Sl. No.	RFP Page No.	RFP Clause No.	Existing Clause	Query / Suggestion	Response from SBI
1	25 & 60	Appendix-H	5% of the total project value and thereafter of this, incremental 1% every week of delay.	Kindly clarify whether cumulative liability of LD and penalties will be capped.	Please refer Page no 60 of RFP.
2	27 / 81	Clause 30 (i)	The maximum aggregate liability of Service Provider, subject to below mentioned sub clause (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost.	We request that the aggregate liability of the Service Provider under the Agreement, be capped at the Total Project Cost/Fees paid under the engagement, including all indemnity obligations, except to the extent prohibited by applicable law. Kindly confirm whether this can be incorporated in the final agreement.	Please refer RFP
3	27 / 81	Clause 30 (iii)	The limitations set forth herein shall not apply with respect to: (a) claims that are the subject of indemnification pursuant to infringement of third party Intellectual Property Right; (b) damage(s) occasioned by the Gross Negligence or Wilful Misconduct of Service Provider, (c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations, (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.	There should be a clear exclusion of indirect, consequential, or incidental damages from our liability.	Please refer RFP
4	29-30	34(i)	INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP: Service Provider agrees that all data or information supplied by the Bank to Service Provider and/or the consultancy team in connection with the provision of Services by it shall remain the property of the Bank or its licensors.	Consultant methodologies, templates, frameworks and pre-existing intellectual property should remain property of the consultant. Kindly confirm.	Please refer RFP
5	47	Eligibility Criteria Sl. No. 5	Bidder should have experience of minimum 5 years in providing the Services in field of providing consultancy services on preparation of New SOPs and review of existing SOPs in banking sector.	Kindly clarify whether engagements performed for NBFCs, Payment Banks, Small Finance Banks and FinTech will be considered as eligible experience.	Experience should be in banking sector for providing services on preparation of new SOPs and review of existing SOPs.
6	47	Appendix-B Para 7	Bidder's Eligibility Criteria: Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. Bidder should specifically confirm on their letter head in this regard as per Appendix-L	Kindly confirm whether the bidder may submit the credentials, relevant project experience, and client references of its network/affiliate firm(s)	Yes, please refer RFP

7	47	Appendix-B Para 7	Bidder's Eligibility Criteria: Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. Bidder should specifically confirm on their letter head in this regard as per Appendix-L	Kindly confirm whether the bidder may submit the credentials, relevant project experience, and client references of its network/affiliate firm(s)	Yes, please refer RFP
8	53-55	Appendix-E Para 2(5)	Delivery of new SOPs as envisaged in Sr. No. 1(5).	Kindly clarify the expected structure and level of detail for the SOPs to be developed/reviewed under the engagement. Specifically, please confirm whether the SOPs are expected to include process narratives, workflow diagrams, exception handling procedures, escalation matrix and control checkpoints.	Yes
9	55	Appendix-E Para 2(7)	Description of Deliverables: A variation of 10% in the number of SOPs listed in Annexure 1 may be expected.	Kindly clarify whether commercial quotes should factor the possible 10% increase and whether additional payment will be considered if the SOP count increases.	No, payment will be same.
10	55	Appendix-E Para 3	Term of the Project: The project timelines, milestones, and delivery schedule shall be finalized within 2 months.	Kindly clarify whether the timeline is 2 months from the date of winning the bid or signing the EL or from sharing of all relevant documents.	Please refer Annexure D,Page No 96 of RFP.
11	55	Appendix-E Para 3	Term of the Project: The proposed delivery location - Resources for deployment can be assigned to Mumbai, Hyderabad and Delhi	Kindly confirm whether onsite deployment at all three locations is mandatory or can be executed through a hybrid/remote consulting model.	Deployment should be at all locations mentioned in RFP.
12	55	Appendix-E Para 2(2)	Description of Deliverables: Provide actionable recommendations for process improvement, automation opportunities, and strengthening of both manual and system-driven controls to improve overall operational efficacy.	Please clarify whether implementation support for automation recommendations is in scope or limited to recommendation and documentation.	Limited to recommendation and documentation.
13	55	Appendix-E Para 2(4)	Description of Deliverables: Recommend for implementing end-to-end digital process/initiatives and adoption of technology driven solutions to improve operational transparency, control, and efficiency.	Kindly confirm whether business case preparation and technology solution assessment are required as part of the engagement.	RFP for review of existing SOPs and preparation of New SOPs.
14	55	Appendix-E Para 5	Payment schedule: No advance payment will be made. Payment will be release after competition of work.	Considering the volume of deliverables, request SBI to consider milestone-based payments (e.g. GAP Assessment, Draft SOP Submission and Final SOP Sign-off)	Please refer RFP
15	56	Appendix-F	12 resources indicated in pricing table	Kindly clarify whether deployment of 12 resources is mandatory or indicative for commercial evaluation purposes.	Minimum 12 is mandatory, However firm to decide more deployment as per required. It will be discretion of the vendor.

16	73	Clause 8.6	INTELLECTUAL PROPERTY RIGHTS: All Work Product prepared by the Consultant in performing the Services shall become and remain the sole and exclusive property of the Bank and all Intellectual Property Rights in such Work Product shall vest with the Bank.	In the event any deliverable, report, presentation, or SOP contains the Service Provider's branding, methodologies, trademarks, or proprietary content, we request inclusion of a provision stating that such deliverables shall not be distributed, disclosed, published, or shared with third parties without the Service Provider's prior written consent, except where required by law or regulation. Kindly confirm if this can be incorporated in the final agreement.	Please refer RFP
17	80	Clause 16.1	GENERAL INDEMNITY: Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur	Does Clause 16.1 impose broad indemnity obligations on the Service Provider, including liability for breaches, confidentiality violations, misconduct, negligence, and related legal expenses incurred by the Bank? Also, Will the Client provide an indemnity to the Service Provider against any third-party claims arising in connection with the Services?	Please refer RFP
18	84-85	Clause 21.1	TERMINATION: The Bank may, without prejudice to any other remedy for breach of Agreement, by written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part	We request inclusion of a corresponding right for the Service Provider to terminate the Agreement upon reasons such as convenience, non-payment, or breach of obligations by the client	Please refer RFP
19	90	Clause 27.5 - Assignment	Service Provider cannot assign without Bank approval; Bank may assign freely.	We request that the Service Provider be permitted to assign or transfer the Agreement, without prior consent, to its affiliates, successors, or as part of any merger, restructuring, or transfer of business, upon written notice to the Bank. Kindly confirm.	Please refer RFP
20	93	Appendix-A Para 3	Term of the Project – Project Schedule; Milestones and delivery locations	No specific target completion date or business deadline has been mentioned. Kindly clarify whether SBI has any specific go-live, regulatory, audit, or internal milestone-driven completion date for this engagement that bidders should consider while planning project execution and resource deployment.	Please refer page no 96 of RFP
21	NA	ANNEXURE 1-LIST OF SOP20260710055010803	ANNEXURE 1-LIST OF SOP20260710055010803	Kindly clarify the terms as mentioned in the Annexure 1 list of SOPs a. CFE b. BBE	a)CFE- Customer Front End b)BBE- Branch Back End.
22	NA	ANNEXURE 1-LIST OF SOP20260710055010803	ANNEXURE 1-LIST OF SOP20260710055010803	Kindly clarify the Departments names mentioned : a. CMPOC b. MABC c. GBSSU d. TBM e. CMP	a)CMPOC- Cash Management Product Operations Centre b)MABC- Merchant Acquiring Business Co- ordination. c)GBSSU – Government Business Services and Solutions Unit d)TBM – Transaction Banking Marketing e)CMP – Cash Management Product.

23	50	APPENDIX-C TECHNICAL ELIGIBILITY CRITERIA Clause C	The Consultancy Team shall consist of the following key personnel (the “Key Personnel”) who shall discharge their respective responsibilities as specified below : 12	Kindly clarify if the count of 12 team members is flexible as there may have to be ramp-up / ramp-down basis the phase of project.	A total of 12 key personnel are required for this engagement. Any additional support staff deployment will be at the discretion of the selected vendor, based on their proposed team strength and project requirements.
24	50	APPENDIX-C Clause D	Other competent and experienced Professional Personnel in the relevant areas of expertise must be added as required for successful completion of this Consultancy	Kindly clarify whether the support personnel and other professional personnel referred to in Clause D are included in the 12 Key Personal required for this project	A total of 12 key personnel are required for this engagement. Any additional support staff deployment will be at the discretion of the selected vendor, based on their proposed team strength and project requirements.
25	53	APPENDIX-E Scope of work and payment schedule	1. Description of Services – Point 5: Prepare the following new SOPs with support and input from concerned department; 2. Description of Deliverables – Point 6: Review of all existing SOPs as per Annexure 1 attached	Kindly confirm the following for the 81 existing SOPs in scope (a). Do these SOPs currently exist and followed on ground? (b). Do these SOPs need to be redrafted? Or is the scope limited to review, gap assessment and recommendation? (c).Kindly confirm whether the existing SOPs will be shared in editable format (d). We understand that the processes being followed on-ground are close to the processes mentioned in the SOP. No on-ground process walkthroughs need to be factored in the scope. Minimal delta (if any) will be shared by the respective teams in workshop mode	a) Yes b) to be review of existing SOP as per mention in scope of work. C) system will be provided by SBI. D) please refer RFP.
26	53	APPENDIX-E Scope of work and payment schedule	1. Description of Services – Point 5: Prepare the following new SOPs with support and input from concerned department; 2. Description of Deliverables – Point 6: Review of all existing SOPs as per Annexure 1 attached	Kindly confirm the following for the 26 new SOPs in scope: Are these new processes which have been recently launched?	No it is existing process.
27	53	APPENDIX-E Scope of work and payment schedule	1. Description of Services – Point 5: Prepare the following new SOPs with support and input from concerned department; 2. Description of Deliverables – Point 6: Review of all existing SOPs as per Annexure 1 attached	We understand that information will be gathered in workshop mode and on-ground process walkthroughs are not needed. Kindly confirm.	Please refer Appendix E, page no -53 to 55 of RFP.
28	53-54	APPENDIX-E Scope of work and payment schedule	Description of Services – Point 3: An assessment of the existing processes vis-à-vis industry best practices with a view to identifying operational gaps, process inefficiencies, and areas requiring enhancement	We understand that the scope of the consultant’s review is based on the existing SOPs provided. It is assumed that departmental operations are generally aligned with these documented procedures. Should any additional subprocesses, process variants, exceptions, or undocumented practices be identified during workshops, the same will be brought to the consultant’s attention for appropriate consideration and evaluation within the agreed project timeline during the planned workshops, as mutually agreed.	Please Refer RFP
29	53-54	APPENDIX-E Scope of work and payment schedule	Description of Services – Point 5: Prepare the following new SOPs with support and input from concerned department	Many SOPs are titled “User Manual”. Please clarify whether it requires process SOPs or system-navigation user manuals	All are SOPs

30	55	APPENDIX-E Scope of work and payment schedule	Description of Deliverables – 1. Point 2: Provide actionable recommendations for process improvement, automation opportunities, and strengthening of both manual and system-driven controls to improve overall operational efficacy. 2. Point 3: Review and recommend measures for simplification of existing processes to reduce complexities, eliminate redundant activities, improve turnaround time, and enhance overall operational efficiency 3. Point 4: Recommend for implementing end-to-end digital process/initiatives and adoption of technology-driven solutions to improve operational transparency, control, and efficiency	We understand that implementation of any initiatives / processes arising out of gap assessment, and performing any pilot / proof of concept will be out of scope. Kindly confirm.	As mentioned in RFP
31	55	APPENDIX-E Scope of work and payment schedule	Description of Deliverables - Point 7: A variation of 10% in the number of SOPs listed in Annexure 1 may be expected	Please clarify whether SOPs added under the 10% variation may include new SOP drafting or will be limited to review of existing SOPs.	It may be existing SOPor new SOP or both.
32	55	APPENDIX-E Scope of work and payment schedule	Description of Deliverables - Point 7: A variation of 10% in the number of SOPs listed in Annexure 1 may be expected	Please clarify whether there would be time extension in case of 10% variation in scope and commercial arrangement in such a case	Timeline will be as per mentioned in RFP.
33	55	APPENDIX-E Scope of work and payment schedule	Description of Deliverables (Overall section)	Please confirm whether SBI will nominate a central project coordinator and department-wise SPOCs for document collection, meeting coordination, and review comment consolidation.	Department wise Spoc
34	55	APPENDIX-E Term of the Project – Project Schedule; Milestones and delivery location	The project timelines, milestones, and delivery schedule shall be finalized within 2 months.	i. Kindly confirm if 2 months is timeline for delivery schedule finalization or completion of project ii. Considering the scope of work and iterative nature of inputs, we recommend considering 4-6 month timeframe from the project instead of 2 months	Please Refer RFP
35	60	APPENDIX–H Penalties	TAT: The Project /allotted work should be completed well in time i.e. two months after acceptance of PO.	Considering the scope of work and iterative nature of inputs, we recommend considering 4-6 month timeframe from the project instead of 2 months	Please Refer RFP
36	90	ANNEXURE A Description of Services	Cover all relevant risk factors, including operational, compliance, financial, regulatory and process -related risk to ensure efficiency and maintenance standards.	We understand that regulatory, risk and compliance aspects would already be covered in existing SOPs and this lens would need be considered only for creation of 26 new SOPs. Kindly confirm.	Please refer Appendix E, page no -53 to 55 of RFP.
37	53	APPENDIX-E SCOPE OF WORK AND PAYMENT SCHEDULE Point 1.5	Prepare the following SOPs with support and input from concerned department-	Kindly provide a brief description of each SOP proposed in the scope, as the titles appear to be based on internal nomenclature and in many cases are not indicative of the underlying business processes.	Detail will be shared to sucessful bidder.
38		ANNEXURE 1	SOP of the following departments needs to be updated and created - CMPOC - UPI - CARDS - MABC - PA - Project - GBSSU - TBM - CMP & CB	Kindly share the details corresponding to these mentioned departments	CMPOC - Hyderabad , GBSSU – Delhi and Belapur(Navi Mumbai) and rest at Mumbai
39	55	Appendix E	The proposed delivery location - Recourses for deployment can be assigned to Mumbai, Hyderabad and Delhi	Kindly provide the location of each department/function whose SOPs are to be reviewed or newly developed.	CMPOC - Hyderabad , GBSSU – Delhi and Belapur(Navi Mumbai) and rest at Mumbai

40	55	Appendix E	The proposed delivery location - Recourses for deployment can be assigned to Mumbai, Hyderabad and Delhi	Kindly confirm whether the project team can operate in hybrid mode. Also, whether stakeholder discussions can be conducted from the Corporate Office (Nariman Point) and/or through virtual mode, or whether travel to any other offices, branches, or locations will be required.	It may be 1 resource for Delhi,2 for Hyderabad and rest for Mumbai.However it may be changed as per requirement.
41	50	ANNEXURE C	Experience on eligible assignments - Document to be provided	Kindly elaborate on the specific documentation expected to be submitted against this requirement.	Experience on preparing of new SOPs and review of existing of SOPs related to banking products.
42	51	ANNEXURE C	Technical evaluation Metric should also be attached here	Kindly clarify what is the requirement related to this point. Also, please share the technical evaluation matrix and scoring criteria	Corrigendum will be issued seprately.
43	53	Appendix E	Engage with key stakeholders (Marketing, IT, and Operations teams)	Kindly confirm whether stakeholder engagement will be limited to Marketing, IT, and Operations teams, or whether other business functions will also be involved. Please provide details of the relevant operational units.	As per mentioned in RFP
44	55	Appendix E	Provide actionable recommendations for process improvement, automation opportunities, and strengthening of both manual and system-driven controls to improve overall operational efficacy.	We understand that recommendations for process improvements, automation, and controls are expected to be based on SOP and process reviews only, without requiring detailed field-level assessment of operational activities.	Please Refer RFP
45	55	Appendix E	The proposed delivery location - Recourses for deployment can be assigned to Mumbai, Hyderabad and Delhi	We understand that the project delivery can be undertaken in a hybrid/ virtual mode, as required, and that certain key personnel can be based out of Mumbai.	It may be 1 resource for Delhi,2 for Hyderabad and rest for Mumbai.However it may be changed as per requirement.
46	55	Appendix E	No advance payment will be made. Payment will be release after competition of work	Since payment is proposed only upon completion of work, kindly consider milestone-based payments as per following: 10% payment - At the start of project 15% payment - Completion of work related to 20 SOPs 15% payment - Completion of work related to 20 SOPs 15% payment - Completion of work related to 20 SOPs 15% payment - Completion of work related to 20 SOPs 15% payment - Completion of work related to 20 SOPs 15% payment - Completion of work related to remaining 7 SOPs	Please Refer RFP
47	55	Appendix E	Term of the Project – Project Schedule; Milestones and delivery locations - The project timelines, milestones, and delivery schedule shall be finalized within 2 months.	Considering the scope of work and iterative nature of inputs, we recommend considering 4-6 month timeframe from the project instead of 2 months	Please Refer RFP

48	2	Schedule of Events Point 6	6. Last date and time for Bid submission - Upto15:00 Hour on 04/08/2026 (date)	In view of the defined scope of work, Kindly consider extension of the bid submission date to 18 August 2026.	Please Refer RFP
49	2	Schedule of Events Point 11	Tender Fee	Kindly clarify when the tender fees is required to be submitted. Does it need to be submitted along with the bid submission?	Please Refer RFP
50	3, 20	Schedule of Events Point 10 17. EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION Point iv	Reverse Auction The Bidder will be selected as L1 on the basis of net total of the price evaluation as quoted in the Reverse Auction	Kindly clarify if there will be a techno-commercial combined scoring (QCBS) to arrive at the L1. If yes, what will be the weightage of technical and commercial? If no, will the L1 during RA be awarded the contract?	Please Refer RFP
51	3	Schedule of Events Point 13	Bank Guarantee: Rs. 5 % of the project cost	We propose that keeping the PBG at 3% of contract value instead of 5%.	Please Refer RFP
52	20	17. EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION Point i	The indicative price Bid(s) of only those Bidders, who are short-listed after technical evaluation, would be opened. All the Bidders who qualify in the evaluation process shall have to participate in the online reverse auction to be conducted by Bank	Kindly provide a detailed evaluation criteria for technical evaluation.	Please Refer RFP
53	16	10. BID PREPARATION AND SUBMISSION: Point iii j	The Bid shall be typed or written and shall be digitally signed by the Bidder	Kindly clarify the mode of digital signature required and if each page needs to be digitally signed	Please refer complete sentence of clause no III (j), page no 17 of RFP.
54	20	17. EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION Point iii	Bidders shall also be willing to abide by the e-business rules for reverse auction framed by the Bank / Authorised e-Procurement agency	Kindly provide the e-business rules governing the reverse auction process, framed by the Bank/Authorized e-procurement Agency, for bidder's review and compliance.	It will be shared such Bidders who qualify in the Technical Bid before reverse auction process.
55	26	27. Right to Audit Point iv	Service provider shall grants unrestricted and effective access to a) data related to the outsourced activities; b) the relevant business premises of the service provider; subject to appropriate security protocols, for the purpose of effective oversight use by the Bank, their auditors, regulators and other relevant Competent Authorities, as authorised under law.	Please note that audit / inspection of office may not be acceptable as the bidder will have data / information of other clients and it could be breach of confidentiality. The scope and period may be discussed once the contract is awarded to the successful bidder.	Please Refer RFP
56	28	32. Delay in service provider's performance Point 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)	We recommend that the mentioned actions taken by the bank should be imposed delay is solely attributable to the service provider	Please Refer RFP
57	31	35. LIQUIDATED DAMAGES	If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement	We recommend that the mentioned actions taken by the bank should be imposed only when delay is solely attributable to the service provider	Please refer clause no 13.4,page 78 of RFP
58	44	Appendix - A: Bid form Point v	It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have right to disqualify us from the RFP without prejudice to any other rights available to the Bank.	We recommend to modify the clause mentioned as - It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP to the best of our knowledge and understanding	Please Refer RFP

59	45	Appendix - A: Bid form Point xiv.	We hereby certify that on the date of submission of Bid, we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.	We recommend to add highlighted part in the mentioned clause mentioned as - We hereby certify to "the best of our knowledge and understanding**"** that on the date of submission of Bid, we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.	Please Refer RFP
60	55	APPENDIX-E Scope of Work 4. Regulatory / Compliance Requirements	SOPs by the service provider must comply with applicable RBI guidelines, Banking Regulations, KYC/AML requirements, data protection standards and internal compliance policies of the Bank etc as amended from time to time	We understand that the internal compliance policies will be shared by the bank	It may be shared
61	56	APPENDIX-F INDICATIVE PRICE BID	Rate Per resource	The rate may vary as per the experience level. Kindly clarify if this needs to be filled	Please Refer RFP
62	55	APPENDIX-F INDICATIVE PRICE BID	Breakup of Taxes and Duties	Kindly consider that the taxes will be indicative in nature Any change in taxes / levies will have a corresponding impact	We concur with comment.
63	57	APPENDIX–G BANK GUARANTEE FORM	BANK GUARANTEE FORMAT	We understand that this is required to be given by successful bidder at the time of contracting and is not required to be furnished at this stage.	We concur with comment.
64	60	APPENDIX–H PENALTIES	Delay in providing the project/allotted work (After, T + Two week)	We propose to add that this shall be applicable for delay only owing to reasons solely attributable to the bidder	Please refer clause no 13.4,page 78 of RFP
65	60	APPENDIX–H PENALTIES	5% of the total project value and thereafter of this, incremental 1% every week of delay.	We propose an overall capping upto 5% of the project value	Please Refer RFP
66	65	APPENDIX–I : SERVICE LEVEL AGREEMENT 2 COMMENCEMENT & TERM	This Agreement shall be in force for a period _____ year(s) from Effective Date, unless terminated by the Bank by notice in writing in accordance with the termination clauses of this Agreement.	We propose 'This Agreement shall be in force for a period _____ year(s) from Effective Date, unless terminated by **both the parties** by notice in writing in accordance with the termination clauses of this Agreement.'	Please Refer RFP
67	101	Appendix J NON-DISCLOSURE AGREEMENT Point 4 i	The foregoing obligations as to confidentiality shall survive the term of this Agreement and for a period of five (5) years	Kindly consider to amend it for one year only as 'The foregoing obligations as to confidentiality shall survive the term of this Agreement and for a period of **one(1) year'**	Please Refer RFP
68	104	APPENDIX–L Format for Submission of Client References	Size of Project Value of Work Order (In Lakh) (only single work order)	Kindly consider removing value of work order, as these values are confidential in nature. It may be provided on request if we are the successful bidder	Please Refer RFP
69	108	APPENDIX–N CERTIFICATE of LOCAL CONTENT	Format for Self-Certification of Local Content	We recommend that considering the nature of the work, this should not be applicable	Please Refer RFP
70	27	VALIDITY OF AGREEMENT	The Bank reserves the right to terminate the Agreement as per the terms of RFP/ Agreement	Please consider making the termination rights mutual.	Please Refer RFP

71	27	LIMITATION OF LIABILITY:	LIMITATION OF LIABILITY: iii. The limitations set forth herein shall not apply with respect to: (a) claims that are the subject of indemnification pursuant to infringement of third party Intellectual Property Right; (b) damage(s) occasioned by the Gross Negligence or Wilful Misconduct of Service Provider, (c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations, (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.	Please consider removing point (C). For point (d), please note that although our liability is limited to the maximum of contract value, it does not apply to the mentioned exceptions (any 3rd party IP infringement or breach of confidentiality etc. which may expose us to potentially unlimited liability in these cases).	Please Refer RFP
72	29	33(vi) SERVICE PROVIDER'S OBLIGATIONS	Service Provider shall report the incidents, including cyber incidents and those resulting in disruption of service and data loss/ leakage immediately but not later than one hour of detection.	We suggest to replace "immediately but not later than one hour of detection" with "promptly"	Please Refer RFP
73	29	33(vi) SERVICE PROVIDER'S OBLIGATIONS	The Service Provider agrees to comply with the obligations arising out of the Digital Personal Data Protection Act, 2023, as and when made effective. Any processing of Personal Data by the Service Providers in the performance of this Agreement shall be in compliance with the above Act thereafter. The Service Provider shall also procure that any sub-contractor (if allowed) engaged by it shall act in compliance with the above Act, to the extent applicable. The Service Provider understands and agrees that this agreement may have to be modified in a time bound manner to ensure that the provisions contained herein are in compliance with the above Act.	We suggest to add the following to this clause "to the extent it is applicable to the provision of Services under this Contract." Additionally, please consider making this clause mutual.	Please Refer RFP
74	29	34(iii) INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP	INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP: Subject to below mentioned sub-clause (iv) and (v) of this RFP, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities of whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of Work Product or any part thereof in India or abroad under this RFP.	Please not that we do not typically provide any indemnities as per our policy. Please also note that indemnities with respect to 3rd party IP infringement are not within the liability cap. Our liability could be unlimited in this case, hence request you to consider the removal of this clause.	Please Refer RFP
75	30	34(v) INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP	Service Provider shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Service Provider's compliance with the Bank's specific technical designs or instructions (except where Service Provider knew or should have known that such compliance was likely to result in an infringement claim and Service Provider did not inform the Bank of the same); or (ii) any unauthorized modification or alteration of the Work Product by the Bank.	We suggest adding at the end of this clause: (iii) Bank's failure to use any modification to Service Provider's Work Product provided under its services made available by Service Provider where use of such modification would have avoided the infringement; (iv) information, materials instructions or specifications that are themselves infringing which are provided by or on behalf of the Bank or which the Bank requests or requires Service Provider to use; or (v) the use of Service Provider's Work Product provided under its services in a manner not agreed to hereunder; provided that the Bank gives Service Provider written notice of any such claim and sole control over the defense of any such claim.	Please Refer RFP

76	30	34(vi) INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP	All Work Product prepared by the Service Provider in performing the Services shall become and remain the sole and exclusive property of the Bank and all Intellectual Property Rights in such Work Product shall vest with the Bank. Any Work Product, of which the ownership or the Intellectual Property Rights do not vest with the Bank under law, shall automatically stand assigned to the Bank as and when such Work Product is created and Service Provider agrees to execute all papers and to perform such other acts as the Bank may deem necessary to secure its rights herein assigned by Service Provider. The Work Product shall not be used for any purpose other than intended under the scope of work, without prior written consent of the Bank.	Please note that we do not provide ownership rights over IP in our deliverables as it contains our name, logo, know-how, methodologies etc. Nothing in the contract shall affect the ownership of any Intellectual Property owned by DTTILLP/Service Provider as of the effective date (“Pre-existing IP”). DTTILLP/Service Provider shall retain all right, title and interest it holds in such Pre-Existing IP.	Please Refer RFP
77	31	LIQUIDATED DAMAGES	If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	Please note that our work is heavily dependent on timely receipt of information and data by us to complete the deliverables agreed upon. Request you to reconsider the liquidation damages clause.	Please refer clause no 13.4,page 78 of RFP
78	33	36(iv) CONFLICT OF INTEREST:	A Bidder eventually appointed to provide consultancy services for this Project, and its Associates, shall be disqualified from subsequently providing goods or works or services related to the Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 5 (five) years from the completion of this assignment or to consulting assignments granted by the Bank at any time; provided further that this restriction shall not apply to consultancy/ advisory services performed for the Bank in continuation of this Consultancy or to any subsequent consultancy/ advisory services performed for the Bank in accordance with the respective RFP or proposals.	Please consider limiting this clause to the team members which will be involved on this engagement. We cannot bind all DTTL member firms with any obligations. Ideally the obligations should bind - a) preferably only the engagement team and, b) the firm. The term Associates has a very wide scope	Please Refer RFP
79	37	38(ii) TERMINATION FOR DEFAULT:	In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.	Please consider removing the part "the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Services"	Please Refer RFP
80	29	33(viii). SERVICE PROVIDER’S OBLIGATIONS:	Service Provider agrees to comply with the guidelines contained in the Bank’s IT Outsourcing Policy / IT Procurement Policy or any other relevant policy (ies) of the Bank, including any amendment thereto, along with compliance to all the Laws of Land and Statutory/Regulatory rules and regulations in force or as and when enacted during the validity period of the contract	Please consider the removal of this clause. If not removal, we suggest restricting the scope by adding at the end - "to the extent they are applicable to the provision of services under this contract.”	Please Refer RFP

81	29	34(ii) INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:	Subject to below mentioned sub-clause (iv) and (v) of this RFP, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities of whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of Work Product or any part thereof in India or abroad under this RFP.	Please note that we do not typically provide any indemnities as per our policy. Also, please note that indemnities with respect to 3rd party IP infringement are not within the liability cap. Our liability could be unlimited in this case, hence request you to consider the removal of this clause.	Please Refer RFP
82	73	8.6 INTELLECTUAL PROPERTY RIGHTS	All Work Product prepared by the Consultant in performing the Services shall become and remain the sole and exclusive property of the Bank and all Intellectual Property Rights in such Work Product shall vest with the Bank. Any Work Product, of which the ownership or the Intellectual Property Rights do not vest with the Bank under law, shall automatically stand assigned to the Bank as and when such Work Product is created and the Consultant agrees to execute all papers and to perform such other acts as the Bank may deem necessary to secure its rights herein assigned by the Consultant. The Work Product shall not be used for any purpose other than intended under the scope of work, without prior written consent of the Bank.	We suggest adding at the end of this clause: (iii) Bank's failure to use any modification to Service Provider's Work Product provided under its services made available by Service Provider where use of such modification would have avoided the infringement; (iv) information, materials instructions or specifications that are themselves infringing which are provided by or on behalf of the Bank or which the Bank requests or requires Service Provider to use; or (v) the use of Service Provider's Work Product provided under its services in a manner not agreed to hereunder; provided that the Bank gives Service Provider written notice of any such claim and sole control over the defense of any such claim.	Please Refer RFP
83	73	8.7 INTELLECTUAL PROPERTY RIGHTS	In the event that Consultant integrates any work that was previously created by the Consultant into any Work Product, the Consultant shall grant to, and the Bank is hereby granted, a worldwide, royalty-free, perpetual, irrevocable license to utilize the incorporated items, including, but not limited to, any and all copyrights, patents, designs, trade secrets, trademarks or other Intellectual Property Rights, in connection with the Work Product.	Please consider the removal of this clause since this clause relates to our IP created in previous engagements. The current RFP (including any provisions related to IP) should only be restricted to the current scope of work under the RFP. Anything beyond should not be covered under the current scope of work/RFP	Please Refer RFP
84	101	4(i)Miscellaneous	The Agreement shall be effective from _____ ("Effective Date") and shall be valid for a period of _____ year(s) thereafter (the "Agreement Term"). The foregoing obligations as to confidentiality shall survive the term of this Agreement and for a period of five (5) years thereafter provided confidentiality obligations with respect to individually identifiable information, customer's data of Parties or software in human-readable form (e.g., source code) shall survive in perpetuity.	Please note that our policies do not allow us to accept confidentiality obligations in perpetuity for any type of data (i.e. without an end date). We suggest to include the same within a 5 year confidentiality period.	Please Refer RFP

85	98	2(a) Restrictions	Each party shall treat as confidential the Contract and any and all information ("confidential information") obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's "Covered Person" which term shall mean employees, contingent workers and professional advisers of a party who need to know the same) without the other party's written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with Covered Person, sufficient to enable it to comply with all the provisions of this Agreement. If Service Provider appoints any Sub-Contractor (if allowed) then Service Provider may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving the Bank an undertaking in similar terms to the provisions of this clause. Any breach of this Agreement by Receiving Party's Covered Person or Sub-Contractor shall also be constructed a breach of this Agreement by Receiving Party.	We suggest adding the following "With respect to DTTILLP/Service Provider Covered Person shall also includes directors, officers, employees, or representatives of other Deloitte Touche Tohmatsu Limited network member firms and affiliates who are involved in discussions..."	Please Refer RFP
86	98	1('c) Confidential Information and Confidential Materials:	c) "Confidential Materials" shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.	We suggest that the following should be added at the end of clause 1: For the avoidance of doubt, reference to 'Confidential Information' herein shall exclude any report and/or any deliverables developed or created by DTTILLP/Bidder as the same shall be governed by the terms of the service agreement between Bank and Bidder.	Please Refer RFP
87	90	27.7 MISCELLANEOUS	During the term of this Agreement and for a one year thereafter, neither party shall (either directly or indirectly through a third party) employ, solicit to employ, cause to be solicited for the purpose of employment or offer employment to any employee/s or sub-contractor/s of the other party, or aid any third person to do so. However, nothing in this clause shall affect the Bank's regular recruitments as per its recruitment policy and not targeted to the employees of Service Provider.	We suggest that the exception to this non-solicitation requirement be made mutual.	Please Refer RFP
88	90	27.5 MISCELLANEOUS	Service Provider shall not assign or transfer all or any of its rights, benefits or obligations under this Agreement without the approval of the Bank. The Bank may, at any time, assign or transfer all or any of its rights, benefits and obligations under this Agreement.	We suggest that no parties should have the right to assign any rights without the prior written consent of the other party under the agreement.	Please Refer RFP
89	26-83	20 and 27 - Right to Audit	Right to Audit	Please note that due to confidentiality obligations with other Clients, we do not provide such broad right to audit. At the maximum, we can provide time and expense reports in relation to the Services provided	Please Refer RFP
90	61	SERVICE LEVEL AGREEMENT (SLA) and NON-DISCLOSURE AGREEMENT(NDA)	SERVICE LEVEL AGREEMENT (SLA) and NON-DISCLOSURE AGREEMENT(NDA)	Terms of SERVICE LEVEL AGREEMENT (SLA) and NON-DISCLOSURE AGREEMENT(NDA) may be mutually agreed at the time of contracting	As per mentioned in RFP

91	55	APPENDIX-E : SCOPE OF WORK AND PAYMENT SCHEDULE	A variation of 10% in the number of SOPs listed in Annexure 1 may be expected.	The RFP indicates that Annexure-1 contains approximately 107 SOPs and further states that a variation of up to ±10% in the number of SOPs may be expected. 1. Kindly confirm the final baseline number of SOPs that will be in scope for review and/or creation under this engagement. 2. Please clarify whether the quoted commercial bid is expected to be inclusive of the stated ±10% variation. 3. In the event the scope exceeds the stated variation, kindly confirm the mechanism for assessing additional effort and the corresponding commercial treatment, if any.	Please Refer Appendix -E, Page no 53 to 55 and Appendix F, Page No -56 of RFP.
92	55	APPENDIX-E : SCOPE OF WORK AND PAYMENT SCHEDULE	The project timelines, milestones, and delivery schedule shall be finalized within 2 months.	Kindly clarify the deliverable review, acceptance, and sign-off mechanism for the engagement. 1. Kindly clarify whether the stipulated timeline of two months refers to: - Finalization of the project plan, milestones, and delivery schedule only.Please confirm whether SOP approvals will be provided department- - Completion and submission of the entire engagement (including review of existing SOPs and development of new SOPs); or wise, SOP-wise, or through a centralized authority/committee. 2. Kindly clarify whether the consultant is expected to submit draft SOPs for review and subsequent incorporation of stakeholder feedback, or only submit finalized SOPs after obtaining necessary approvals. 3. Please confirm the number of review and feedback cycles envisaged under the scope of work. 4. Kindly confirm whether post-implementation/version update support is expected for a period of 1 year or 2 years or other following completion of the engagement. If yes, please clarify for how long and whether such support should be included in the commercial proposal.	1and 2. The scope of work is for complete process of review of existing SOPs and preparation of new SOPs and recommendation by the service provider. 3. Please refer RFP and Annexure 1. 4. We will advise seprately.

93	50	APPENDIX-C : TECHNICAL ELIGIBILITY CRITERIA	1. Key Personnel -12 2. Educational Qualification - B.Tech/ BE/MCA/ PGDM or equivalent	1. Kindly confirm whether delays arising due to non-availability of documents, stakeholder inputs, reviews, approvals, or any other dependencies attributable to SBI will be excluded from the project timeline and related penalty calculations. 2. Kindly clarify the escalation and governance mechanism for addressing such delays, if any. 3. Kindly clarify whether the requirement of 12 resources is indicative for evaluation purposes or mandatory throughout the engagement period. 4. Please confirm whether resource deployment levels may be adjusted during different phases of the assignment based on project requirements. 5. Kindly clarify whether professionals such as Chartered Accountants, qualified Lawyers, Risk Management Specialists, Compliance Professionals, and other domain experts possessing relevant experience in banking operations, regulatory compliance, process review, and SOP development would be considered eligible resources under the engagement.	1. Please refer 13.4,page no 78 of RFP. 2. Please refer 13.4,page no 78 of RFP. 3.and 4. A total of 12 key personnel is required for this engagement. Any additional support staff deployment will be at the discretion of the selected vendor, based on their proposed team strength and project requirements. 5. Please refer Appendix -C, page no 50 of RFP.
94	56	APPENDIX-F: INDICATIVE PRICE BID	Indicative Price Bid	1. Kindly confirm whether the quoted commercial bid is expected to be inclusive of all travel, boarding, lodging, local conveyance, and other out-of-pocket expenses incurred during the engagement. 2. In case such expenses are required to be included in the commercial bid, kindly provide an indicative estimate of the expected travel requirements across Mumbai, Hyderabad, and Delhi, including: Expected frequency of visits; Approximate onsite days; and Resource deployment expectations at each location. This information will facilitate accurate effort estimation and pricing.	1. Please refer Appendix F -Fees to be quoted inclusive of all expenses and exclusive of applicable GST. 2.A total of 12 key personnel is required for this engagement. Any additional support staff deployment will be at the discretion of the selected vendor, based on their proposed team strength and project requirements. It may be 1 resource for Delhi,2 for Hyderabad and rest for Mumbai. However, it may be changed as per requirement.
95	92	Annexure A : Service Provider's Scope of Work, Deliverables and Timelines	Submit a detailed GAP analysis report with suggestions for standardization, optimization, and alignment with business and regulatory requirements.	Kindly confirm whether the scope of work is limited to the review and preparation of SOP documents, or whether the consultant is also expected to deliver ancillary process documentation and transformation artefacts, including but not limited to: Process flow diagrams; Swimlane workflows; RACI matrices; Risk and control matrices; Standard operating frameworks; Process improvement recommendations; Automation opportunities; and Implementation or transition roadmaps. Further, kindly clarify whether the engagement is intended to be a documentation exercise only or a broader process review and optimization initiative.	Please refer Appendix E , The scope of work is for complete process of review of existing SOPs and preparation of new SOPs and recommendation by the service provider.

96	51	APPENDIX C (E)	Technical evaluation Metric should also be attached here.	While reviewing the technical eligibility criteria, we noted the statement, “Technical Evaluation Metric should also be attached here.” We would appreciate it if you could kindly provide further clarification on this requirement. Specifically, we would like to understand the nature of the technical evaluation metric being referred to and any associated expectations or documentation that bidders are required to submit as part of the proposal?	Please refer Appendix C of RFP, Technical eligibility criteria is mentioned
97	53	2	Engage with key stakeholders (Marketing, IT, and Operations teams) to obtain an end-to-end understanding of the current operational framework and associated processes.	To facilitate effective project planning and resource allocation, we would appreciate an indication of the approximate number of teams and sub-functions across the Marketing, IT, and Operations functions that the selected vendor is expected to engage with as part of the review process?	A total of 12 key personnel are required for this engagement. Any additional support staff deployment will be at the discretion of the selected vendor, based on their proposed team strength and project requirements.
98	53	2	Delivery of new SOPs as envisaged in Sr. No. 1(5).	As per Annexure 1, 107 SOPs have been identified for review. We would appreciate clarification on whether the 27 new SOPs mentioned in the RFP are included within these 107 SOPs or are to be developed in addition to them?	Please refer Annexure 1 , 81 SOPs to be reviewed and 26 New SOPs to be prepared. A variation of 10% in the number of SOPs listed in Annexure 1 may be expected.
99	53	Appendix E, Sr. No 1	Comprehensive review of the existing Standard Operating Procedures (SOPs) operations, with an objective to strengthen process efficiency, governance, and operational effectiveness.	To help us better assess the scope and effort involved, could you please provide insights into the level of detail of the existing process documentation (e.g., L3/L4 process maps, work instructions, process narratives) supporting the identified SOPs?	Please refer Appendix E of RFP
100	53	Appendix E, Sr. No 1	Prepare the following new SOPs with support and input from concerned department	For the new SOPs to be developed, we request clarification on whether underlying process documentation already exists or if the process documentation will need to be done. If available, kindly indicate the level of documentation currently in place (e.g., L3/L4 process maps, work instructions, process narratives). If the vendor needs to document the processes, please specify at what level will the processes need to be documented.	Please refer Annexure 1 , 81 SOPs to be reviewed and 26 New SOPs to be prepared. A variation of 10% in the number of SOPs listed in Annexure 1 may be expected.
101	53	Appendix E, Sr. No 3	An assessment of the existing processes vis-à-vis industry best practices with a view to identifying operational gaps, process inefficiencies, and areas requiring enhancement.	Could you please provide clarity on the expected scope and outputs of the best-practice assessment, including any prescribed benchmarking framework or peer group to be considered?	Please refer scope of work mentioned in RFP.
102	55	Appendix E, Sr. No 4	Recommend for implementing end-to-end digital process/initiatives and adoption of technology-driven solutions to improve operational transparency, control, and efficiency.	For digitalization opportunities, is the expectation limited to identifying initiatives, or should detailed implementation recommendations also be provided?	As per mentioned in RFP.
103	55	5	No advance payment will be made. Payment will be release after competition of work.	We understand that the fee payment is proposed upon completion of the engagement. We would appreciate the Bank’s consideration of a milestone-based payment structure, under which a portion of the fees may be payable upon the successful completion of mutually agreed milestones and deliverables. This could help align payments with project progress while maintaining focus on timely delivery and outcomes.	As per mentioned in RFP.

104	55	Appendix E Ser No. 3	The project timelines, milestones, and delivery schedule shall be finalized within 2 months	We understand that the RFP envisages finalization of project milestones, timelines, and the delivery schedule within a period of two months. We would appreciate clarification on the timeline stipulated under **Point A of Appendix H (Page 60)**, which states that the project/allotted work should be completed within two months of PO acceptance. Specifically, may we request confirmation on whether the two-month period pertains to completion of the overall engagement, and whether it commences from PO acceptance or upon completion of initial project planning activities such as kick-off, stakeholder identification, and alignment?	The project should be completed within two month of PO acceptanceby the selected bidder.
105	60	Appendix H (a)	The Project /allotted work should be completed well in time i.e. two months after acceptance of PO.	To facilitate effective project planning and resource mobilization, we would appreciate an indicative timeline for the key activities following vendor selection and issuance of the Purchase Order. Specifically, it would be helpful to understand the expected timelines for project kick-off, identification of relevant stakeholders, and commencement of stakeholder interactions across the Marketing, IT, and Operations functions. Is there any scope to extend timelines in case of delays beyond the Bidder's control?	As per mentioned in RFP.
106	47	5	Bidder should have experience of minimum 5 years in providing the Services in field of providing consultancy services on preparation of New SOPs (Standard Operating Page 48 of 108 Procedures) and review of existing SOPs in banking sector.	As per the RFP, experience in SOP review and/or creation within the Banking sector forms part of the eligibility criteria. We would appreciate it if you could clarify whether relevant experience gained through engagements with NBFCs, and other regulated financial institutions would also be considered towards meeting this criterion and may be included as part of the bid submission?	The experience in SOP review and preparation of new sop should be in banking sector.
107	50	Appendix C (d)	The proposed team shall be composed of experts and specialists (the “Professional Personnel”) in their respective areas of expertise and managerial/support staff (the “Support Personnel”) such that the Consultant should be able to complete the Consultancy within the specified time schedule	Could you please clarify whether the minimum requirement of 12 key personnel pertains solely to professional personnel assigned to the engagement, or whether it includes the total team strength, including managerial and support staff?	A total of 12 key personnel are required for this engagement. Any additional support staff deployment will be at the discretion of the selected vendor, based on their proposed team strength and project requirements.
108	55	Appendix E, Ser No. 2 (3)	Review and recommend measures for simplification of existing processes to reduce complexities, eliminate redundant activities, improve turnaround time, and enhance overall operational efficiency	We would appreciate clarification on whether the engagement scope encompasses an assessment of the Bank’s current performance measurement framework, key performance indicators (KPIs), and reporting mechanisms.	As per mentioned in RFP.
109	55	3	The proposed delivery location - Recourses for deployment can be assigned to Mumbai, Hyderabad and Delhi	We understand that resources may be deployed across Mumbai, Hyderabad, and Delhi. Could you please provide an indicative breakdown of the number of processes/SOPs to be covered at each location, as well as the expected number of resources to be deployed across the three sites?	It may be 1 resource for Delhi,2 for Hyderabad and rest for Mumbai.However it may be changed as per requirement.

110	53	Appendix E, Sr. No 5	Prepare the following new SOPs with support and input from concerned department	With respect to the preparation of the new SOPs outlined in Annexure 1, we would appreciate clarification on whether these SOPs are required to be developed in accordance with a pre-defined format/template provided by the Bank, or whether it would be the responsibility of the selected vendor to propose and finalize the SOP format?	It would be the responsibility of the selected vendor to prepare and recommend SOP.
111	53	Appendix E, Sr. No 5	Prepare the following new SOPs with support and input from concerned department	Could you please provide guidance on the expected scope and level of detail to be covered in the new SOPs to be developed under Annexure 1?	Vendor will prepare new SOPs for the project, as specified in the scope of work under Annexure 1.
112	53	Appendix E, Sr. No 5	Prepare the following new SOPs with support and input from concerned department	We would like to understand on the SOP validation and approval framework, including the stakeholder level (e.g., process owner, functional head, department head, etc.) responsible for final approval. Additionally, please confirm whether driving the approval process and obtaining sign-offs from relevant stakeholders will be the responsibility of the Bank or the selected vendor.	Obtaining Sign -offs from relevent stakeholders will be responsbility of the vendor.
113	55	Appendix E, Sr. No 2	Recommend for implementing end-to-end digital process/initiatives and adoption of technology-driven solutions to improve operational transparency, control, and efficiency.	Does the scope include preparation of detailed business requirements for automation initiatives or high-level recommendations only?	For Draft preparation and recommendations
114	31-33	36. Conflict of Interest (iv)	A Bidder eventually appointed to provide consultancy services for this Project, and its Associates, shall be disqualified from subsequently providing goods or works or services related to the Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 5 (five) years from the completion of this assignment or to consulting assignments granted by the Bank at any time; provided further that this restriction shall not apply to consultancy/ advisory services performed for the Bank in continuation of this Consultancy or to any subsequent consultancy/ advisory services performed for the Bank in accordance with the respective RFP or proposals.	Kindly clarify applicability of the 5-year restriction for consulting engagements with other SBI departments unrelated to this assignment	For State Bank of India
115	50	Appendix C - Point B	Conditions of Eligibility for Key Personnel	What is the role expectation from Agreement Structuring Specialist?	Please refer Appendix E of RFP - Scope of Work. TO Review of existing SOPs and preparation of New SOPs mentioned in scope of work.
116	50	Appendix C - Point C	Conditions of Eligibility for Key Personnel	Given that the requirement is specifically for 12 personnel, request you to confirm if the assignment is Staff Augmentation in nature. Further, request if elaboration can be provided for the need of 12 personnel. Request you to confirm if any pre-work is already done.	As per our calculation minimum 12 personals will be engaged in the given time. Bidders are free to include more than 12 officials.
117	50	Appendix C	Technical Evaluation Criteria	Request you to confirm if the evaluation is only going to be basis the CVs of the candidates. Request you to confirm other technical evaluation metric.	The evaluation will be based on the CV basis. Shortlisted candidates may be invited for an interaction with panel.

118	55	Appendix E - Point 3	Scope of Work and Payment Schedule	Request you to confirm if the 2 months timeline is pertaining to: 1. Finalization of project milestone and delivery schedule or 2. Actual delivery of Gap Analysis Report and documentation of 26 new SOPs	Please refer Appendix -H ,Page No- 60, of RFP.The Project /allotted work should be completed in 2 months after acceptance of PO.
119	53-55	Appendix E - Point 1 & 2	Scope of Work and Payment Schedule	For Sr. No 1 to 81 in Annexure 1 of listing of SOPs, the expectation is to only perform gap analysis and identify enhancement opportunities. Request you to confirm that there is no requirement of documentation of enhanced SOPs and no support required in implementation of the enhancement opportunities identified.	Please refer RFP.
120	55	Appendix E - Point 5	Payment Schedule	Given that the pricing has been sought for per resource and specific no of resources have been asked, request you to confirm if the billing and payment will be done on 'Time and Material' basis. Alternatively, request you to confirm if the Payment Schedule will be agreed at the time of contract execution stage.	Please refer RFP.
121	20	Clause 17, iii, iv	17. iii. Shortlisted Bidders shall be willing to participate in the reverse auction process and must have a valid digital signature certificate. … 17. iv. The Bidder will be selected as L1 on the basis of net total of the price evaluation as quoted in the Reverse Auction.	Given the level of Subject Matter Expertise required from Transaction Banking and Payments domain perspective, we would like to request the bank to move this process to a QCBS process as a combined weightage of technical and commercial (e.g. 80:20 with 80% weightage on technical and 20% on commercial) instead of the Reverse Auction process with L1 selection	Please refer RFP.
122	53,54	1 - 5 - V- XVIII	V. SOP on SBI_BBE_Payment_User_Manual_V4. VI. SOP on SBI_CFE_Setup & Payments_V4. VII. SOP on SBI_BBE_VAN COBO_User Manual_V2. VIII. SOP on SBI_BBE_VAN POBO_User Manual_V2. IX. SOP on SBI_CFE_VAN COBO_User Manual_V2. X. SOP on SBI_CFE_VAN POBO_User Manual_V2. XI. SOP on SBI_Collections_BBE_User Manual_V3. XII. SOP on SBI_BBE_Receivable_User_ManualV3. XIII. SOP on SBI_CFE_Receivable User Manual-V3. XIV. SOP on SBI_CFE_Collections_V3. XV. SOP on SBI_BBE_Mandate_User_ManualV3. XVI. SOP on SBI_CFE_Mandate_User_ManualV3. XVII. SOP on SBI_CFE_LMS MVP1.5. XVIII. SOP on SBI_LMS_User_Manual_BANKMV1.5NJ.	Could you please confirm the full forms of some of the abbreviations used? - BBE, CFE, VAN, COBO, POBO, LMS	1. BBE- Branch Back End 2. CFE- Customer Front End. 3. VAN- Virtual Account Number. 4. COBO- Collection on Behalf of. 5.POBO- Payment on behalf of. 6. LMS- Liquidity Management System

123	54	1 - 5 - XXI	XXI. SOP on Client Onboarding	Could we confirm the scope of this client onboarding SOP - would this cover onboarding across all transaction banking & payments, acquiring platforms? Please help define the scope if this is limited to a certain set	SOP is related to Cash Management product operation Centre.
124	60	Appendix H	Delay in providing the project/allotted work (After, T + Two week) *T- Date of receipt.	1. We would like to clarify the T indicated as date of receipt here is the date of receipt of what? Is it the target deliverable date as per the agreed plan? 2. The penalties plus liquidated damages should not exceed the project cost 3. Please confirm whether milestone delays caused by Bank-side dependency delays (e.g., delayed access to data, stakeholders, review, sign-off, inputs) will lead to corresponding extension of timelines 4. We would request the removal of penalties clause completely please	1. The Project /allotted work should be completed well in time i.e. two months after acceptance of PO. 2. Please Refer RFP. 3.Please refer clause no 13.4,page no 78. 4. Please refer RFP.
125	77	Appendix I	N/A	We request the Bank to kindly consider including the below clause: Consultant may terminate this Agreement, or any particular Services, immediately upon written notice to Bank if Consultant reasonably determine that Consultant can no longer provide the Services in accordance with applicable law or professional obligations.	Please Refer RFP.
126	29	Clause 34 (iii)	Subject to below mentioned sub-clause (iv) and (v) of this RFP, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities of whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of Work Product or any part thereof in India or abroad under this RFP.	We request the Bank to cap the liability in all scenarios	Please Refer RFP.

127	83	Clause 20	20 RIGHT TO AUDIT 20.1 It is agreed by and between the parties that 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 and Services etc. provided to the Bank and Service Provider shall 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 Service Provider. Service Provider shall, whenever required by such 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. 20.2 Where any Deficiency has been observed during audit of Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, it is agreed upon by Service Provider that it 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. It is also agreed that Service Provider shall provide certification of the auditor to the Bank	We request the Bank to kindly remove the Right to Audit clause from the RFP. Further We request the Bank to kindly consider including the below clause instead: RIght to audit: Consultant can provide the Bank or its auditor (bound by respective confidentiality obligations) upon request of the latter with all the information and documents directly related to the engagement. We would also request removing the clause around granting access to the Consultant's premises. We can provide the Bank upon request with all the information and documents directly related to the engagement, without granting access to the Firm’s premises. We may also provide tours of our data centers and discussion of information security practices, but we do not allow auditing our information systems by third parties	Please Refer RFP.
128	N/A	N/A	N/A	We request the Bank to kindly add this clause with respect to disclosure requirements "DISCLOSURE- REPORT TO THIRD PARTIES Any information, advice, recommendations or other content of any reports, presentations or other communications we provide under this Agreement (“Reports”), other than Client Information, are for Client's internal use only (consistent with the purpose of the particular Services) including Client's board of directors, its audit committee, or its statutory auditors and not for disclosure externally outside your organization."	Please Refer RFP.
129	31	Clause 35	LIQUIDATED DAMAGES: If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	We request the removal of this clause	Please Refer RFP.

130	14	Clause 7 v	No request for change in commercial/legal terms and conditions, other than what has been mentioned in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.	Request confirmation that reasonable legal clarifications and compliance-related discussions may be undertaken at contract execution stage.	Please Refer RFP.
131	45	Appendix A, vii	We agree to abide by all the RFP terms and conditions, contents of Service Level Agreement as per template available at Appendix-I of this RFP and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the RFP, which shall remain binding upon us.	We request to clarify that these rates would apply only to the specific engagement in this RFQ and not to any other subsequent RFQs and engagements. And in case of any changes to scope that requires different set of resources to be deployed, we may consider revising the rates as needed	Please refer Appendix E,Scope of work ,Page no 53 of RFP.
132	20	Sr No 17. 17. EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION:	iv. The Bidder will be selected as L1 on the basis of net total of the price evaluation as quoted in the Reverse Auction.	We kindly request the bank to consider revising the selection process from Reverse Auction (RA) to Quality & Cost Based Scoring (QCBS). The primary reasons being as below: - Given the criticality and extensive nature of scope, it is prudent to ensure that the right set of people are deployed to support this engagement. Deciding purely basis lowest cost (L1) may not be a suitable option. - Considering the overall timeline called out in the RFP (2 months), it would be important for the bank to understand as to how the consultant plans to deliver such a large scope within the defined timelines. - We request the Bank to consider conducting interviews of the proposed resources - We request the bank to consider conducting a formal technical presentation for all qualified bidders for a technical scoring Given these, a QCBS approach, with specific focus on Approach & Methodology to deliver engagement + right set of Key Personnel may be considered by the Bank. Additionally, we also request that if the Bank decides to go ahead with RA then atleast there should be a Technical screening and only eligible players with relevant experience based on interviews should move to RA.	Please refer RFP
133	50	Appendix C: Technical Eligibility Criteria	(C) The Consultancy Team shall consist of the following key personnel (the “Key Personnel”) who shall discharge their respective responsibilities as specified below:	We kindly request the bank to confirm if CVs of Third-party resources would be allowed for the project?	Not Allowed
134	53	APPENDIX-E : SCOPE OF WORK AND PAYMENT SCHEDULE: 3. Term of the Project – Project Schedule; Milestones and delivery locations	The project timelines, milestones, and delivery schedule shall be finalized within 2 months. The proposed delivery location - Recourses for deployment can be assigned to Mumbai, Hyderabad and Delhi	Given the extensive and critical nature of the scope (~81 existing SOPs to be reviewed + 26 new SOPs to be created) and the quantum of effort required in terms of multiple discussions / meetings with various departments to gather, understand and assimilate the existing SOPs, we kindly request the bank to consider increasing the overall project duration to atleast 3 months, with a provision for extension by another 1 month, to factor in for any delays, not attributable to the consultant	Please refer Appendix E of RFP, Page no 55

135	53	APPENDIX-E : SCOPE OF WORK AND PAYMENT SCHEDULE 3. Term of the Project – Project Schedule; Milestones and delivery locations	The project timelines, milestones, and delivery schedule shall be finalized within 2 months. The proposed delivery location - Recourses for deployment can be assigned to Mumbai, Hyderabad and Delhi	We request the Bank to clarify on the engagement fees if the overall project timeline extends beyond 2 months, due to factors not attributable to the consultant. We request to be paid for the additional time beyond 2 months if the delay is not attributable to the consultant as the timelines are being suggested by the bank.	Please refer clause No 13.4,page no 78 of RFP
136	54	APPENDIX-E : SCOPE OF WORK AND PAYMENT SCHEDULE 3. Term of the Project – Project Schedule; Milestones and delivery locations	The proposed delivery location - Recourses for deployment can be assigned to Mumbai, Hyderabad and Delhi	We request the Bank to kindly confirm if all key personnel shall be based out of remote locations / Consultant's office location in Mumbai, Hyderabad and Delhi or if any in-person deployment at SBI Office is expected.	Resources should be at SBI office only on mentioned location.
137	56	Appendix -F: Indicative Price Bid	Rate Per resource etc. (as applicable)	We request the Bank to kindly clarify if this would be the 'Rate per Resource per month' or the combined 'Rate per Resource' for 2 months.	It will be Rate per Resource for 2 months.
138	NA	Acceptance Criteria for Deliverables	No clause in RFP.	The RFP currently does not specify any acceptance criteria, timelines, or review process for the deliverables. We therefore request the Bank to kindly consider an acceptance timeline of 3 working days for sign-off upon submission of deliverables, with up to 2 review iterations for the deliverables.	Please refer Appendix H of RFP,Page No 60 ,Before (T+2 Weeks)
139	55	APPENDIX-E : SCOPE OF WORK AND PAYMENT SCHEDULE 2. Description of Deliverables	1. Submit a detailed GAP analysis report with suggestions for standardization, optimization, and alignment with business and regulatory requirements.	This said deliverable is dependent on timely receipt of all existing SOPs (~81) as highlighted in the Annexure. We therefore request the bank to confirm if all existing SOP documentation shall be made available to the selected consultant on Day 1 / start of the engagement. This shall ensure that there are no slippages or delays in completing the project as per stipulated timeline.	It will be available
140	55	APPENDIX-E : SCOPE OF WORK AND PAYMENT SCHEDULE 2. Description of Deliverables	7. A variation of 10% in the number of SOPs listed in Annexure 1 may be expected.	We request the Bank to kindly confirm if the final, total number of SOPs (Existing + New) shall be communicated to the successful consultant on Day 1 / start of the engagement. This shall ensure that there are no slippages or delays in completing the project as per stipulated timeline.	Please refer Appendix E in RFP
141	55	APPENDIX-E : SCOPE OF WORK AND PAYMENT SCHEDULE 5. Payment Schedule	No advance payment will be made. Payment will be release after competition of work.	We request the Bank to kindly include 'Deliverable linked Payment milestones', given the extensive nature of the engagement.	As per mentioned in RFP.
142	50	APPENDIX-C : TECHNICAL ELIGIBILITY CRITERIA	(B) Key Personnel: Agreement Structuring Specialist	The table on Page 50 mentions the Key Personnel as 'Agreement Structuring Specialist'. We request the Bank to confirm if this is a typographical error and can be ignored?	Key Personels who have experience for review of existing SOPs and preparation of new SOPs in banking sector.
143	95	Annexure C	List of Members of the Consultancy Team	This will be a tentative list with associates available at point of bid submission and is subject to change.	Please refer Appendix -C, A total of 12 key personnel are required for this engagement. Any additional support staff deployment will be at the discretion of the selected vendor, based on their proposed team strength and project requirements.

144	93	Annexure A	A variation of 10% in the number of SOPs listed in Annexure 1 may be expected.	Assuming that any further increase will be taken via. Change Request process, with additional cost. Please confirm.	No additional cost will be paid.
145	93	Annexure A	The proposed delivery location - Recourses for deployment can be assigned to Mumbai, Hyderabad and Delhi.	Please clarify office location if phyical presense is required. Is virtual (Over VPN) or hybrid working persmissible?	Physical Presence is required
146	108	Annexure N	Format for Self-Certification of Local Content	The SOP are being made for SBI and does not have any content from vendor. Please clarifiy if this Annexure is required as part of Bid response.	Please refer page no 22 of RFP
147	NA	NA	NA	The RFP only mentions the names of the SOPs files that need to be created, they do not give any description of the SOP, nor do they define the scope of the facility for which the SOP is to be created. Requesting mor information on the nature of these new SOPs for further clarity.	Please refer Appendix E,Page no 53 of RFP and Annexure 1
148	NA	NA	NA	The RFP mentions that the old SOPs need to be reviewed but does not mention the SOPs anywhere. It mentions that the existing SOPs are a part of Annexure 1 but there is no Annexure 1 as a part of the SOP.	Please refer RFP and Annexure 1