system and Fraud	Would like to request for a little more understanding on this requirement - on - what is envisaged on Bidder's scope here, what kind of integration is visualised	Part of Integrations required with various Bank interfaces.
99	82	Scope of Work & Payment	Integration may also be required with other interfaces of the bank such as Base24 switch, Internet Banking, YONO, Personalization vendor, contact-center or any other interface, if desired by the bank.	By integration, we understand that Bidder need to create relevant APIs and expose the same to Bank's system (as per scope). Please confirm if this is correct understanding	Yes
100	82	Scope of Work & Payment	The solution shall have the capability to issue both open and/or closed loop and	It will be great, if you please can provide clarification these types of product with some relevant use case / example	As per RFP
101	82	Scope of Work & Payment	The system should support Anti money laundering by allowing Bank to configure	What is the limit of usage of AML feature ? Does bank envisage any AML solution to be provided by bidder or the same integration can be done with Bank system ?	Solution should have it's own AML as part of product. However, Bank has discretion to use the existing AML and as per the RFP.
102	82	Scope of Work & Payment	Bank may at its discretion, ask the bidder to integrate with the existing ACS (Access Control Server) of the Bank .	The scope of ACS could be confirmed - if Bidder to provide or to integrate with Bank's services ?	Solution should have it's own ACS as part of product. However, Bank has discretion to use the existing ACS and as per the RFP.
103	83	Scope of Work & Payment	The solution should include functionalities like, interchange accounting and need	Are all these systems or tools to be considered as part of Bidder's scope of delivery ?	Yes
104	84	Appendix E Sr.No.28	The online dispute resolution (ODR) of the cardholder's disputes should be done as per regulatory guidelines/ Bank's internal customer grievance redressal mechanism.	Please let us know if Dispute management system is expected to be maintained entirely using online system or there will be parallel offline DMS also?	Dispute management system should be Online.
105	85	Scope of Work - Point 36	Migration of existing data/Data with third parties to the bidder's solution when required by the Bank.	What all is included in this data migration. Please clarify. Request Bank to quantify the approximate number of systems and share a projection of volume of data to be migrated if possible.	All prepaid data of existing customers to be migrated. Numbers will be shared with successful bidder.

106	85	Scope of Work & Payment	The solution should provide for Branches/Call Centre web-enabled access through Internet	These interfaces are typically conceived to be a secured interfaces. Can u please confirm if these are needed on public internet access ?	Not on public Internet Access.
107	85	Scope of Work & Payment	All user interfaces at Branches/Card Centre/Customer Access through Internet	Please confirm if these are to be accessed through open internet or secured way	Secured way.
108	85	Scope of Work & Payment	The vendor should be capable to provide the program management related to the solution	Please help to understand the scope of Program management - with some use cases envisaged by the Bank.	As per RFP
109	85	Scope of Work & Payment	Support architecture review; preparation of environment i.e. installation and SCD of various components(webserver, application server, DB etc); supporting Vulnerability-Assessment and Penetration-Testing(VAPT) of application components; resolving all issues identified during VAPT; implementation; supporting Application Security review; resolving all issues identified in Application Security review; importing all existing customizations as is; migrating/importing all existing data(card, user, audit trail etc); supporting User Acceptance Testing (UAT); supporting Performance Testing; resolving any issue identified during UAT; supporting migration audit; providing application support; providing operational support as described in technical and functional specification.	Our understanding is Bidder to supply the System as well as Hosting Environment (On Tier 3/4 collocation set-up or MeITy approved cloud set-up). If so, then entire security posture compliance is Bidder's scope . Request Bank to kindly confirm?	As per RFP
110	86	Scope of Work Point - 38	Bidder to provide benchmarking certificate/report of the offered solution from the reputed third- party test labs/Bank.	What is the specific set of certifications required. Please clarify.	As per RFP.
111	86	Scope of Work Point - 43	Data escrow services should be supported by the bidder and the Data Escrow service provider should store data in India.	Please detail what is meant by data Escrow services account.  Our understanding is that for a hosted SaaS Model, the Escrow services arrangement is not required. Please confirm if this is correct.	Data escrow services are available with service providers.
112	86	Scope of Work Point - 44	There should be Payload encryption between the Bidders solution and the Data escrow service provider.	Please elaborate what is required here in reference to the above query	As per SI NO 32.
113	86	Scope of Work Point - 45	The technology architecture should provide secure container-based data management <b>where encryption keys and HSM's are under the control of the Bank</b> . Additionally, the Bank will follow the BYOE & BYOK key management processes.	1. As understood in this RFP, the HSM on a hosted model can be a shared HSM where the Keys and the other related parts can be exclusive for the Bank. In this case, the control of the HSM will not be with the Bank. Please confirm if the understanding is correct.  2. In terms of BYOE and BYOK, we understand that we need to integrate with Bank's key management vault. Please confirm if this understanding is correct.	1. As per RFP 2. Bank will provide its own keys at the dedicated HSM.
114	87	Scope of Work Point - 48	Integration with Bank's Key Management solution when asked by the Bank.	KMS and HSM (including all Keys) are to be carved out for SBI, but to be managed / owned by Bidder . In reference to the above query, Please elaborate on the integration scope.	Will be shared with the successful bidder.
115	87	Scope of Work Point - 49	Integration of the Bidders solution and infrastructure with Bank's SOC shall be required to be done as and when required by the Bank.	This is understood however, in Eligibility criteria-SOC is part of Bidder. Should we consider that or consider Bank SOC integration ?	As per RFP

116	87	Scope of Work Point - 50	Key ceremonies required to be done in the exclusive HSM will be done physically by the Key custodians of the Bank.	Please confirm for this scope if Bidder has to setup a dedicated HSM (co-located/cloud)	Yes
117	87	Scope of Work & Payment	Integration with Bank's Key Management solution when asked by the Bank.	HSM is to be provided by Bidder, and will hold KMS solution. What is the scope of Bank's Key Management Solution ?	Will be shared with the successful bidder.
118	87	Scope of Work & Payment	Key ceremonies required to be done in the exclusive HSM will be done physical	HSM is not mentioned as exclusive/ dedicated one, however. keys to be exclusive/ separate set-up, in shared HSM	Please refer Appendix-B, point No 26.
119	89	3. Delivery Milestones	Application must be made operational within 24 weeks from the date of Purchase Order.	Request the Bank to give 36 weeks time for the application to be made operational from the date of acceptance of Purchase Order.	As per RFP
120	89	Appendix-E Point 3 - Delivery Milestone	Application must be made operational within 24 weeks from the date of Purchase Order.	We understand that the project implementation timelines of 24 weeks means the development timelines taken by Service provider. The timelines taken by the Bank's ISD team for certification is considered separately and is not a part of these 24 weeks.	As per RFP
121	93	15. Payment schedule	a) Payment will be done quarterly in arrears upon receiving the error free invoice from the bidder.	Request the Bank to release the payments within 15 days of undisputed invoices.	As per RFP
122	93	Appendix - E	Sr. No. 15 : Payment Schedule	Request Bank to keep the payment monthly instead of quarterly payment	As per RFP
123	94	Appendix-F	Indicative Price Bid	We found that the pricing table is empty. We understand that we have to fill the table as per our commercial format. Requesting bank to confirm the same.	Price Bid is only % of interchange sharing as mentioned in Appendix-F
124	94	Appendix-F Indicative Price Bid	Table#1	Request the Bank to clarify what is to be filled in the table below where the name of the Bidder is mentioned.	Please Refer Corrigendum No 1, SL No 17
125	94	Appendix - F	Indicative Price Bid	Request Bank to :  <b>Please keep one time setup fee required as efforts are required for below activities :</b>  1. Prepaid Card Management System (DCMS) and Switching including cloud set up as per required infra provisioning for volume projected below. 2. Customer onboarding & Card creation on M2P-PCMS for bank's existing customer portfolio as per advised by Bank 3. Certification with RuPay / VISA /MasterCard for issuance and acquiring, based on Bank's choice of any one network 4. Integration and Support: • Integration with banks internal host viz. CBS, FRM • Integration with third-party system viz. card perso vendor, courier API • Integration with banks customer-facing channel such as Internet banking, Mobile banking, IVR and others required for enabling Card control, Card-related functions etc. • Integration with Bank's SMS and email gateway service provider • Integrations includes interfacing with any other pre-existing TWO host systems, in addition to the interfaces listed above 5. Support for regular MIS reports, and file processing	As per RFP



126	94	Appendix - F	Indicative Price Bid	Request Bank to keep the monthly minimum guarantee fee as it is subscription fee or fee required to maintain the setup. Request Bank to add below clause :  <input type="checkbox"/> The monthly Minimum Guaranteed (MG) fees for Prepaid card program can be quoted and would be applicable from the date of go-live of the services till the contract period. <input type="checkbox"/> Between monthly MG and cumulative Transaction processing fee, whichever is higher to be billed in a monthly invoice.	As per RFP
127	96	Appendix-G Certificate of Local Content	<Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.>	Request the bank to accept this certificate by any chartered accountant.	As per RFP
128	101	Appendix –I	PROFORMA OF CERTIFICATE TO BE ISSUED BY THE BANK AFTER SUCCESSFUL COMMISSIONING AND ACCEPTANCE OF THE SOFTWARE SOLUTION/ SERVICES	Request the Bank to clarify whether this certificate will be given by SBI to the successful vendor or the bidder has to get such certificate from their existing client.	To be provided by Bank.
129	103	Appendix J	Performance Area / Parameter / Penalty (% of the Bill amount)  Uptime / >99.999% / NIL pay-out / 97% to 99.999 % / 5% of monthly invoice  pay-out / 95% to 97% / 7% of monthly invoice  pay-out / Less than 95% / 10% of monthly invoice	Bidder suggests the additional clause for waiver of penalty for delay in Services caused due to any other reasons beyond the control of Bidder.  Bidder suggests that penalty in a particular month for delay in Services shall be subject to cap which shall not exceed 5% of the total monthly invoice amount actually received by the Bidder for the Services rendered to Bank.	As per RFP (Please refer Note in the appendix-J)
130	103	Appendix-J Penalties	If Bidder fails to perform services relating to Prepaid Card Management System and its processing including but not limited to card production, product configuration, issue resolution, RCA for issues, Merchant onboarding, new product rollout etc within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the contract, impose the following penalties	How is Merchant Onboarding part of the scope? What is the Bank considering by mentioning "Merchant Onboarding" as part of the penalty scope.	Currently Merchant onboarding is not in scope.
131	104	Appendix J	Overall cap for all the penalties shall be limited to 20% of the quarterly invoice for the said quarter. The Bank may, however, invoke the PBG of the bidder above the overall cap on penalties in case the performance of the bidder is not found satisfactory under the contract.	Bidder suggests the additional clause for waiver of penalty for delay in Services caused due to any other reasons beyond the control of Bidder.  Bidder suggests that penalty in a particular month for delay in Services shall be subject to cap which shall not exceed 5% of the total monthly invoice amount actually received by the Bidder for the Services rendered to Bank.	As per RFP (Please refer Note in the appendix-J)
132	129	8. TRANSITION REQUIRE	If existing Service Provider is found to be in breach of this obligation, they shall be liable for paying a penalty of 20% of the quarterly invoice value on demand to the Bank, which may be settled from the payment of invoices or bank guarantee for the contracted period.	Bidder suggests the additional clause for waiver of penalty for delay in Services caused due to any other reasons beyond the control of Bidder.  Bidder suggests that penalty in a particular month for delay in Transition Services shall be subject to cap which shall not exceed 5% of the total monthly invoice amount actually received by the Bidder for the Services rendered to Bank.	As per RFP (Please refer Note in the appendix-J)

133	129	9. LIQUIDATED DAMAGES	If Service Provider fails to deliver and 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 1 % of the amount of Invoice/Bill drawn in previous month for each week of delay or part thereof, maximum up to 10% of the monthly invoice for a cumulative period of 10 week Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	Bidder suggests the additional clause for waiver of Liquidated Damages for delay in Services caused due to any other reasons beyond the control of Bidder.  Bidder suggests that penalty in a particular month for delay in Services shall be subject to cap which shall not exceed 5% of the total monthly invoice amount actually received by the Bidder for the Services rendered to Bank.	As per RFP
134	137	16. TERMINATION	16.2 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).	Bidder would like to proceed with 180 days.	As per RFP
135	142	20. LIMITATION OF LIABILITY	20.1 The maximum aggregate liability of Service Provider, subject to clause 20.3, 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.  20.3 The limitations set forth in Clause 20.1 shall not apply with respect to:  (ii) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider.	Bidder suggests that the liability of Bidder arising out of this RFP or Service Level Agreement shall in no event exceed the one year fees actually received by the Bidder in the last 12 months from which the claim arose.  Bidder suggest that liability for gross negligence and misconduct shall be subject to liability cap.  Bidder suggests that Limitation of Liability provision to be mutually discussed and separately agreed between Bidder and Bank basis the evaluation of Technical and Commercial proposal.	As per RFP
136	143	21. FORCE MAJEURE	21.4 If the Force Majeure situation continues beyond 30 (thirty) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of the Agreement.	Bidder suggests 60 days	As per RFP
137	149	Annexure - A 1. Description of Services Sub - point 3	The solution shall provide for loading/ re-loading of card through web portal, bulk upload corporate portal, Mobile App or through any 3rd party APIs when required. Hence, the customers can load cards using cash, transfer from cards or other accounts.	How would the Cards be loaded? What are the channels?  Would the Bank bear the PG loading charges?	Cards can be loaded through existing channels like INB, YONO, Branch etc.  Bank would not bear any PG loading charges.
138	150	Annexure A	ACS integration	Is ACS to be provided by the vendor OR do we have to interface with Bank's existing ACS. Please clarify.	Solution should have it's own ACS as part of product. However, Bank has discretion to use the existing ACS and as per the RFP.
139	151	Annexure A	AML integration	Is AML to be provided by the vendor OR do we have to interface with Bank's existing AML system. Please clarify.	Solution should have it's own AML as part of product. However, Bank has discretion to use the existing AML and as per the RFP.
140	151	Scope of Work - Point 13	The service provider should provide the facility of onboarding customers digitally through the customer web portal or mobile app.	Does this mean customer requesting the cards or registering customers? What data must be captured?	New customers.

141	152	Scope of Work - Point 20	The solution should be supported by a robust Dispute Resolution Management System and provide Charge Back, Re-presentation and Debit / Credit adjustment features. Solution should be able to integrate with banks call center / complaint redressal portal if required	As per this clause, our understanding is that we will integrate with Bank's existing Call Centre and the disputes and queries raised by the customers shall hence be managed by the Bank's CMD. Please confirm.	Bidder will be required to integrate with Bank's helpdesk/complaint management for customer queries etc. However, for queries from Bank such as IT team/Corporate team, Branches etc a dedicated team should be made available.
142	152	Scope of Work - Point 23	The solution should provide wide range of global switching interfaces such as VISA, MasterCard, RuPay etc. and other EFT switches including domestic switching networks like NFS. Any future integration of schemes should be taken care of by the bidder.	Our understanding is that interfaces shall be required for the 3 payment schemes i.e. VISA, Mastercard & RuPay. Please confirm.  Please define what is the Bank's expectation on Bidder's scope for providing switching networks like NFS, EFT switch.	Yes  Integration with EFT Switches like Base-24 for the Bank.
143	155	Annexure A (Description of	g) Reports dashboard for generating and sending standard reports and other reports / MIS as defined by the Bank from time to time	Request bank to please confirm or provide the list of MIS bank is currently looking for.	Will be shared with successful bidder
144	165	Annexure E	Performance Area / Parameter / Penalty (% of the Bill amount)  Uptime / >99.999% / NIL pay-out / 97% to 99.999 % / 5% of monthly invoice  pay-out / 95% to 97% / 7% of monthly invoice  pay-out / Less than 95% / 10% of monthly invoice	Bidder suggests the additional clause for waiver of penalty for delay in Services caused due to any other reasons beyond the control of Bidder.  Bidder suggests that penalty in a particular month for delay in Services shall be subject to cap which shall not exceed 5% of the total monthly invoice amount actually received by the Bidder for the Services rendered to Bank.	As per RFP (Please refer Page No 170, Annexure-E, para Note, point No (f)).
145	165	Annexure E	i) Overall cap for all the penalties shall be limited to 20% of the quarterly invoice for the said quarter. The Bank may, however, invoke the PBG of the bidder above the overall cap on penalties in case the performance of the bidder is not found satisfactory under the contract.	Bidder suggests the additional clause for waiver of penalty for delay in Services caused due to any other reasons beyond the control of Bidder.  Bidder suggests that penalty in a particular month for delay in Services shall be subject to cap which shall not exceed 5% of the total monthly invoice amount actually received by the Bidder for the Services rendered to Bank.	As per RFP
146	166	Service Performance-1		Request the Bank to relax the penalty criteria and remove "termination of contract" clause	As per RFP
147	175	Transfer of Assets	6 (six) months prior to expiry or within 2 (two) week of notice of termination of th	We understand , there is no physical asset , except Bank's data, which can be transferred. Please confirm on what are the things to be provided on Termination of agreement	Yes and any other asset if provided during the course of the contract.
148	175	Transfer of Assets	a list of all Assets eligible for transfer to the Bank; and	We understand , there is no physical asset , except Bank's data, which can be transferred. Please confirm on what are the things to be provided on Termination of agreement	Yes and any other asset if provided during the course of the contract.
149	175	Transfer of Assets	a list identifying all other Assets, (including human resources, skillset requireme	We understand , there is no physical asset , except Bank's data, which can be transferred. Please confirm on what are the things to be provided on Termination of agreement	Yes and any other asset if provided during the course of the contract.
150	175	Transfer of Assets		We understand that Asset management shall not be under the scope of the Bidder. Please confirm.	For assets if provided by the Bank during the course of the contract.

151	175	Transfer of Assets	7.3 In the event that the Required Assets are not located on Bank premises: (1) Service Provider shall be responsible for the dismantling and packing of the Required Assets and to ensure their availability for collection by the Bank or its authorised representative by the date agreed for this; (2) any charges levied by Service Provider for the Required Assets not owned by the Bank shall be fair and reasonable in relation to the condition of the Assets and the then fair market value; and (3) for the avoidance of doubt, the Bank will not be responsible for the Assets.	Our understanding is that the assets are on Cloud SaaS model, hence they cannot be physically transferred. Please clarify.	Yes
152	179	14 Use of STATE BANK OF INDIA Premises	14.1 Prior to expiry or on notice of termination of this Agreement, Service Provider shall provide for the approval of the Bank a draft plan specifying the necessary steps to be taken by both Service Provider and the Bank to ensure that the Bank's Premises are vacated by Service Provider. 14.2 Unless otherwise agreed, Service Provider shall be responsible for all costs associated with Service Provider's vacation of the Bank's Premises, removal of equipment and furnishings, redeployment of Service Provider Personnel, termination of arrangements with Subcontractors and service contractors and restoration of the Bank Premises to their original condition (subject to a reasonable allowance for wear and tear).	Under SaaS model, the operation, tech, infra etc. support are managed from the Service provider's premises. Hence, Bank is requested to clarify how is the Service provider supposed to ensure vacating the Bank's premises when the same shall not be occupied by the Service provider. This clause is hence requested to be modified as this should not be applicable on a hosted SaaS model setup.	Please Refer Corrigendum No 1, SL No 18
153	180	Annexure -G	Service Provider should ensure and submit confirmation of compliance of all below mentioned requirements for the service hosted in Cloud or on-prem:	Since the required model is a SaaS model, only one environment needs to be mentioned. Here, both cloud and on-premises environment is mentioned. Please clarify	Please Refer Corrigendum No 1, SL No 19
154	186	Appendix -L	NON-DISCLOSURE AGREEMENT	Request the Bank to clarify whether the NDA is to be provided later only by the successful bidder only. Also advice if this should be provided on Bidders letterhead or Non-Judicial Stamp paper of Rs. 100/-.	Applicable to successful bidder. Non-Judicial stamp paper of Rs 100.
155	193	Appendix-N	Format for Submission of Client References	Request the Bank to accept the client satisfactory reference as per their own format. Further request the Bank to clarify whether it should be provided on the existing client letterhead.	As per RFP
156	193	Appendix-N	Value of Work Order (In Lakh) (only single work order)	The Bidder or Client won't disclose the value as it is confidential.	As per RFP
157	194	Appendix-O	PRE CONTRACT INTEGRITY PACT	Request the Bank to confirm if the Integrity Pact is to be provided on Rs. 100/- Non-Judicial Stamp paper.	Yes
158	194	Appendix O	PRE CONTRACT INTEGRITY PACT (TO BE STAMPED AS AN AGREEMENT)	Let us know if the 100 Rs non-Judicial Stamp paper is sufficient to execute this Appendix-	Yes
159	206	Appendix Q	This Data Processing Agreement ("Agreement") forms part of the Contract for Services ("Principal Agreement") between (the "Company") and (the "Data Processor")	Please clarify which entities are being referred to as "Company" and as "Data Processor"	Company is SBI and Data processor is the Bidder.
160	206	Appendix Q	Appendix-Q	Will the Bidder exposed to the EU data subject's information?	Yes
161	14.ii	Use of State Bank of India	There should be separate instance for Bank hosting services in Service Provider	Is the requirement for having separate Infra Environment physically segregated for the Bank ?	Separate tenancy as per the RFP.

162	81, 149	Appendix E, Annexure A	Point 3 - The solution stack along with switching infrastructure should be located in Tier- III/Tier-IV Data Centre, fully functional, with sufficient scalability to accommodate growth in volume of transactions in future for authorization, authentication and settlement of transactions originating from pre-paid cards issued by the Bank through various communication protocols	Please confirm if High Availability (HA-HA) architecture is required for both Data Centre and Disaster Recovery Sites (DC and DR).	Yes.
163	96-97	Appendix G	Certificate of Local Content - <Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.> OR Format for Self-Certification of Local Content	Please confirm that self certificate of Local content can be provided on letterhead of bidders signed by the authorized person of the company?  If not, we request the Bank to kindly consider certificate from practicing chartered / cost accountant for companies as well.	As per RFP. If the OEM and the Bidder are a single entity they may submit under self certification. In case OEM and bidder are different entities they require to submit under signature of statutory auditor.
164	General		Data migration	Please confirm that only unreconciled data and disputed data are required to be migrated to the new system.	Migration of entire existing Prepaid Card data and other dependent items.
165	General		Prepaid card reconciliation	1. Request bank to confirm if it is domestic prepaid cards or forex card? 2. What Schemes are involved for both domestic and forex cards? Forex card related queries; If forex card is in scope, kindly let us know if it is single currency card or Multi-currency in single card?  1. How is the GLs and Pool accounts managed for Visa and Master card including the GL used for loading/reloading in card. 2. Please provide brief on how recon is expected for GLs and Pool account. 3. Can funds movement from one currency to another currency wallet possible, if so, how is the GL impacted. 4. Is load/reload recon part of the requirement?	1. Both 2. Master Card,VISA and Rupay Foreign Currency - should support both and as per RFP. 2. Not relevant to RFP 3. Not relevant to RFP 4. Yes
166	General		Penalty for delay in reconciliation	Bank may please note that the T+1 reconciliation can only be done if all data is made available for recon on T+1 before 9 am. Hope this understanding is clear.	Yes
167	General	General	Deployment mode	If the Bank is ok for SBI -OnPrem Data Centre or want the solution completely on Cloud ?  For Cloud, please suggest if SBI is ok with Either option for Cloud deployment: 1. Private Cloud (Bidder Data Center) 2. Public Cloud (AWS / Azure etc.)  Should the Bidder use Bank HSM or its own HSM for the application and card printing ? Does the bank prefer Physical HSM or Cloud HSM ?	Completely on Cloud deployment.  Public Cloud(Azure).  For transactions and Card generation Vendor will place own HSM dedicated for the Bank. Card printing will be through the existing Card Perso vendors of the Bank.
168	General Query	Annexure A to Annexure G		Trust this annexures are to be provided only by the successful bidders as they form part of agreement.	Yes
169	Appendix E			b) What is the settlement/conversion processes from SBI's end?	As per RFP, point No 52 under Scope of Work in Appendix-E.
170	Appendix E			e) Will a mandatory add on card required to be issued with all FOREX cards?	As per requirement, however solution should have the capability.