QUERIES AND THEIR RESPONSES:

REQUEST FOR PROPOSAL (RFP) Ref no: SBI/IR(HR)/RFP/2026-27/01 DATED 28.07.2026 FOR SELECTION OF SERVICE PROVIDER FOR EMPLOYEE ASSISTANCE PROGRAM (EAP)

S. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Reply
1	49, 50	Appendix B	Eligibility criteria point 1 to 11	Since all of these eligibility criteria from point 1 to 11 have already been submitted in EOI and the RFP document also says on page 53 that the documents need not be submitted again, can you confirm that we need not submit anything here	The documents submitted during the EOI stage for eligibility criteria shall be considered. The bidders are **not required to resubmit** the same documents, provided there is **no change in the information/documents already submitted**. However, if there is any change, updated documents shall be submitted.
2	49	Appendix B	Eligibility criteria point 6	Since client references have already been provided as part of EOI response, do we need to submit this again. If yes, can it be a list of some new names?	The client references submitted during the EOI stage shall be considered. In case of any change or updation, the bidder may submit the revised details.
3	88-90	Appendix G		Does appendix G need to be submitted now or after we are selected as the partner?	Appendix G shall be submitted **only by the successful bidder** at the time of execution of the agreement, unless specifically required during the bid evaluation process.

4	65-86	Appendix E		This contains the entire scope of work defined. Does all of it need to be copied on appendix E and signed? Or is it just the payment scheduled to be copied on Appendix E and signed?	The bidder is required to submit the entire Appendix E **duly signed and stamped as a token of unconditional acceptance** of the Scope of Work and the terms contained therein.
5	9	Appendix I		Does Appendix I – services agreement need to be signed now and submitted or once we are selected?	Appendix I shall be executed **only with the successful bidder** after completion of the selection process.
6	141	Appendix N		Hope this is not applicable for MSME as we are exempt from EMD	Eligible MSME bidders claiming exemption from EMD, in accordance with the provisions of the RFP, subject to submission of valid documentary proof of exemption.
7	56	Module 2, point 2	Pan India Referral Network, Video Counselling Infrastructure, Mobile Application Readiness, Analytics Dashboard and Business Continuity & Disaster Recovery.	Against this criteria, the only proof you have asked for is Hospital/Partner List. Is anything else with regard to Video counselling infra, mobile app readiness, dashboard, disaster recovery etc required? This carries 10 marks weightage and hence important	The documentary evidence specified in the RFP shall be considered the minimum requirement. Bidders may submit additional supporting documents, brochures, screenshots, certifications, architecture diagrams, process documents, or any other documentary evidence substantiating the availability and capability of the proposed infrastructure. The evaluation committee may seek demonstrations or further clarifications during technical evaluation, if considered necessary.

8	20	18 evaluation of price bids	Price Break up	You have mentioned about Price Break up to be provided here and at several other places. However, the Price bid format doesn't show where the break up needs to be submitted	The bidder shall submit the financial bid strictly in the prescribed Price Bid format. No separate price break-up is required.
9	70	1.6	Physical wellness Onsite activity	How many circles, at what frequency (total needed ina year quantity Is missing)	The Service Provider shall deliver one (1) live virtual instructor-led session during each week, resulting in a minimum of fifty (50) sessions during each Programme Year. Each activity shall be hosted online and made available through live broadcast or virtual streaming to employees and their dependents for the duration of one quarter.
10	71	2.1	Scope of Work-CISD	Since the numbers of CISD havent been defined and there is no place to mention the amount separately for this optional service, how do we submit it	CISD services shall be availed on an as-required basis. No separate pricing format shall be submitted. Vendor to add in overall cost by assuming a percentage.
11	73-74	4.2C	SOW - Early Career Program. Part C	These cannot be purely done through the app since many of these are Counsellor led. What quantities would you require for these sessions in a year. Shall we mention pricing for this program separately?	The induction programme shall be delivered through two (2) live virtual instructor-led sessions per quarter, up to a maximum of ten (10) sessions during each Programme Year. Each session shall be recorded and made available on the platform for a period of one (1) quarter from the date of the live session. The successful bidder shall deliver the programme as per the Bank's requirements during the contract period.

12	74	5	Maternity & parental support	This is altogether a different program which is charged per seat. Shall we mention a separate pricing for this one?	The programme shall be delivered through one (1) live virtual instructor-led session per quarter. Each session shall be recorded and made available on the platform for a period of one (1) quarter from the date of the live session.
13	75	6	Holitsic Health Champion program	This is per champion/Per Batch pricing. Please mention how many batches you need and how many champions you need for this?	The Service Provider shall ensure the certification of a minimum of five (5) Champions per AO within six (6) months from the Programme Commencement Date. Based on one hundred and seven (107) AOs, the Service Provider shall certify approximately five hundred and thirty-five (535) Champions.
14	84,85	10.3	Program Director and Account Management Team	This dedicted program director/Account Manager has to work from SBI premises and working only for SBI EAP program? In case yes, how can we give the CV at this stage because we will be hiring only after winning the bid, if they are going to work exclusively for SBI? How many Account managers needed?	The Program Director/Account Management Team shall be deployed in accordance with the requirements specified in the RFP. At the bidding stage, bidders may submit the profiles/CVs of proposed or representative resources demonstrating compliance with the qualification and experience criteria. The final deployment shall be mutually agreed upon after award of the contract.