

### Response to Pre- Bid Queries

Sl. No	EOI Page No	EOI Clause No.	Existing Clause	Query/Suggestions with Rationale	Response From SBI DFHI
1.	16	13. EVALUATION OF EOI: (viii) (d)	The presentation document(s) should invariably cover the following: Timeline for End-to-End project Implementation	What is the timeline for implementation expected by the department ?	To be clarified at the time of the RFP
2.	16	13. EVALUATION OF EOI: (iii)	The bidders satisfying the minimum eligibility criteria will have to arrange for the Product / Use Case demonstration at SBI DFHI's Mumbai location and /or through online mode	Please clarify whether some specific Use case needs to be demonstrated or bidder can demonstrate any use-case satisfying the DFHI requirements	The presentation should be aligned to the requirements as mentioned in the EOI. Additionally, the eligible Bidders may also present the best features of the product and their capabilities.
3.	16	13. EVALUATION OF EOI: (viii) (d)	Timeline for End-to-End project Implementation	Please Clarify: 1) Expected maintenance / Support period SBI DFHI is looking for. 2) Scope for bidder during Support Phase.	to be clarified at the time of the RFP

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4.	31	ANNEXURE-B - BIDDER'S ELIGIBILITY CRITERIA	<p>The Bidder/OEM should have implemented the proposed solution\$ in at least 02 different Entities* in last 10 years with each Entity having at least 100 users.            And            The proposed Solution should be live with at least one entity as on date of this EOI            And            The Bidder/OEM should be providing required application support and maintenance for the proposed solution.            [* Entities : The Entities must be            (i) RBI Regulated Entity            And /OR            (ii) SEBI Regulated Entity            And /OR            (iii) Any Public Sector Company/            Government Organisation/            Department</p>	If your kind office could allow the entity to be any private organisation.	No change in terms and conditions of the EOI
5.	32	ANNEXURE-B - BIDDER'S ELIGIBILITY CRITERIA (6)	<p>The Bidder/OEM should have implemented the proposed solutions in at least 02 different Entities* in last 10 years with each Entity having at least 100 users.</p>	<p>The ERP system we are using is cloud based and scalable have not implemented this ERP solution for more than 40-50 users.            Please give some relaxation in terms of</p>	No change in terms and conditions of the EOI

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				100 users clause. We are a MSME so please consider our request.	
6.	32	ANNEXURE-B - BIDDER'S ELIGIBILITY CRITERIA (6)	<p>[* Entities : The Entities must be</p> <p>i. RBI Regulated Entity And /OR</p> <p>ii. SEBI Regulated Entity And /OR</p> <p>iii. Any Public Sector Company/ Government Organisation/ Department</p>	<p>ii. SEBI Regulated :- 1) We have done project for firms which are from other countries which are public listed in their country. Please count this implementation as our project experience. 2) Can OEM vendor experience of SEBI Regulated firm implementation, be counter for bidder eligibility criteria? 3) We have done 2-3 projects of RBI regulated firms but for different technologies like Big Data, CRM or Web application development. Please consider this experience for our eligibility for this criteria.</p>	No change in terms and conditions of the EOI

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7.	34	ANNEXURE-B - BIDDER'S ELIGIBILITY CRITERIA (12)	The bidder must be CMMI level 5 Certified Company, and the certificate should be valid as on date of bid submission.	We are MSME enterprise with CMMi level 3, ISO 9001:2015 certified. Please give relaxation for MSME who has CMMI level 3 certified. This will create equal competing opportunities for MSME.	please refer to the corrigendum
8.	34	ANNEXURE-B - BIDDER'S ELIGIBILITY CRITERIA	Documentary evidence must be furnished against each of the above criteria along with an index.	1) We have POs of the client of some of clients. Some clients don't give PO, they signed SOW, and we mention the work done in that SOW. Please consider document as proof of evidence. 2) As NDA is signed with some clients in that case, we can't share the information of those clients. Please guide us how to proceed in this case.	No change in terms and conditions of the EOI
9.	35	EOI - Annexure C: Scope of Work A. (i)	The Company is looking for an ERP solution which should have necessary interface to integrate with the Treasury Management Solution (which is currently under Implementation), and is expected to bring efficiency, automation and	Which system is the entity implementing as the Treasury Management System?	Please refer to section 2.1 of the EOI.

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			informed decision making in key processes like finance and accounts, control, audit, asset management , and Human Resource Management.		
10.	35	EOI - Annexure C: Scope of Work A. (i)	The Company is looking for an ERP solution which should have necessary interface to integrate with the Treasury Management Solution ( which is currently under Implementation), and is expected to bring efficiency, automation and informed decision making in key processes like finance and accounts, control, audit, asset management , and Human Resource Management.	Is the Treasury Management System capable of generating accounting entries for the treasury transactions getting recorded in it?	The TMS would generate a file in .csv or excel format for uploading the relevant entries to the ERP solution. Integration with TMS by API is being explored and will be informed at the time of the RFP.The ERP solution should generate the complete financial statement for the Company.
11.	35	EOI - Annexure C: Scope of Work A. (i)	The Company is looking for an ERP solution which should have necessary interface to integrate with the Treasury Management Solution ( which is currently under Implementation), and is expected to bring efficiency, automation and informed decision making in key processes like finance and accounts, control, audit, asset management , and Human Resource Management.	What is the go-live timeline of the Treasure Management System?	to be clarified at the time of the RFP

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12.	35	EOI - Annexure C: Scope of Work A. (i)	The Company is looking for an ERP solution which should have necessary interface to integrate with the Treasury Management Solution ( which is currently under Implementation), and is expected to bring efficiency, automation and informed decision making in key processes like finance and accounts, control, audit, asset management , and Human Resource Management.	Are there any other active IT projects which may have an impact on this initiative?	As per EOI terms and Conditions
13.	35	EOI - Annexure C: Scope of Work A. (i)	The Company is looking for an ERP solution which should have necessary interface to integrate with the Treasury Management Solution ( which is currently under Implementation), and is expected to bring efficiency, automation and informed decision making in key processes like finance and accounts, control, audit, asset management , and Human Resource Management.	How do you track your Fixed assets? What is the number of fixed assets.	1) The Fixed assets details are being maintained and tracked manually. 2) Currently company possess around 500 No of fixed assets.
14.	35	EOI - Annexure C: Scope of Work A. (i)	The Company is looking for an ERP solution which should have necessary interface to integrate with the Treasury Management Solution ( which is currently under Implementation), and is expected	What is your as-is system landscape for processes like finance and accounts, control, audit, asset management , and	Some processes are being executed with the help of the existing solution (legacy application) whereas others are being processed manually.

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			to bring efficiency, automation and informed decision making in key processes like finance and accounts, control, audit, asset management , and Human Resource Management.	Human Resource Management.	
15.	35	EOI - Annexure C: Scope of Work A. (i)	The Company is looking for an ERP solution which should have necessary interface to integrate with the Treasury Management Solution ( which is currently under Implementation), and is expected to bring efficiency, automation and informed decision making in key processes like finance and accounts, control, audit, asset management , and Human Resource Management.	Do you have an expected time to go-live for the proposed solution?	to be clarified at the time of the RFP
16.	35	EOI - Annexure C: Scope of Work A. (i)	The Company is looking for an ERP solution which should have necessary interface to integrate with the Treasury Management Solution ( which is currently under Implementation), and is expected to bring efficiency, automation and informed decision making in key processes like finance and accounts, control, audit, asset management , and Human Resource Management.	What is list of IT systems part of the ecosystem today?	Will be shared with selected bidder on need-to-know basis. Requirement: "ERP solution should have necessary interface to integrate with the Treasury Management Solution of the Company".

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17.	35	EOI - Annexure C: Scope of Work A. (i)	The Company is looking for an ERP solution which should have necessary interface to integrate with the Treasury Management Solution ( which is currently under Implementation), and is expected to bring efficiency, automation and informed decision making in key processes like finance and accounts, control, audit, asset management , and Human Resource Management.	Which system is the entity using for Procurement (Capex/Non-capex) and external vendor payment? How many banks you interface with for external vendor payment? Which is the reconciliation tool used for Bank Account recon.	1) Entire process for procurement( Capex / Non-Capex) and external vendor payment done manually. 2) interface with Maximum 3 to 5 banks are expected from the proposed ERP solution. 3) Not available (manual process)
18.	35	EOI - Annexure C: Scope of Work A (ii)	The proposed solution is also required to have well developed modules / functionalities for document management with workflow management across different verticals and a content management features to store/retrieve important documents by the end user.	Does SBI have an existing Document Management System?	No
19.	35	EOI - Annexure C: Scope of Work A (ii)	The proposed solution is also required to have well developed modules / functionalities for document management with workflow management across different verticals and a content management features to store/retrieve important documents by the end user.	Is the content management software expected to perform version control?	Yes, Version Control will be required



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20.	35	EOI - Annexure C: Scope of Work A (ii)	The proposed solution is also required to have well developed modules / functionalities for document management with workflow management across different verticals and a content management features to store/retrieve important documents by the end user.	Is the document management system expected to store documents only for transactions emanating from ERP or processes beyond ERP	Both, DMS should store necessary documents along with the required audit trail and also provide facility to retrieve the same.
21.	36	EOI - Annexure C: Scope of Work (B)	The company is looking to host the application in On-Premises Environment or at a Specific Data Center/Private Cloud of the Company . The Bidder/OEM should provide the detailed stack required to host the application either at On-premises Environment or at Specific data Center/Private Cloud of the Company, at the time of Submission of the Bids of the EOI.	(a) Is Company looking at particular Cloud Setup? (b) What are the pre-qualification criterion of Private Cloud? (c) Is there any connectivity required between Company's existing application and new application? (d) In case we need to install the application on customer "On-Premise" DC, please provide the details of existing DC? (e) Will Company provide the required infrastructure required to run the application in case of On-premise setup.	(a) and (b) The company is looking to host the application in On-Premises Environment or at a Specific Data Centre/Private Cloud of the Company. c) Yes, connectivity is required between Company's Treasury Solution and new application. d) The details of existing DC shall be shared with the selected Bidder. e) Yes

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22.	36	B. A Broad Overview of Technical Expectations from the Proposed ERP Solution : (i)	The Bidder/OEM is expected to supply the required licences for running the application, Integrate the application with the Treasury Management Solution (TMS), customize/enhance/develop the ERP solution as per the requirements of SBI DFHI, Implement the application, and provide end to end management & support of the application during the entire period of the contract.	a) It is assumed that the department would provide the required APIs for integration. Hope this is correct ?	Regarding Integration with the Treasury Management Solution (TMS): The TMS would generate a file in .csv or excel format for uploading the relevant entries to the ERP solution. The ERP solution should generate the complete financial statement for the Company. API Integration will also be explored.
23.	36	B. A Broad Overview of Technical Expectations from the Proposed ERP Solution : (ii)	The Bidder /OEM should provide test strategy, test plan and test cases before Go-live for functionality testing and UAT testing. The Bidder/OEM should have necessary resources to impart necessary training to the end users of the Company before UAT, Go-Live, and after any material changes	a) How many resources are to be trained ? B) Will training be an ongoing process ? C) What are the levels of training required ?	(a) Please refer to Page No 35, ANNEXURE-C - SCOPE OF WORK : (iii) (b) and (c) :- The detailed requirements, if any, will be notified at the time of the RFP For the purpose of EOI, the Bidder/OEM should provide their current process of training.
24.	36	B. A Broad Overview of Technical Expectations from the Proposed ERP Solution : (iv)	The proposed solution should have multi factor authentication facility for all users, comprehensive audit trail features for all activities of any user and generate necessary exception reports/ alerts as and	a) What are the type of 2 Factor Authentication required ? b) Will there be Biometric authentication required ?	a)OTP/Email/Authentication r b) No

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			when required. The proposed solution should also be capable of end-to-end encryption facility starting from Web Browser to application/ database server to secure data at rest and in motion.		
25.	47	ANNEXURE-J- CHECK LIST FOR BID SUBMISSION :	Annexure -C-2- Technical Scope of Work	Please provide the detailed Annexure -C-2 so that compliances to it can be derived as well.	please refer to the corrigendum
26.	FRS - Para 1	HRMS - 1A	System should have centralised attendance marking facility or functionalities to integrate with biometric devices, geo tagging etc.	How is the attendance captured currently? Is it through biometric devices or geo tagging or both? Or is it time data captured from third party integration? Do you prefer to implement Time & Labour in the proposed ERP? Or a Third-party integration with ERP is preferred?	Currently the attendance at Head Office is captured through biometric system whereas in branches it is captured through logging into HRMS and inputting "In Time" .
27.	FRS - Para 1	HRMS - 1B	System should capture different types of Leave Data ( viz. PL Leave, Casual Leave, Sick Leave, Extra-Ordinary Leave, Maternal/Paternal Leave , Provision for Compensatory off, Unauthorised Leave, etc.) with	(a) How many users would be there for HRMS? (b) How many (Contractors + Employees) in organization?	(a) and (b) Please refer to page No 35: Annexure-C: Scope of Work: (iii) (c) Leave will be tracked for all employees

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			provision to define various Leave Rules	(c) Is Leave only tracked for Employees or for contractors as well?	
28.	FRS - Para 1	HRMS - 1D	System should capture Leave Applications, calculate Leave Balances automatically as per defined rules	Do you mean, that when employees raise the leave application in system, ERP should capture this transaction? pls confirm	Yes
29.	FRS - Para 3	HRMS - 3A	System should have employee master which contains entire journey of employee in the Company starting from joining till separation/superannuation	a) How many employee in Organization for which data to be maintained? b) How many users would be there for Payroll? c) Do you want to load past data of employees in the proposed ERP?	(a) 100-120 employees (b) 100-120 users for payroll (c) Yes past data of employees need to be uploaded.
30.	FRS - Para 3	HRMS - 3B	System should have necessary functionalities to define various types of Salary components as per market standards and facility for customizing as per the requirements of the Company	How do you pay to contractors?	We pay to contractual employees same as other employees. The only difference is in components of salary.
31.	FRS - Para 3	HRMS - 3D	System should be able to generate report on net salaries to be uploaded on Banks payment gateway	Do you use any custom reports currently in payroll?	No, it is done manually
32.	FRS - Para 3	HRMS - 3E	System should facilitate Payroll accounting as per accounting standards	How are Payroll and GL interfaced as of today If they are not	There are various GL heads in our accounting solution which are debited while

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				interfaced, then how is employee cost accounted for in GL?	paying salary and other allowances to the employees.
33.	FRS - Para 5	HRMS - 5A	System should capture Training data of different employees	What is the current process of learning management? Is there any need of online training system required?	Currently it is manual
34.	FRS - Para 5	HRMS -5B	System should capture Key Responsibility Areas of employees and their performance against those targets	What is the current process of Performance management system?	Currently it is manual
35.	FRS - Para 6	HRMS -6A	System should have capacity of handling various payments/ reimbursement and Advances to employees like Travelling Allowance, Mobile Bills, Festival Advance, Medical Allowance etc.	How are you paying the reimbursement currently ?	Manually by debiting to various GL heads in the accounting solution
36.	FRS - Para 6	HRMS - 6B	System should have feature of tour approval	Do you mean that approvals should be enabled for various transactions such as change manager, salary change etc? pls confirm	Yes
37.	FRS - Para 6	HRMS - 6D	System should have necessary functionalities to submit grievances by an employee and to store its redressal responses	How are the grievances raised, currently?	Currently it is manual

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38.	FRS - Para 7	HRMS - 7A	System should be able to provide employee particulars at any point of time	are you using any custom report?	The proposed ERP solution should generate all reports for MIS and regulatory purpose.
39.	FRS - Para 7	HRMS - 7D	System should be able to generate head wise/ department wise/ branch wise expense report	How many custom reports are you expecting in HR?	No change in terms and conditions of the EOI.  The Bidder is advised to share the capabilities and available reports in the proposed solution.
40.	General Query	Not Applicable	Not Applicable	Will there be any onsite requirement of resources when working on actual project. If yes, please let us know the location.	to be clarified at the time of the RFP
41.	General Query	Not Applicable	Not Applicable	Will there be need to submit EMD, Performance Bank Guarantee or Security Deposit in actual RFP? Please waive off these points for MSME so it will create equal competing opportunities for MSME.	to be clarified at the time of the RFP

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42.	NA	Functional Specification for ERP Solution	General >> 7 a>> The logic and details of assumptions behind the analytics need to be shared with the Company. The details will have to be shared even if there is use of proprietary technology in the platform. Also, any use of concepts or logics in the software need to be backed up by journals/books/industry use/regulator acceptance. Documentation should be available for proof of concept of mathematical and statistical basis of the valuation and risk measurement models.	Please elaborate 1) What is artefacts are exactly required for "Logic and details of assumptions behind the analytics" validation. 2) What artefacts are required as "proof of concept of mathematical and statistical basis of the valuation and risk measurement models."	No change in terms and conditions of the EOI
43.	NA	Functional Specification for ERP Solution	General >> 9 a>> The system should be capable to provide/incorporate any new instruments as introduced/allowed by the regulators viz. RBI/SEBI etc for the Company in the future.	We understand that any new requirement will be incorporated through the mutually agreed Change Management Process.	to be clarified at the time of the RFP

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44.	NA	Functional Specification for ERP Solution	Expenses>> 7 b>> System should have functionality to generate payment file required by bank for uploading for payment along with API Integration facility	<p>Please Clarify:</p> <p>1) The no. of Banks to be Integrated</p> <p>2) Integration Methodology</p> <p>3) All the purposes for integration i.e., Payment, Collection, Reconciliation , etc.</p>	<p>1) interfaces with Maximum 3 to 5 banks are expected from the proposed ERP solution.</p> <p>2) Integration methodology will be shared with the selected bidder of RFP.</p> <p>3) Yes, all the purpose for integration</p>
45.	NA	Functional Specification for ERP Solution	Assets>> 6 a >> Based on uploaded bank statement system should be able to generate automatic vouchers post receipt and also provide maker checker facility to post transactions.	<p>Please Clarify:</p> <p>What is the existing mechanism for Automatic vouchers post receipt? Is there any identification for automatic recording of Vouchers.</p>	<p>Currently there is manual process for Voucher posting.</p>



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46.	NA	Functional Specification for ERP Solution	Assets>> 6 b>>System should be able to provide customer wise collection report.	Please Elaborate on: 1) Sources of Receipts, whether it is internal or through some portal? 2) Presence of identifier in receipts for ledger posting 3) Whether the system needs to integrate directly with GSTN for e-invoicing?	1) Currently source of receipt is only bank account; there is no other source like portal etc. 2) Currently the process is manual. 3) Since SBI DFHI is a NBFC, there is no need to generate e-invoicing, but company is required to generate the GST invoice for services provided as per the Standalone Primary Dealer Functionalities.
47.	NA	Functional Specification for ERP Solution	HRMS >> 1 a>> System should have centralised attendance marking facility or functionalities to integrate with biometric devices, geo tagging etc.	Please Clarify: Exact requirements pertaining to Geo tagging.	The Bidder/OEM is advised to share the capabilities available in the proposed solution.
48.	NA	Functional Specification for ERP Solution	HRMS>> 3 b>> System should have necessary functionalities to define various types of Salary components as per market standards and facility for customizing as per the requirements of the Company	Please elaborate on the "Market Standards", do they refer to pay commissions ?	Market standards mean the components of salary which are in vogue in most of companies/ organizations. It has nothing to do with pay commissions.

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49.	NA	NA	Migration	Please Clarify: 1) Whether Migration from legacy application is in scope or not . 2) Expected volume of data to be migrated. 3) Whether the data structure is same in every location or not.	1) Migration from legacy application will be required. 2) The AS-IS process involves both system and manual activities. The total size of data is approximately 200 GB. 3) Data is maintained only at Head office level.
50.	NA	NA	Intellectual Property Rights	Please confirm : That if bidder brings its own IP as solution, then the IP rights will remain with the bidder.	to be clarified at the time of the RFP
51.	Not Applicable	Not Applicable	Not Applicable	Which treasury tool business is implementing.	Please refer to section 2.1 of the EOI.
52.	Not Applicable	Not Applicable	Not Applicable	How many legal entity/Leger/Operating Unit will be in scope?	SBI DFHI is only a single entity however the proposed solution should have required capability to define cost centres at various locations/Branches.
53.	Not Applicable	Not Applicable	Not Applicable	Consolidation scenario has not mentioned.	Currently there is no Subsidiary/Associate/JV of SBI DFHI Ltd.

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54.	Not Applicable	Not Applicable	Not Applicable	Is there any requirement for Reporting currency and statutory ledger ?	Reporting currency and functional currency of the company is "INR", as on date.
55.	Not Applicable	Not Applicable	Not Applicable	Requisition scenario is not mentioned and if it is yes will it be self-serving?	Currently procurement requestion will either be from internal departments or from branches.
56.	Not Applicable	Not Applicable	Not Applicable	Asset transfer, Retire, Asset Sale, Reclassification scenario would it be applicable for SBI?	Asset transfer, Retire, Asset sale, Reclassification scenario would be applicable for SBI DFHI Ltd.
57.	Not Applicable	Not Applicable	Not Applicable	Is scope only for expense item not inventory item?	Proposed solution should take care of all operating expenses.
58.	Not Applicable	Not Applicable	Not Applicable	Interface scope has not mentioned except treasury means other third-party system business is using which need to be integrated with ERP? Is there any middleware (Integration Platform) in SBI environment or envisaged to be there?	No separate integration platforms are present as on date. API based integration is expected, wherever required.

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59.	Not Applicable	Not Applicable	Not Applicable	How many procurement/Requisition user will be there in SBI?	There will be 15-20 users for procurement and to initiate requisition.
60.	Not Applicable	Not Applicable	Not Applicable	How many bank account approx. will be in scope for BRS	interface with Maximum 3 to 5 banks are expected from the proposed ERP solution.
61.	Not Applicable	Not Applicable	Not Applicable	Is there any scenario for centralized procurement in SBI?	Query is not clear
62.	Not Applicable	Not Applicable	Not Applicable	Where will AR invoicing will be done will it be in new ERP, or it will come from any other system?	Functionality is expected from the new ERP system.
63.	Not Applicable	Not Applicable	Not Applicable	Any intercompany transaction will be there in SBI?	SBI DFHI is a separate legal entity and a subsidiary of State Bank of India (SBI). However, functionalities to record transactions between SBI DFHI and other group entities of SBI are expected from the ERP solution.

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64.	Not Applicable	Not Applicable	Not Applicable	Can you please mention any financial report will be in scope in ERP apart from mentioned in RFP?	Financial reports will be necessary for both Management Information System (MIS) and regulatory reporting purposes.
65.	Not Applicable	Not Applicable	Not Applicable	DMS- Support for OCR Compatible uploading and retrieval of documents, if any. We understand this facility is required for Supplier Invoices only	OCR compatibility would be required preferable for all documents uploaded through the Document Management System.

## Response to Legal Queries

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1.	20	15	<p><b>CODE OF INTEGRITY AND DEBARMENT/BANNING:</b></p> <p>i. The Bidder and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Company shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.</p> <p>ii. Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in EOI process or execution of contract. Failure to do so would amount to violation of this code of integrity.</p> <p>iii. Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.</p> <p>iv. For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:</p> <p>a <b>“Corrupt practice”</b> means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution.</p> <p>b <b>“Fraudulent practice”</b> means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained, or an obligation avoided. This includes making false declaration or providing false information for participation in a EOI process or to secure a contract or in execution of the contract.</p>	Deleted	No Change in Terms & Conditions of the EOI

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			<p>c <b>“Coercive practice”</b> means harming or threatening to harm, persons, or their property to influence their participation in the procurement process or affect the execution of a contract.</p> <p>d <b>“Anti-competitive practice”</b> means any collusion, bid rigging or anticompetitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the Company, that may impair the transparency, fairness, and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels.</p> <p>e <b>“Obstructive practice”</b> means materially impede the Company’s or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Company’s rights of audit or access to information;</p> <p>v. <b>Debarment/Banning</b>                      Empanelment/participation of Bidders and their eligibility to participate in the Company’s procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in the Company’s procurement process shall be considered against delinquent Vendors/Bidders:</p> <p>(a) <b>Holiday Listing (Temporary Debarment - suspension):</b>                      Whenever a Bidder is found lacking in performance, in case of less frequent and less serious misdemeanours, the Bidders may be put on a holiday listing (temporary debarment) for a period upto 12 (twelve) months. When a Bidder is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday. The Bidder is,</p>		

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			<p>however, not removed from the list of empanelled vendors, (if any). Performance issues which may justify holiday listing of the Vendor are:</p> <ul style="list-style-type: none"> <li>• Vendors who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable).</li> <li>• Repeated non-performance or performance below specified standards (including after sales services and maintenance services etc.).</li> <li>• Bidders undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.</li> </ul> <p><b>(b) Debarment from participation including removal from empanelled list:</b></p> <p>Debarment of a delinquent Bidder (including their related entities) for a period (one to two years) from the Company's procurements including removal from empanelment, wherever such Bidder is empanelled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Bidder from the list of empanelled vendors are:</p> <ul style="list-style-type: none"> <li>• Without prejudice to the rights of the Company under Clause 14(i) hereinabove, if a Bidder is found by the Company to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/RFP issued by the Company during a period of 2 (two) years from the date of debarment.</li> <li>• The Bidder fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely or fails to cooperate or qualify in the review for empanelment.</li> </ul>		



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			<ul style="list-style-type: none"> <li>• If Bidder ceases to exist or ceases to operate in the category of requirements for which it is empanelled.</li> <li>• Bankruptcy or insolvency on the part of the Bidder as declared by a court of law; or</li> <li>• Banning by Ministry/Department or any other Government agency.</li> <li>• Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the EOI/RFP documents.</li> <li>• If the Central Bureau of Investigation/CVC/C&amp;AG or Vigilance Department of the Company or any other investigating agency recommends such a course in respect of a case under investigation.</li> <li>• Employs a Government servant or Any Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or</li> <li>• Any other ground, based on which the Company considers, that continuation of Contract is not in public interest.</li> <li>• If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company have been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.</li> </ul> <p><b>(c) Banning from Ministry/Country-wide procurements</b> For serious transgression of code of integrity, a delinquent Bidder (including their related entities) may be banned /debarred from participation in a procurement process of the Company.</p>		
2.	27	ANNEXURE– A – BID FORM	x. We certify that we have not been disqualified/ debarred/ terminated on account of poor or unsatisfactory performance and/or blacklisted by any	x. We certify, <b>to the best of our knowledge;</b> that we	No Change in Terms &

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			Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments at any time, during the last 3 years.	have not been disqualified/ debarred/ terminated on account of poor or unsatisfactory performance and/or blacklisted by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments at any time, during the last 3 years.	Conditions of the EOI
3.	43	ANNEXUREH-CODE OF INTEGRITY	If the Company comes to the conclusion that a bidder or prospective bidder, as the case may be, has violated the code of integrity, the Company may take appropriate measures including— (a) exclusion of the bidder from the procurement process (b) cancellation of the relevant contract and recovery of compensation for loss incurred by the Company (c) debarment of the bidder from participation in future procurements of the Company for a period not exceeding two years.	If the Company comes to the conclusion that a bidder or prospective bidder, as the case may be, has violated the code of integrity, the Company may take appropriate measures including— (a) exclusion of the bidder from the procurement process (b) cancellation of the	No Change in Terms & Conditions of the EOI

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				relevant contract and recovery of compensation for loss incurred by the Company <del>(c) debarment of the bidder from participation in future procurements of the Company for a period not exceeding two years.</del>	