

RFP-Engaging Knowledge partner for driving the IS awareness campaign across the Bank for One year

Last date of Bid submission timelines-03.11.2023(12.00 PM)

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Response
1	10	6	Subcontracting / Hiring of external resources is not permitted	Request SBI to confirm whether it will be allowed to take external help in non-core work, while the accountability and ownership remains with the Knowledge partner?	Subcontracting is not allowed however, the knowledge partner who does not have an in house creative agency may engage an external creative agency for creating static/audio/video infographics the sole ownership regarding the copyright infringement of creatives provided to SBI will remain with the knowledge partner. The SOW clause (paragraph 7) regarding copyright infringement and repetition of the creative or any legal issues arising out of copyright infringement should be complied strictly. Compliance of all NDA clauses and adherence to all terms and conditions of the RFP, SLA and SOW lies with knowledge partner. The timelines for the delivery of the content is to be strictly followed by knowlegde partner as it was clearly specified by you that subcontracting will be done only for the purpose of digital creation of the content.
2	53	NA	Format of the content	Does the entire Format of the Content mentioned apply to all 3 audience viz., customers, employees and vendor partners?	The format will be same but the content will be different based on targeted group.
3	53	NA	Presentations/ IS Awareness Sessions	Request SBI to confirm what will be the mode of conducting IS Awareness sessions - in person or Online?	Both

4	53	NA	Delivery channels - Direct customer interaction / campaign	Need clarity on the level of interaction / mode of interaction.	There will be no intereaction with the customer of the knowledgeparner. Only need to provide the content.
5	54	NA	Delivery channels - Manuals / Booklets	Request SBI to confirm if printing of the manuals / booklets in scope or only delivery of softcopies	Only delivery of soft copy
6	55	NA	Delivery channels - Online / Offline IS Awareness sessions	Request SBI to confirm on how many online and offline sessions are expectedw?	Both
7	55	NA	Delivery channels - Educative Material	Any hard copy material to be provided?	NO
8	55	NA	Delivery channels - Quiz	Need clarity on whether MCQs are to be provided in soft copy or there is a need to conduct the Quiz programs. If there is a need to conduct Quiz programs (online / offline) how many such programs are expected	Only soft copy need to provide.
9	56	2	Creation - Align ideas with SBI branding strategy	Will SBI branding strategy be shared with the Knowledge partner?	Ideas will be shared with Knowledge partner for creativity /other awareness material.

10	56	4	Implementatio n of Feedback - Handoff to Design team for Visual / audio creation	Request SBI to confirm if this refers to Bank's Audio Visual team or the Knowledge Partner's?	Feedback will be providedf by SBI team to knowledge Partner for final creation of material.
11	57	6	Content Delivery	Request SBI to provide more clarity on whether the sessions are online or offline	Mainly online.

12	57	Key Points - Bullet 1	The knowledge partner shall assist SBI in delivery of online / offline awareness content to its customers, employees and vendor partners through direct communication , digital media such as emails, social media etc. and traditional media such as radio, newspapers, electronic media, etc	Request SBI to provide more clarity on whether the Knowledge partner has to deliver the awareness sessions or assist SBI in delivering	Knowledge partner has to deliver the knowledge session to Employee, Vendor Partners. If Bank require any offline session then knowledge partner has to arrange for the same.
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13	57	Key Points - Bullet 4	The knowledge partner should provide two dedicated technical resources from their team onsite for coordination with SBI team and delivery to ensure uninterrupted and timely delivery of the content as per the Bank's needs.	Request SBI to specify location of onsite resources	At offices of the Bank(SBI) at Navi Mumbai, Mumbai of Information Security Dept.
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14	57	Key Points - Bullet 5	The creatives, video, audio designed for SBI will be solely used by SBI in various ways to cover audiences at all platforms such as digital, (social media/electronic media/print media etc.) and through physical mode (hoardings/banners/on site display etc.). The open file as well as printable files of all the creatives created for SBI will be provided to us	Will there be any copy right on the contents provided?	It has to be ensured by Knowledge Partner that there no issue related to copy right.
15	58	7	The quantities of the services and enablers for FY 2023-24 are as under	Request SBI team to confirm the year	12 months from the date of engagment.

16	NA	NA	NA	Request SBI to clarify the L & D platform currently available with SBI	L& D internal platform available at the organisation is not related with the context of the scope of work shared in the RFP.Please adhere with the scope of work defined in the RFP.
17	NA	NA	NA	Is it right to assume that the content created will be hosted on SBI platform and websites and vendor is not expected to host any L & D platforms for publishing the content	The contents has to be created by the vendor and open files is to be shared by the vendor.Publishing and utilisation of those contents lies with the SBI.Please adhere to RFP for detailed guidelines.
18	NA	NA	NA	What happens to the created content after one year? Who owns it?	All the deliverables has to be handed over by the vendor partner to SBI as defined in the RFP which is the property of SBI.
19	NA	NA	NA	Request SBI to share the security policies and procedures with vendor as and when required to create specific communication for employees and third parties. How will these be shared by SBI?	Vendor has to depute two onsite resources and contents will be shared to the authorised representative through Bank defined channel.
20	NA	NA	NA	Request SBI to clarify types of third parties and its associated communication is required in more detail	Please elaborate the question

21	NA	NA	NA	Request SBI to clarify since there is no explicit mention about awareness on Insider Threat. Does this need to be covered?	Yes, based on requirement.
22	NA	NA	Last date and time for Bid submission Up to 12.00 P.M. on 30.10.2023	Request SBI to please extend the submission deadline by atleast 10 working days from the post clarifications to queries	Extension granted upto 03.11.2023.Please refer to GeM portal for detailed timelines.

23	9	5	<p>Eligibility Criteria Sr. No.: 5 The Bidder should not have been blacklisted / debarred by any Government / Government Organization / PSU / PSB / IBA / RBI / SEBI / Regulatory bodies for Information and Cyber Security Audit and Security review</p>	<p>Is there a particular format for the Self-Certificate of the bidder can use its standard format</p>	<p>The bidder can use their standard format</p>
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24	10	6 23	<p>6. Skill Set and Experience Requirements of Resources As desired in the Technical evaluation matrix and scope of work. Subcontracting /hiring of external resources is not permitted.</p> <p>23. Sub-Contracting As per scope of this RFP, sub-contracting is not permitted.</p>	<p>The bidder will be responsible for the delivery of the scope of work (SOW), however, we will need assistance from certain external agencies to complete the SOW such as translating the awareness material in various regional languages, recording audio jingles in studios, etc.</p> <p>The bidder will be responsible for the work of the subcontractor / external resource.</p> <p>Hence request you to please relax the requirement of excluding subcontracting / hiring of external resources</p>	<p>Subcontracting is not allowed however, the knowledge partner who does not have an in house creative agency may engage an external creative agency for creating static/audio/video infographics the sole ownership regarding the copyright infringement of creatives provided to SBI will remain with the knowledge partner. The SOW clause (paragraph 7) regarding copyright infringement and repetition of the creative or any legal issues arising out of copyright infringement should be complied strictly. Compliance of all NDA clauses and adherence to all terms and conditions of the RFP, SLA and SOW lies with knowledge partner. The timelines for the delivery of the content is to be strictly followed by knowlegde partner as it was clearly specified by you that subcontracting will be done only for the purpose of digital creation of the content.</p>
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25	15	14.ii	Deadline for Submission of Bids ii. Wherever applicable, the Bidder shall submit the original EMD Bank Guarantee and Pre- Contract Integrity Pact together with their respective enclosures and seal it in an envelope	The format for Pre-Contract Integrity Pact has not been provided, please share the same	Pre-contract integrity pact is not applicable
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26	21	21.v	Evaluation of Indicative Price Bids and Finalization v. The successful Bidder is required to provide price confirmation and price breakup strictly on the lines of Annexure-F within 48 hours of conclusion of the Reverse Auction, failing which Bank may take appropriate action	Annexure F needs to be submitted only by the successful bidder and not at the time of bid submission on due date?	Annexure F is our indicative commercial bid report. This needs to be provided while submission of the bids. Price -Break up in required cases has to be furnished by the successful bidder within the defined timelines.
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27	22	22	<p>Signing of Master Service Level Agreement (MSLA) The successful bidder(s) shall be required to enter into a contract/Master SLA with the Bank, within 5 days of intimation of successful bidder or within such extended period as may be decided by the Bank along with the letter of acceptance, Non-Disclosure Agreement (NDA), ...</p>	<p>NDA (Annexure D) needs to be submitted only by the successful bidder and not at the time of bid submission on due date?</p>	<p>NDA has to be submitted by the successful bidder within 10 days from the date of declaration of the successful bidder in the reverse auction.</p>
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28	23	26	<p>Deployment of Resources The bidders should deploy resources for Cyber Security awareness as per Skill-set and educational/professional criteria of this RFP within 10 days from the date of declaration of the successful bidder in the reverse auction</p>	<p>Is the bidder expected to start the work within 10 days post allocation of contract or this period will be extended?</p>	<p>Yes bidders needs to start the work within 10 days from the date of declaration of the successful bidder in the reverse auction.</p>
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29	30	40	Right To Audit	<p>We propose to amend the clause to include a line: “Any audit/inspection shall be subject to the following: (i) the audit shall be restricted to the engagement and shall be conducted with prior reasonable notice (ii) Bank or its authorized representatives shall execute a Non-Disclosure Agreement before such audit which shall govern the conduct of audit and any results thereof; (iii) the auditors or the representatives of Bank for the audit shall not be bidder’s competitors; (iv) the audit shall not be conducted more than once in a calendar year and twice in entirety; and (v) any findings during the audit, shall be shared with Bank and be discussed and agreed mutually with Bank and bidder for its closure.”</p>	Please adhere to the defined clauses in the RFP.
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30	31	42	Limitation of Liability For the purpose of clause 31(iii)(b) "Gross Negligence" means...	Please change the reference under this provision from 'clause 31(iii)' are to be changed to 'clause 42(iii)' as wrong referencing has been done	Please adhere to the defined clauses in the RFP.
31	36	49	Conflict of Interest	Please add a caveat: The terms 'Member / Associate / affiliate' would be limited to 'Members in India / Associate in India / affiliate in India' only. Further, any declaration / disclosure on conflict, can be given as of the current date only and not for any future / potential scenarios.	Please adhere to the defined clauses in the RFP.

32	51-60	Appendix-B	Scope of Work Conducting Information Security Awareness programme for Customers, Bank Employees, & Vendor Partners.	<ol style="list-style-type: none"> 1. Will the deliverables be branded only in name of SBI or will it be co-branded along with bidder's name or only bidder's branding will be used? 2. Will bidder's name and logo be used in the deliverables? 3. Will the work needs to be performed from SBI's systems or bidders are allowed to use its own systems? 4. Is the bidder required to implement / manage any existing Learning Management System / Module at SBI? If SBI has LMS module then MCQs questions will be hosted at SBI LMS correct ? 5. What is included in 'Vendor Partners' - please elaborate 6. Clause: "Knowledge of cyber security initiatives taken by Govt. and the mechanism to lodge complaint with Govt. authorities and in the Bank." - please clarify which Government are we referring 	<ol style="list-style-type: none"> 1.Only in the name of SBI. 2.No, all the creatives and other deliverables are the only property of SBI. 3. Based on the requirement .However,the ownership of all the deliverables lies with the engaged knowledge partner along with the NDA and confidentiality clauses. 4.Not required. 5.SBI have various vendor partners like vendors involve in security review, IT service etc. 6.Generally it is pertaining to Central Govt but if any specific initiative taken by State Govt can be shared in the form of Cyber Security Awareness. 7. The Knowledge Partner will use their e mail IDs for communication with SBI team but for communication with Customer,Vendors and employees Bank will use its internal IDs. 8. Social Media handle post will be manage by SBI. 9. Design and creative will be develop/create by media/design team of Knowledge Partner and for creation theme/subject may be discussed /elobrated /select by Bank. 10.For Social media videos-30 second-1 minute ,other Videos 3-5 Minute and for audio Jingle 30-40 Seconds.There may be variation in this regard depending upon any adhoc requirement. 11. It may vary depending upon the topic and sessions.The content should be elaborate enough to communicate the ideas /topic properly.
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33	72 - 73	Annexure C	<p>Technical Evaluation Parameter :</p> <p>3 - Minimum 5 engagements in different organization in the BFSI sector in context of scope of work – Information security awareness during last three FYs (FY-2020-2023). (Supporting Documents- Purchase order/Work Order/Client Reference to be furnished)</p> <p>6 - Organization</p>	Request you to kindly relax these two technical evaluation parameters. Also, can be include can be work order for current financial year	No relaxation can be granted on these parameters
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34	83	Annexure D - Non-Disclosure Agreement	<p>Annexure D - Non-Disclosure Agreement</p> <p>b. Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same</p>	<p>Request you to please add a caveat to this clause stating: "Notwithstanding anything to the contrary, bidder shall be allowed to retain sufficient documentation as part of its professional records to support and evidence the work performed by bidder. Such retention shall be subject to obligations of confidentiality mentioned herein."</p>	<p>Please stick to the defined NDA in the RFP.</p>
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35	-	-	-	<p>Since, the deliverables would be shared with third parties, please propose inclusion of the below caveat: “Bank shall indemnify and hold bidder harmless against any expenses (including reasonable fees and disbursements of counsel), loss, damage, harm or injury (collectively “Losses”) that may be suffered or incurred by bidder arising out of or relating to disclosing of bidder's deliverables to a third party.”</p>	<p>All the ownership in this regard lies with the engaged knowledge partner. Copy right and Infringement issues has to be taken care by the knowledge partner only and the sole ownership lies with them as defined in RFP</p>
36	-	-	-	<p>Payment schedule / milestones have not been mentioned, should be bidder propose the standard milestone?</p>	<ol style="list-style-type: none"> 1. On successful completion of awareness program for six months starting from the month of engagement : 50% payment 2. On successful completion of awareness program for 12 months and on delivery and acceptance other deliverables. : 50% Payment

37				<p>Is bank planning to extend due date for submission of bid because clarification to the pre-bid queries would be provided on Oct 28 and hence there is limited amount of time. Therefore, we would request to kindly extend the deadline by 10 working days</p>	<p>Extrensiion granted till 03.11.2023.Please find the updated timelines on the GeM portal</p>
38	13	13. BID PREPARATION AND SUBMISSION	<p>v. A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender</p>	<p>Is it required to be submitted by only selected bidder?</p>	<p>Authorised signatory as advised in the RFP should sign the tender document.</p>
39	2	Schedule of Events	<p>Last date and time for Bid submission</p>	<p>Requesting you to extend "Last Date of Submission of Bids" till 08th November 2023 to complete internal legal approval process</p>	<p>Extension granted upto 03.11.2023.Please refer to GeM portal for detailed timelines.</p>

40	73	Annexure C - Technical Bid	point 5. The resources must have minimum one certification relevant under this domain.	Could you provide additional details which certification is required for the resources	Please refer to page no : 74. Certification: CEH /ISO 27001LA/ LI/ CHFI/ CISA/ CISM/ CISSP.
41	13	13. BID PREPARATION AND SUBMISSION	Bank may ask for word copy of all the technical evaluation formats (Annexure C1 to C6) from all interested bidders after opening of	Is annexure C1 to C6 word copies are also required to be signed, in case SBI ask to produce in later process?	All the documents furnished for the RFP has to be duly signed by the authorised signatory as advised in the RFP
42	13	13. BID PREPARATION AND SUBMISSION	vii. Non-Disclosure Agreement as per Annexure D	Is NDA need to be signed for selected bidder only?	NDA is to be signed by the selected bidder
43	61	Appendix-D	Certificate of Local Content	As we understand, Annexure D is required for Class I and Class II local supplier only	Please adhere to the govt.guidelines
44	66	Appendix-F	Format for Submission of Client References	Do we need to produce client references in the specified format 'F' along with Annexure C1, C3 and C5?	Yes

45	22	23. Sub-Contracting	As per scope of this RFP, sub-contracting is not permitted.	We kindly request you to allow sub-contracting for this engagement as we require the assistance of multimedia designers to create content for the awareness training.	Subcontracting is not allowed however, the knowledge partner who does not have an in house creative agency may engage an external creative agency for creating static/audio/video infographics the sole ownership regarding the copyright infringement of creatives provided to SBI will remain with the knowledge partner. The SOW clause (paragraph 7) regarding copyright infringement and repetition of the creative or any legal issues arising out of copyright infringement should be complied strictly. Compliance of all NDA clauses and adherence to all terms and conditions of the RFP, SLA and SOW lies with knowledge partner. The timelines for the delivery of the content is to be strictly followed by knowledge partner as it was clearly specified by you that subcontracting will be done only for the purpose of digital creation of the content.
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46	19	<p>20. Technical Evaluation</p> <p>Technical Evaluation Parameters</p> <p>Sl. No. 5</p>	<p>Minimum 5 skilled resources having qualification and working experience in designing / creative field.</p> <p>They should have experience in multimedia designing for spreading Information/Cyber Security awareness for public and employees. (having minimum 3 years' of experience in multimedia).</p> <p>The resources</p>	<p>We kindly request you to allow sub-contracting for this engagement as we require the assistance of multimedia designers to create content for the awareness training.</p>	<p>Subcontracting is not allowed however, the knowledge partner who does not have an in house creative agency may engage an external creative agency for creating static/audio/video infographics the sole ownership regarding the copyright infringement of creatives provided to SBI will remain with the knowledge partner. The SOW clause (paragraph 7) regarding copyright infringement and repetition of the creative or any legal issues arising out of copyright infringement should be complied strictly. Compliance of all NDA clauses and adherence to all terms and conditions of the RFP, SLA and SOW lies with knowledge partner. The timelines for the delivery of the content is to be strictly followed by knowledge partner as it was clearly specified by you that subcontracting will be done only for the purpose of digital creation of the content.</p>
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47	19	20. Technical Evaluation Technical Evaluation Parameters Sl. No. 5	**The resources deployed should have skills and experience in designing/ presenting the technical content into multimedia as per the scope of work.	Please clarify if this is a T&M based engagement or outcome based engagement. In an outcome based engagement, there may not be a need to deploy full time resources for the engagement. If this is a T&M based engagement, please let us know how the billing shall be performed.	This engagement is an outcome based engagement however the resources needs to be deployed on ground as advised in the RFP for better co-ordination an discharge of duties.In terms of the payment plan : 1. On successful completion of awareness program for six months starting from the month of engagement : 50% payment 2. On successful completion of awareness program for 12 months and on delivery and acceptance other deliverables. : 50% Payment
48	72	Annexure C: Technical bid Stage II	NA	We request you to kindly share the marks per criteria specified in the technical evaluation. Also, please let us know the minimum number of marks to be scored for qualification.	All parameters are mandatory in nature , and minimum requirement is specfied in each parameter.No Scoring matrixes has been defined for the same.

49	20	20. Technical Evaluation Technical Evaluation Parameters Sl. No. 6	Organization has adequate capabilities for translation of approved content in various vernacular Indian languages as per the scope of work in 3 assignments during Fy-2020-2023. Please Note- Supporting documents Purchase order/Scope of work/Reference	Please let us know if a self declaration in this regard shall work. We have offices in more than 10 locations across India and do possess the translation capabilities. However, this may not be capture in the purchase orders/citations.	Supporting documents Purchase order/Scope of work/Reference letter from client may serve the purpose.
50	20	20. Technical Evaluation	Technical Evaluation Excel sheet has also been shared along with this RFP for the information of the bidders.	Please share this excel as it is not available on GeM portal	Shared as annexure C (C1 to C6)- On page no 72-80

51	23	27. Cancellati on of Contract	Bank reserves the right to report any misconduct on part of the selected bidder during empanelment or non- reporting of any material observation having impact on SBI reputation or threat to Information owned and held with SBI or non-following the clauses of this RFP and future agreement/SLA to be signed with SBI to RBI, SEBI, Cert-in,	We believe that this is not applicable here in this case. This is not a security review engagment.	Any non compliance of SLA/ PO/ RFP will attract this clause.
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52	24	29. Places of Assignment	The bidders selected for empanelment and assigned the jobs as per this RFP, need to deploy the personnel resources generally at offices of the Bank at Navi Mumbai, Mumbai of Information Security Dept.	Due to the nature of this engagement, we request you to please allow the resources to work remotely.	Due to the requirement of day -to day interaction /discussion /guidance there is need of deployment of the personnel resources generally at offices of the Bank at Navi Mumbai, Mumbai of Information Security Dept.
53	31	41. Validity of Agreement	The Agreement/ SLA will be valid for the period of One Year extendable as per Bank's requirement. The Bank reserves the right to terminate the Agreement as per the terms	We believe that extension if any, shall be performed on mutual agreement. Please confirm.	Extension granted upto 03.11.2023.Please refer to GeM portal for detailed timelines.

54	51	4. Scope of Work Technical Bid Stage II	Scope of Work	Please confirm the languages in which the content needs to be prepared.	The initial draft will be designed in English, and after approval of the content the same has to be translated in other languages with regional touch so that the feel of the language should come out in the creative. It should not be mere word to word translation. Please refer page no 53 of RFP.
55	55	Technical bid Stage II Appendix B Detailed Scope of the work and expectations from the Knowledge Partner	3.k Educative Material	Please explain what is expected as per of educative material. We request the bank to explain the scope in detail.	Educative materials are required for employees. This may be a brochure, flyers, animated videos, video with voice over etc. The content of the material can be general IS awareness, OWASP top 10 vulnerabilities, RBI advisories, policies etc.

56	51	Technical bid Stage II Appendix B Information Security Awareness: Scope of Work (2023-24)- One year	3.g Radio Jingles	Please confirm the duration of jingles. We request the bank to explain the scope in detail.	The duration of the Radio Jingle will be normally 30-40 seconds.
57	54	Technical bid Stage II Appendix B Information Security Awareness: Scope of Work (2023-24)- One year	3.d Cyber bytes	Please confirm what is expected in cyber bytes, We request the bank to explain the scope in detail.	This is a one page flyer that has to be designed on the content defined in the scope of work.

58	59	Technical bid Stage II Appendix B 7. Quantifying the entire campaign iii. Content Requirement	3.c On Bank Website	Please confirm what is expected in on bank website. We request the bank to explain the scope in detail.	The advisories as per the current cyber frauds, threats attacks has to be updated on the bank's website in the form of text, flyers, videos etc.
59	54	Technical bid Stage II Appendix B Information Security Awareness: Scope of Work (2023-24)- One year	Videos	Please confirm how many videos without voiceover and how many videos with voiceover are required. The multimedia pricing for both varies a lot.	It will be decided as per the requirement of the Bank.

60	62	Technical bid Stage II	Appendix D	We feel that this is not applicable in the context of this RFP since no product is being sold here. Please confirm.	Appendix D has been incorporated as part of Govt.guidelines
61	13	13. BID PREPARATION AND SUBMISSION	v. A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.	Is it required to be submitted by only selected bidder?	Authorised signatory as advised in the RFP should sign the tender document.
62	2	Schedule of Events	Last date and time	Requesting you to extend "Last Date of Submission of Bids" till 08th November 2023 to complete internal legal approval process.	Extension granted upto 03.11.2023.Please refer to GeM portal for detailed timelines.
63	73	Annexure C	point 5. The resources must have minimum one certification relevant under this domain.	Could you provide additional details which certification is required for the resources	Please refer to page no : 74. Certification: CEH /ISO 27001LA/ LI/ CHFI/ CISA/ CISM/ CISSP.

64	13	13. BID PREPARATION AND SUBMISSION	Bank may ask for word copy of all the technical evaluation formats (Annexure C1 to C6) from all interested bidders after opening of online Technical bids.	Is annexure C1 to C6 word copies are also required to be signed, in case SBI ask to produce in later process?	All the documents furnished for the RFP has to be duly signed by the authorised signatory as advised in the RFP
65	13	13. BID PREPARATION AND SUBMISSION	vii. Non-Disclosure	Is NDA need to be signed for selected bidder only?	NDA is to be signed by the selected bidder
66	61	Appendix-	Certificate of Local Supplier	As we understand, Annexure D is required for Class I and Class II local supplier only	Please adhere to the govt.guidelines
67	66	Appendix-	Format for Submission	Do we need to produce client references in the specified format 'F' along with Annexure C1, C3 and C5?	Yes