

PUNJAB & SIND BANK



Addendum No. 2 dated 18.08.2025

**REQUEST FOR PROPOSAL FOR SELECTION OF VENDOR(S) FOR PROVIDING SERVICES ON
REDEFINING VISION & MISSION STATEMENT OF THE BANK**

RFP No: PSB/HOPMO/RFP/1/2025-26 dated 29.07.2025

Project Management Office

Address

Punjab & Sind Bank
Corporate Office, Block 3, NBCC Complex,
East Kidwai Nagar, New Delhi – 110023

&

Bank House, 21 – Rajendra Place, New Delhi - 110008

Introduction

Bank has published the Tender No. PSB/HOPMO/RFP/1/2025-26 dated 29.07.2025 for SELECTION OF VENDOR(S) FOR PROVIDING SERVICES ON REDEFINING VISION & MISSION STATEMENT OF THE BANK.

Following amendments has been made to RFP. All other terms and conditions of the RFP and earlier addendum(s) shall remain unchanged. Please treat this Addendum as an integral part of the RFP document and earlier addendum(s) issued:

S. No	RFP Page No.	Clause No. / Name	Existing Clause		Revised Clause	
1	6	Last Date and Time for submission of Bids	18.08.2025 at 05:00 PM IST		28.08.2025 at 05:00 PM IST	
2	6	Date and Time of Opening of Bids	18.08.2025 at 05:30 PM IST		28.08.2025 at 05:30 PM IST	
3	17	Eligibility Criteria - #2	The bidder should be a registered company in India as per Company Act 1956 & 2013 operating since last 5 years as on the date of RFP.	Copy of the certificate of incorporation issued by The Registrar of Companies and Copy of the certificate of commencement of business.	The bidder should be a registered entity in India under the Companies Act, 1956 or 2013, or the Limited Liability Partnership Act 2008 or as amended time to time and should have been operating continuously for the last five years as on the date of issuance of the RFP.	Copy of the Certificate of Incorporation issued by the Registrar of Companies under the Companies Act, 1956 or 2013, or under the Limited Liability Partnership Act, 2008, as applicable. In case of companies, a copy of the Certificate of Commencement of Business (if applicable) should also be provided.
4	17	Eligibility Criteria - #4	The bidder should have a minimum turnover of INR 2 crore per annum for each of		The bidder should have a minimum turnover of INR 2 crore per annum for each of the past	

S. No	RFP Page No.	Clause No. / Name	Existing Clause	Revised Clause
			the past 3 financial years (i.e. 2022-23, 2023-24 & 2024-25) along with positive net worth.	three financial years — i.e., 2022–23, 2023–24, and 2024–25. In case audited financials for 2024–25 are not available, the bidder shall submit audited financials for 2021–22, 2022-23 and 2023–24, along with provisional financials for 2024–25, duly certified by a Chartered Accountant. The bidder must also have a positive net worth in each of the submitted financial years.
5	17	Eligibility Criteria - #6	The bidder should have experience of conducting similar assignments for at least two BSE/NSE Listed Corporates and the details of the same should be provided.	The bidder should have prior experience of executing similar assignments for at least two of the following entities: Scheduled Banks, NBFCs, RBI, or SEBI. Details regarding the same should be provided.
6	19	Technical Evaluation Parameters - #1	<p>Experience/case studies of relevant experience of projects as per scope.</p> <p>Scoring Methodology-</p> <ul style="list-style-type: none"> • 30 marks - if the criteria are met for 1 or more Public Sector Bank in India • 20 marks - if the criteria are met for 1 or more Private Sector Bank/ Foreign Bank in India 10 marks - if the criteria are met for any 	<p>Experience/case studies of relevant experience of projects as per scope.</p> <p>Scoring Methodology-</p> <ul style="list-style-type: none"> • 30 marks - if the criteria are met for 1 or more Public Sector Bank or RBI or SEBI. • 20 marks - if the criteria are met for 1 or more Private Sector Bank/ Foreign Bank in India 10 marks - if <p>The bidder shall furnish a copy of the engagement letter, work order, or letter of award along with a Project Completion Certificate for each assignment. As far as possible, the Project Completion Certificate should be submitted in the format provided in Annexure XI. However, any other format containing all</p>

S. No	RFP Page No.	Clause No. / Name	Existing Clause	Revised Clause
			BFSI not covered above.	the criteria are met for any BFSI not covered above including Co-operative banks and RRBs.
				the relevant details and bearing the client's signature may also be accepted.
7	20	Technical Evaluation Parameters - #2	Years of bidder experience Introduction of Branding, Tagline / Vision, and Mission Statement for other Brands/Corporates Scoring Methodology- <ul style="list-style-type: none"> • Experience more than 10 years: 20 marks • Experience 5 to 10 years:: 15 marks • Experience less 5 years: 10 marks 	Work Order / Empanelment Letters – at least 1 each for the last 10 FYs. 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24, 2024-25 or earlier indicating that the Agency has been providing these services for at least 5 Years. The bidder must have completed projects related to Branding, Tagline development, Vision/Mission Statement formulation, or similar strategic communication work for brands or corporates. Only projects that were initiated within the last ten (10) years from the release date of this RFP and completed on or before the bid submission deadline shall be considered for evaluation. Scoring Criteria: <ul style="list-style-type: none"> • More than 5 completed projects: 20 marks • 3 to 5 completed projects: 10 marks • Exactly 2 completed projects: 5 marks.
8	29	Focus Group Discussions	In-person sessions with Senior Leadership, including the MD & CEO, Executive Directors, Chief General Managers/ General	In-person sessions will be conducted with the Bank's Senior Leadership, including the Managing Director & Chief

S. No	RFP Page No.	Clause No. / Name	Existing Clause	Revised Clause
			Managers, Zonal Managers	Executive Officer (MD & CEO), Executive Directors (EDs), Chief General Managers (CGMs), General Managers (GMs), Deputy General Managers (DGMs), Assistant General Managers (AGMs), Chief Managers (CM) and Zonal Managers. All executives of the rank of CM and above will be part of these sessions. The total number of participants is estimated to be approximately 550 members. Additionally, these sessions will be organized across five metro cities, along with Chandigarh.
9	46	Annexure-II	Annexure-II	Revised Annexure-II is attached along with addendum 2.

ANNEXURE – II
Bidder's Information
(Should be submitted on Company's letter head with company seal and signature of the authorized person)

Reg: Request for proposal for

Ref: RFP No._____ dated_____

S.No.	Particulars	Details
1.	Name of the Company Address for Correspondence: Registered Office: Corporate Office:	
2.	Constitution (Proprietary/Partnership/Private Ltd./Public Ltd./LLP/Others)	
3.	Registration No. and date of establishment	
4.	Website Address	
5.	Email Address	
6.	Number of Years in the Business	
7.	Detail of Tender Fee and Earnest Money Deposited.	
8.	If any exemption required with respect to EMD or Start-up.	
9.	Income Tax PAN GSTN ID <u>Beneficiary Bank Details</u> Beneficiary Name Beneficiary Account Number Type of Account (OD/OCC etc.) IFSC Name of the Bank and Branch address	_____ _____
10.	Complete Production Site Address	
11.	Single Point of contact for this RFP Name: Designation: Mobile No.: Landline No.: Email-ID	

	(any changes in the above should be informed in advance to Bank)	
12.	Name of Person Authorized to sign Designation. Mobile No. Email Address	

Wherever applicable submit documentary evidence to facilitate verification.

DECLARATION:

I/We hereby declare that the terms and conditions of the tender stated herein and as may be modified/mutually agreed upon are acceptable and binding to me/us. We understand and agree and undertake that: -

1. The Bank is not bound to accept the lowest bid or may reject all or any bid at any stage at its sole discretion without assigning any reason, therefore.
2. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
3. We have read and understood all the terms and conditions and contents of the RFP and also undertake that our bid conforms to all the terms and conditions and does not contain any deviation and misrepresentation. We understand that the bank reserves the right to reject our bid on account of any misrepresentation/deviations contained in the bid.
4. Bank may accept or entrust the entire work to one Bidder or divide the work to more than one bidder without assigning any reason or giving any explanation whatsoever and the Bank's decision in this regard shall be final and binding on us.
5. I/ We do not have any conflict of interest as mentioned in the RFP document.
6. I/We submit this application under and in accordance with the terms of the RFP document and agree and undertake to abide by all the terms and conditions of the RFP document.
7. The Prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
8. The prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
9. We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
10. We have quoted for all the services/items mentioned in this RFP in our price Bid.
11. The rate quoted in the price Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.
12. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Bank.
13. If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
14. We ensured that salary payments to resources deployed for Bank's Project is done through Transfer mode from bidder's Bank a/c directly to credit into their specific salary accounts only. No cash payments are to be made to provide remuneration for services provided to the Bank on behalf of the selected bidder.

15. Bidder means the vendor(s) who is decided and declared so after examination of commercial bids.
16. We ensure that the entire data relating to payment systems operated by them will be stored in a system only in India. This data should include the full end-to-end transaction details / information collected / carried / processed as part of the message / payment instruction.
17. We confirm that Payment of statutory dues like PF, ESIC etc. are being made on time to the employees.

Date:

Bidder's Authorized Signatory

Designation

Bidder's name

Company Name and Seal

Place:

Reply to pre-bid queries for the pre-bid meeting dated 14.08.2025

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
1	5		Key Information	Last Date and Time for submission of Bids - 18.08.2025 at 05:00 PM IST	Since the pre-bid query discussion is at 12th August and the deadline for submission on GEM portal should ideally be at least one week after a corrigendum is released, request you to extend the submission date accordingly	Please refer to the addendum 2.
2	6	Key Information	Last Date and Time for submission of Bids	18.08.2025 at 05:00 PM IST	Can the submission timeline for the proposal be extended for 3 weeks?	Please refer to the addendum 2.
3	12	1.9	Submission of Bid and communication	Bids duly sealed should be submitted, in person and in electronic form too using the GeM portal (https://gem.gov.in/), on or before the last Date and Time for bid submission	Request you to keep one single mode of submission, online.	Submission will be as per RFP terms.
4	12	1.9	Submission of Bid and communication	Bids duly sealed should be submitted, in person and in electronic form too using the GeM portal (https://gem.gov.in/), on or before the last Date and Time for bid submission at the address mentioned below. Any other mode of submission, e.g. by fax, e-mail etc. will not be accepted. No Claim of any Bidder(s) shall be entertained, whatsoever for	Kindly confirm if the in person/hardcopy submission can be done via registered post/speed post/courier delivery	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
				delayed submission of their bid at any stage because of any reason. Therefore, Bidder (s) are advised to submit their bid well before the scheduled time		
5	12	1.9	Submission of Bid and communication	Bids duly sealed should be submitted, in person and in electronic form too using the GeM portal (https://gem.gov.in/), on or before the last Date and Time for bid submission at the address mentioned below. Any other mode of submission, e.g. by fax, e-mail etc. will not be accepted. No Claim of any Bidder(s) shall be entertained, whatsoever for delayed submission of their bid at any stage because of any reason. Therefore, Bidder (s) are advised to submit their bid well before the scheduled time	While the online submission on the GEM portal will be completed within the stipulated timeline, we request the Bank to consider allowing a one-day extension for the physical/hardcopy submission, owing to potential logistical constraints.	<p>While the online submission on the GeM portal must be completed within the stipulated timeline as per addendum 2, the Bank has granted a two working-day extension only for the submission of physical documents, starting from the revised last date as mentioned in Addendum 2. The deadline for physical submission is 5:00 PM on the second working day following the revised last date.</p> <p>Please note the following important instructions:</p> <ul style="list-style-type: none"> • Both digital and physical submissions are mandatory. • The contents of the physical submission must be identical to the digital submission made on the GeM portal to ensure consistency and compliance. • Any discrepancy between the two

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
						<p>submissions may lead to disqualification.</p> <ul style="list-style-type: none"> • Failure to submit either: <ul style="list-style-type: none"> ○ Physical documents (even if submitted on GeM), or ○ GeM portal submission (even if physical documents are submitted), <p>may result in disqualification.</p>
6	12	Submission of Bid and communication	1.9	Bids duly sealed should be submitted, in person and in electronic form too using the GeM portal (https://gem.gov.in/), on or before the last Date and Time for bid submission at the address mentioned below	Can we submit the hard copy to local office in Mumbai	No. At designated address, as mentioned in RFP.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
7	13		1.9	Online bid submission is mandatory. The hard copies of bids of only those bidders who submitted bid documents online will be accepted. The hard copies of documents submitted should be same as submitted online.	<p>a. Request the bank to confirm if the bid can be submitted online only, or if hard copy submission is also mandatory.</p> <p>b. In case hard copies are also required, please clarify whether they must physically reach the designated address before the submission deadline, or if dispatching them on the day of submission would suffice.</p>	<p>A. Submission will be as per RFP terms.</p> <p>B. While the online submission on the GeM portal must be completed within the stipulated timeline, the Bank has agreed to allow a two working-day extension for the submission of physical documents.</p> <p>Please note that the contents of the physical submission must be identical to the digital submission made on the GeM portal to ensure consistency and compliance. Any discrepancies between the two submissions may lead to disqualification.</p>
8	14	Earnest Money Deposit (EMD):	Earnest Money Deposit (EMD):	The bidder shall furnish Non-interest earning Earnest Money Deposit (EMD) for Rs. 1.00 lakh(s) (INR One Lakh only) as mentioned in the Bid Schedule by way of Bank Guarantee drawn on any Scheduled Bank in India (except Cooperative Bank, RRB & Punjab & Sind Bank) in favor of Punjab & Sind Bank, payable at Delhi.	We wish to highlight that we have annual turnover of more than ₹ 500 Crore, in all of the past three completed financial years. We are exempt from submitting the bid security as per the General Terms & Condition on GeM 4.0 (Version 1.23) dated 5th March 2025 (Clause 4.xiii.(m).v). shows we are exempt from submitting the EMD for this RFP. Request you to please confirm the same that we can submit our bid without submitting the EMD	The bidder can avail exemption after furnishing relevant document including Company Secretariats Certificate mentioning the turnover and net worth for each financial year, along with Audited Financial statements (Balance sheet & Profit & Loss statement). The Company Secretariats Certificate provided in this regard should be without any riders or qualification

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
9	16	1.15 Evaluation Process of the Bids	Preliminary Scrutiny	Technical Bid Evaluation – 75% weightage Commercial Bid Evaluation – 25% weightage	Request the bank to ease the weightage to 70:30 (Technical: Commercial)	As per RFP terms.
10	17	Eligibility Criteria	Point 4 and 5	"past 3 financial years (i.e. 2022-23, 2023-24 & 2024-25)"	Our 2024-25 financial statements are under audit and we are hopeful of receiving it by 20th August. Can we have an extension of the date or can you accept earlier 3 years and later (after bid due date) we can submit the audited statements of 2024-25 on receipt of the same	Please refer to the addendum 2.
11	17	1.15.1	Preliminary Scrutiny - Eligibility Bid	The bidder should have experience of conducting similar assignments for at least two BSE/NSE Listed Corporates and the details of the same should be provided.	As per the RFP, a copy of engagement letter/ work order/ letter of award along with Project Completion Certificate Annexure- XI) with relevant details for each assignment is expected to be furnished by the bidder. Request if we can consider the Engagement Letter (EL)/Work Order (WO)/ Scope of Work (SOW) document be considered as sufficient proof of engagement.	Please refer to the addendum 2.
12	17	Eligibility Bid	ELIGIBILITY CRITERIA	The bidder should be a registered company in India as per Company Act 1956 &	We request the bank to also allow participation of LLPs and revise the clause as follows:	Please refer to the addendum 2.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
				2013 operating since last 5 years as on the date of RFP	Revised Clause: The bidder should be a registered company in India as per Companies Act 1956 / 2013 or an LLP registered under the LLP Act 2008 or as amended time to time and operating since last 5 years as on the date of RFP	
13	17	Eligibility Bid	6	The bidder should have experience of conducting similar assignments for at least two BSE/NSE Listed Corporates and the details of the same should be provided	What if few are non-listed companies, can we submit their details	Please refer to the addendum 2.
14	17	Eligibility Bid	6	The bidder should have experience of conducting similar assignments for at least two BSE/NSE Listed Corporates and the details of the same should be provided	Will Global experience of the firm can be counted?	No. Please refer to the addendum 2.
15	17	Eligibility Bid	6	The bidder should have experience of conducting similar assignments for at least two BSE/NSE Listed Corporates and the details of the same should be provided	Please confirm if work done for RBI / Financial Regulators or large NBFCs can be scored in the BFSI category.	Please refer to the addendum 2.
16	17	Eligibility Bid	6	The bidder should have experience of conducting similar assignments for at least two BSE/NSE Listed Corporates and the details of the same should be provided	We have a global consortium with an organization for conducting surveys and working on these assignments . Will that count in eligibility criteria	Please refer to the addendum 2.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
17	19	Technical Criteria	Experience	"A copy of engagement letter/ work order/ letter of award along with Project Completion Certificate (Annexure XI) with relevant details for each assignment to be furnished by the bidder."	a) in the absence of work order / letter of award can we share Email Confirmation b) Can we submit completion letter received from the client on their letter head	A. As per RFP terms. B. Please refer to the addendum 2.
18	19		1.15.3.1 Technical Bid Evaluation	Criteria 1-Experience/case studies of relevant experience of projects as per scope. Scoring Methodology- · 30 marks - if the criteria are met for 1 or more Public Sector Bank in India · 20 marks - if the criteria are met for 1 or more Private Sector Bank/ Foreign Bank in India · 10 marks - if the criteria are met for any BFSI not covered above.	Please clarify under which category Co-operative Banks are classified—PSU, Private, or BFSI?	Please refer to the addendum 2.
19	19	1.15.3.1	Technical Bid evaluation	Experience/case studies of relevant experience of projects as per scope. 30 marks - for 1 or more Public Sector Bank in India 20 marks - for 1 or more Private Sector Bank/ Foreign Bank in India 10 marks - for any BFSI not covered above.	We request the Bank to consider relevant experience of projects as per scope with global clients and across sectors beyond BFSI, as such experience can offer valuable perspectives and capabilities applicable to this engagement.	Please refer to the addendum 2.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
20	19	1.15.3.1 Technical Bid evaluation	Experience/case studies of relevant experience of projects as per scope.	A copy of engagement letter/ work order/ letter of award along with Project Completion Certificate (Annexure XI) with relevant details for each assignment to be furnished by the bidder.	Requesting relaxation to annexure XI requirements and for bank to consider self-attestation from the bidder for this experience criteria	Please refer to the addendum 2.
21	20	Technical Criteria	Experience	"Work Order / Empanelment Letters – at least 1 each for the last 10 FYs. 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24, 2024-25 or earlier indicating that the Agency has been providing these services for at least 5 Years"	Please confirm, its at least one work order or empanelment letter for each of the FY- here we are not looking for Completion letter, is that correct a) Is it mandatory to have at least one work order in each of the financial years b) Will you also consider only Employee Survey contracts and work orders to showcase our ability of conducting large online survey of approx. 10,000 employees c) Will you also consider Visioning Exercise Workshops done as a single work where the overall purpose was to redefine the vision of the organization	Please refer to the addendum 2.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
22	20	1.15.3.1	Technical Bid evaluation	Years of bidder experience Introduction of Branding, Tagline / Vision, and Mission Statement for other Brands/Corporates: Work Order / Empanelment Letters – at least 1 each for the last 10 FYs. 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24, 2024-25 or earlier indicating that the Agency has been providing these services for at least 5 Years.	Request you to remove this clause as any entity which is incorporated before FY 2015-16 would be providing the mentioned services	Please refer to the addendum 2.
23	20		1.15.3.1 Technical Bid Evaluation	Criteria 2- Years of bidder experience Introduction of Branding, Tagline / Vision, and Mission Statement for other Brands/Corporates Scoring Methodology- • Experience more than 10 years: 20 marks • Experience 5 to 10 years:: 15 marks • Experience less 5 years: 10 marks	a. Is the bidder required to submit one project experience for each of the last 10 years? b. How will the scoring be affected if there are gaps in certain years—i.e., if no relevant project is available to showcase for one or two years within the 10-year period? c. How will the scoring be impacted if the bidder submits project experience that is older than the last 10 years?	Please refer to the addendum 2.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
24	20		1.15.3.1 Technical Bid Evaluation	Criteria 5 - Proposed Team Profile & Deployment · Qualification and Experience and profile of Subject Matter Experts assigned (10 Marks) · Team Deployment Plan (10 Marks)	a. Are all proposed team members required to be deployed onsite for the entire duration of the project, or can the project be delivered through a hybrid consulting model? Please share bank's expectations on the same.	As per RFP terms.
25	20	1.15.3.1	Technical Bid evaluation	Years of bidder experience Introduction of Branding, Tagline / Vision, and Mission Statement for other Brands/ Corporates Experience > 10 years: 20 marks Experience 5 to 10 years: 15 marks Experience < 5 years: 10 marks	While we have significant experience of delivering similar services over last 10 years, we may not have delivered a similar project in every consecutive year as required (FY 16 - FY 25). Accordingly, request the Bank to consider 5 or more evidences across the last 10 years overall as proof of bidder's experience over 10 years.	Please refer to the addendum 2.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
26	20	1.15.3.1	Technical Bid evaluation	Years of bidder experience Introduction of Branding, Tagline / Vision, and Mission Statement for other Brands/Corporates Scoring Methodology- · Experience more than 10 years: 20 marks · Experience 5 to 10 years:: 15 marks · Experience less 5 years: 10 marks	Request the bank to ease the yearly requirement and amend the scoring methodology to - Experience more than 10 engagements: 20 marks · Experience 5 to 10 engagements:: 15 marks · Experience less 5 engagements: 10 marks	Please refer to the addendum 2.
27	20	1.15.3.1 Technical Bid evaluation	Years of bidder experience Introduction of Branding, Tagline / Vision, and Mission Statement for other Brands/Corporates	Work Order / Empanelment Letters – at least 1 each for the last 10 FYs. 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24, 2024-25 or earlier indicating that the Agency has been providing these services for at least 5 Years.	Requesting relaxation to the bidder experience requirement by reducing the work order/Empanelment requirements to the last 5 FYs	As per RFP terms.
28	28	Chapter-2 Scope of Work	Chapter-2 Scope of Work	Chapter-2 Scope of Work	Is the Bank expecting the Vision and Mission Statement in brief and detailing on these items comprehensively ?	As per RFP terms.
29	28	Chapter-2 Scope of Work	Chapter-2 Scope of Work	Chapter-2 Scope of Work	Is the Bank expecting a redefinition of its entire ecosystem, specifically in relation to any vertical, business strategies, or	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
					information technology strategies?	
30	28	Chapter-2 Scope of Work	Chapter-2 Scope of Work	Chapter-2 Scope of Work	Should the content focus on promoting new products, enhancing customer engagement, or reinforcing the Bank's vision and mission ?	As per RFP terms.
31	28	Chapter-2 Scope of Work	Chapter-2 Scope of Work	Chapter-2 Scope of Work	Is the output expected in Flyers or any collateral format. Please specify ?	As per RFP terms.
32	28	Chapter 2	Scope of Work		Is the bidder required to provide post-implementation support? If so, please specify the expected mode and duration of this support.	As per RFP terms.
33	28	Chapter 2 - Scope of Work	Assessment and Analysis (Day 8-21)	Objective: Conduct a comprehensive review of existing frameworks and benchmark best practices to inform the redesign process	Kindly confirm when the bank will commit to share the existing frameworks to avoid delays	Same shall be shared to the successful bidder
34	28	Chapter 2 - Scope of Work	Develop Communication & Governance Plan	Develop Communication & Governance Plan	Kindly confirm if you have any preferred frameworks for governance	The selected vendor is expected to establish a governance structure that is aligned with the overall project timeline and key milestones.
35	29	Scope of Work	Employee Engagement and Data Collection (Day 22-35)	"Design and conduct an online survey targeting approximately 10,000 employees,"	"In the given timeline (Day 22-35), what if 10,000 employees have not completed the survey", will	Bank will support to complete exercise in time.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
					there be any repucation on the consultants"	
36	29		3: Employee Engagement and Data Collection (Day 22–35)	Design and conduct an online survey targeting approximately 10,000 employees, spanning multiple roles, levels, and geographies to gather data on perceptions, aspirations, and alignment with the current mission and vision	<p>a. Is the scope of the online survey limited to understanding employee perceptions, aspirations, and alignment with the current mission and vision, or is the Bank also aiming to assess overall employee engagement levels, including factors such as Satisfaction, Contribution, Retention, etc.</p> <p>b. Kindly confirm the required languages, if any, for multilingual deployment of the survey.</p> <p>c. Do all the targeted 10,000 employees have active official email addresses to receive survey invitations and reminders? In case official email addresses are not available for all employees, would the Bank be open to sharing employees' WhatsApp numbers for sending the survey link?</p>	<p>a) Refer to scope of RFP.</p> <p>b) English is mandatory.</p> <p>c) Bank will support to share link among all the employees</p>
37	29	Chapter 2	Scope of Work	4. Focus Group Discussions (FGDs) and Leadership Visioning (Day 36-50)	Is the consultant required to travel to all zonal offices to conduct in-person FGDs with zonal managers?	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
38	29	Chapter 2	Scope of work pt. 4 Focus Group Discussions (FGDs) and Leadership Visioning (Day 36-50)	Facilitate structured FGDs across different stakeholder groups: In-person sessions with Senior Leadership, including the MD & CEO, Executive Directors, Chief General Managers/ General Managers, Zonal Managers.	Kindly confirm the count of leaders for the proposed FGDs including the locations in order to plan the FGDs effectively.	The proposed Focus Group Discussions (FGDs) will be for around 550 Bank officials including top management of the Bank. The FGDs will be carried out across 5 metro cities, in addition to Chandigarh.
39	29	Chapter 2 - Scope of Work	Employee Engagement and Data Collection - Qualitative Insights:	o Collect narrative insights to uncover deeper sentiments and themes that can inform meaningful messaging and positioning.	Kindly confirm if the qualitative insights are to be inferred from the quantitative data collection exercise or if the bidder needs to design a different data collection approach for the same	As per RFP terms.
40	29	Chapter 2 - Scope of Work	Quantitative Research:	o Design and conduct an online survey targeting approximately 10,000 employees, spanning multiple roles, levels, and geographies to gather data on perceptions, aspirations, and alignment with the current mission and vision.	Kindly confirm if any such online survey for employees has been conducted in the past and the findings and the efficacy of the same?	No such findings are available with the Bank.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
41	29	Chapter 2 - Scope of Work	Drafting and Refinement (Day 51-65)	Objective: Translate insights into draft statements and incorporate feedback to co-create final versions.	Kindly confirm if the sourcing of feedback from relevant stakeholders will be the responsibility of the bank	It will be the responsibility of the selected bidder.
42	29	Chapter 2 - Scope of Work	Assessment and Analysis	Assessment and Analysis	Kindly confirm if the Assessment and Analysis phase may include interviews/ conversations with relevant stakeholders	Yes
43	30	Chapter 2	Scope of Work	6. Finalization and Communication Roadmap (Day 66-80)	Is the vendor expected to provide training to employees on the new Vision and Mission statements as part of the project scope?	Training on new Vision & Mission statements is not in scope.
44	30	Chapter 2	Scope of Work	5. Drafting and Refinement (Day 51-65) Present multilingual drafts to employee focus groups and leadership for feedback.	We understand that the multilingual draft refers to three languages: English, Hindi, and Punjabi. Kindly confirm.	Yes, English, Hindi, and Punjabi.
45	30	Chapter 2	Scope of Work	6. Finalization and Communication Roadmap (Day 66-80) Leadership Approval	The RFP does not specify the criteria or process for leadership approval of the final Vision and Mission statements. Request Bank to share the details on this approval process.	It will be shared with the selected bidder.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
46	30	Chapter 2 - Scope of Work	Drafting and Refinement (Day 51-65)	Feedback and Iteration: o Present multilingual drafts to employee focus groups and leadership for feedback. o Integrate suggestions and iterate to refine drafts for final consideration.	Kindly clarify the nature of the multilingual drafts and the languages expected as part of these drafts besides Hindi, English, Punjabi	Only English, Hindi & Punjabi
47	30	Chapter 2 - Scope of Work	Focus Group Discussions (FGDs) and Leadership Visioning (Day 36-50)	Visioning Workshop: o Conduct a collaborative visioning session with the leadership team to align future aspirations, strategic imperatives, and shared values.	Kindly confirm the members / designations/ seniority levels of the leadership team from the bank's side in the visioning workshops	As per RFP terms
48	31	Chapter 2	Scope of Work	Confidentiality	The RFP emphasizes confidentiality but does not specify the required data security measures or compliance standards. Kindly share the expectations regarding these aspects.	As per RFP terms
49	32	Chapter 3	Terms & Conditions	3.2 Payment Terms 100% of undisputed invoice amount shall be released after completion of the last phase and submission of all deliverables as per scope of work.	We kindly request the bank to consider allowing phase-wise payments.	As per RFP terms

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
50	32	3.2	Payment Terms	1. No advance payment will be released against purchase order. 2. 100% of undisputed invoice amount shall be released after completion of the last phase and submission of all deliverables as per scope of work.	In light of the efforts involved and the requirements of the project, request the Bank to kindly consider the following proposed payment milestones: 1. 25% - Advance payment 2. 25% - Upon completion of employee survey 3. 25% - Upon submission of drafts for vision & mission statements 4. 25% - Upon project closure	As per RFP terms
51	32	Chapter 3 - Terms and Conditions	Implementation Schedule	Implementation Schedule	Kindly confirm if overlaps between phases are allowed. Is it necessary to complete a phase and get sign-off on the deliverables before moving to the next phase?	Overlaps between phases are permitted, provided that they do not compromise the quality or integrity of the overall project execution.
52	32	Chapter 3 - Terms and Conditions	3.2 Payment Terms	100% of undisputed invoice amount shall be released after completion of the last phase and submission of all deliverables as per scope of work.	Kindly clarify the monthly payment milestones for the engagement across the phases defined	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
53	32	Chapter 3 - Terms and Conditions	3.2 Payment Terms	The bidder's request(s) for payment shall be made to Bank in writing (Invoice) accompanied by the monthly reports/attendance for which payment is being claimed.	Kindly clarify the monthly payment milestones for the engagement across the phases defined	As per RFP terms.
54	33	Chapter 3	Terms & Conditions	3.3 Assignment & Subcontracting b) If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this tender shall be assigned to the new entity and such an act shall not affect the rights of the Agency under this tender.	Please elaborate this clause.	As per RFP terms.
55	35	Chapter 3	Terms & Conditions	3.8 Service Level Agreement Less than 3 different Vision and Mission draft statements submitted by the vendor	We understand that a minimum of 4-5 different draft Vision and Mission statements need to be submitted. Kindly confirm if our understanding is correct.	The statements may undergo multiple iterations until they are formally accepted by the Bank.
56	35	3.8 Service Level Agreement	Service Level Agreement and Penalty for Operations	Rs 25,000.00 per statement not submitted per week of delay or part thereof. (Vision and Mission statements shall be treated separately	Requesting the bank to ease the penalty fees for the submission of the statements given there are multiple stakeholders involved in publishing the final draft of the documents for submission	As per RFP terms

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
57	35	3.8 Service Level Agreement	Service Level Agreement and Penalty for Operations	2% of total contract value per week of delay or part thereof, capped at 10% of TCO	Requesting the bank to ease the penalty fees for the submission of the statements given there are multiple stakeholders involved in publishing the final draft of the documents for submission	As per RFP terms
58	35	3.8 Service Level Agreement	Service Level Agreement and Penalty for Operations	Rs. 25,000.00 per deliverable per week of delay or part thereof, capped at 10% of TCO not submitted within time	Requesting the bank to ease the penalty fees for the submission of the statements given there are multiple stakeholders involved in publishing the final draft of the documents for submission	As per RFP terms
59	35	3.8 Service Level Agreement	Service Level Agreement and Penalty for Operations	Rs 25,000.00 per statement not submitted. (Vision and Mission statements shall be treated separately)	Requesting the bank to ease the penalty fees for the submission of the statements given there are multiple stakeholders involved in publishing the final draft of the documents for submission	As per RFP terms
60	35	3.8 Service Level Agreement	Service Level Agreement and Penalty for Operations	2% of total contract value per week of delay or part thereof, capped at 10%	Requesting the bank to ease the penalty fees for the submission of the statements given there are multiple stakeholders involved in publishing the final draft of the documents for submission	As per RFP terms

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
61	35	3.8 Service Level Agreement	Service Level Agreement and Penalty for Operations	Rs. 25,000.00 per deliverable not submitted within time.	Requesting the bank to ease the penalty fees for the submission of the statements given there are multiple stakeholders involved in publishing the final draft of the documents for submission	As per RFP terms
62	38	Chapter 4	Legal & Contractual	4.4 Authorized Signatory	Is it acceptable to sign the bid using a digital signature, or is a manual signature mandatory?	Manual Signature is mandatory

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
63	39	4.7	Ownership and Retention of Documents	<p>The Bank shall own the documents prepared by or for the selected Bidder arising out of or in connection with the Contract.</p> <p>Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder while performing the Service(s), unless otherwise directed in writing by The Bank at no additional cost.</p> <p>The selected Bidder shall not, without the prior written consent of The Bank/ Purchaser, store, copy, distribute or retain any such Documents.</p> <p>The selected Bidder shall preserve all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s) in accordance</p>	<p>We request the Bank to kindly consider the following suggested modification to this clause-</p> <p>Subject to retention of professional records, Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder while performing the Service(s), unless otherwise directed in writing by The Bank at no additional cost.</p> <p>The selected Bidder shall preserve all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of The Bank /Purchaser in this regard</p>	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
				with the legal, statutory, regulatory obligations of The Bank /Purchaser in this regard.		

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
64	39	4.8	Intellectual Property Rights	In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc., arising from the use of the Goods or any part thereof in India, the Vendor(s) shall act expeditiously to extinguish such claim. If the Vendor(s) fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor(s) shall be responsible for the compensation to the claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor(s) of such a claim, if it is made, without delay. The Vendor(s) shall indemnify the Bank against all third-party claims	<p>We request the Bank to kindly consider the following suggested modification to this clause-</p> <p>In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc., arising from the use of the Goods or any part thereof attributable to Vendor in India, the Vendor(s) shall act expeditiously to extinguish such claim. If the Vendor(s) fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor(s) shall, subject to limitation of liability clause under this Agreement, be responsible for the compensation to the claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor(s) of such a claim, if it is made, without delay.</p>	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
65	39	Chapter 4 - legal and contractual	4.6 Confidentiality	<p>This document contains information confidential and proprietary to the Bank. Additionally, the bidder will be exposed by virtue of the contracted activities to internal business information of the Bank, affiliates, and/or business partners. Disclosure of receipt of any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the bidder, premature termination of the contract, or legal action against the bidder for breach of trust. The information provided / which will be provided is solely for the purpose of undertaking the services effectively.</p> <p>No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent of Bank. Reproduction of this RFP, by photographic, electronic, or other means is strictly prohibited.</p> <p>The bidder must undertake that they shall hold in trust</p>	<p>We request the bank to consider addition of the below clause -</p> <p>Neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for</p>	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
				any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder also has to agree to restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause. Physical as well as logical security of data to be ensured. This step should include having the employees assigned to Punjab & Sind Banks' work sign a 'Confidentiality Agreement'. The selected vendor(s) undertakes not to keep this data with its company after the end of this agreement. This clause will outlive the agreement date. The Bidder shall sign a Nondisclosure Agreement as stated in the RFP.	a period of 3 years from the date of termination of this Agreement.	
66	40	4.9	Intellectual Property Indemnity & Indemnity against Misuse of License	The selected vendor(s) has to undertake to indemnify Punjab & Sind Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory	As a standard practice we may be unable to accept indemnification in our contracts. We request the Bank to kindly consider the following suggested modification to this clause-	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
				<p>infringement of, or inducement to infringe, any Indian or foreign patent, trademark or copyright, arising out of the performance of this contract.</p> <p>The selected vendor(s) shall have to undertake to indemnify Punjab & Sind Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement or misuse by vendor(s) of, any license issues arising out of the execution of this contract.</p> <p>Service provider shall ensure that all persons, employees, workers and other individuals engaged by or sub-contracted (if allowed) by Service Provider in rendering the Services under this Agreement have undergone proper background check, police verification and other necessary due diligence checks to examine their antecedence and ensure their suitability for such engagement. No person shall be engaged by Service provider unless such person</p>	<p>Service provider shall ensure that all persons, employees, workers and other individuals engaged by or sub-contracted (if allowed) by Service Provider in rendering the Services under this Agreement have undergone proper background check, police verification and other necessary due diligence checks to examine their antecedence and ensure their suitability for such engagement. No person shall be engaged by Service provider unless such person is found to be suitable in such verification and Service Provider shall retain the records of such verification and shall produce the same to the Bank as and when requested.</p>	

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
				is found to be suitable in such verification and Service Provider shall retain the records of such verification and shall produce the same to the Bank as and when requested.		

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
67	42	Chapter 4 - legal and contractual	4.12 Inspection of Records	<p>Subject to receipt of prior written notice, all Vendor(s) records/premises with respect to any matters covered by this Tender shall be made available to the Bank or its designees and regulators including RBI, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the Vendor(s), provided that the auditors would be permitted to submit their findings to the Bank pertaining to the scope of the work, which would be used by the Bank. The cost of the audit will be borne by the Bank.</p> <p>The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities. Such audit shall be conducted within normal</p>	<p>We request the Bank to kindly consider the following suggested modification to this clause-</p> <p>Subject to receipt of prior written notice, all Vendor(s) physical records with respect to any matters covered by this Tender shall be made available to the Bank or regulators including RBI, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the Vendor(s), provided that the auditors would be permitted to submit their findings to the Bank pertaining to the scope of the work, which would be used by the Bank. The cost of the audit will be borne by the Bank.</p> <p>The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such</p>	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
				working hours of the Vendor(s) and the Bank's auditors shall comply with confidentiality and security requirements as specified by the Vendor(s).	<p>inspection, which will be subject to the requirements of statutory and regulatory authorities. Such audit shall be conducted within normal working hours of the Vendor(s) and the Bank's auditors shall comply with confidentiality and security requirements as specified by the Vendor(s).</p> <p>Notwithstanding anything contained herein, any audit and/or request for information conducted shall be restricted to the physical files in relation to this Agreement only and shall be subject to Client agreeing to maintain confidentiality of these documents. No access to the Agency's systems, network, facilities, or hands on or intrusive testing will be permitted. Any third parties employed by the Client to conduct such audit or request for information shall not be a competitor of the Agency and shall agree to confidential obligations with Agency, for the said purpose.</p>	

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
68	42	Chapter 4 - legal and contractual	4.15 Limitation of Liability	Vendor(s) aggregate liability under the Contract shall be limited to a maximum of the Contract value. This limit shall not apply to third party claims for IP Infringement indemnity, bodily injury (including Death) and damage to real property and tangible property caused by vendor(s)/s' gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor(s) that gave rise to claim, under this Tender. Vendor(s) shall not be liable for any indirect, consequential, incidental or special damages under the Agreement/ Purchase Order.	<p>We request the Bank to kindly consider the following suggested modification to this clause-</p> <p>Notwithstanding anything contained under the Agreement, Bank shall not recover from the Vendor, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. Bank shall not recover from the Vendor, in contract or tort or indemnity, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services.</p>	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
69	43		4.16 Signing of Pre-Contract Integrity Pact	Exact Role of Independent External Monitors (IEMs):	The RFP mentions the involvement of Independent External Monitors (IEMs) but does not specify their roles or responsibilities. Could you please clarify how their observations or findings are expected to influence the project?	Please refer to Appendix-F of the RFP
70	46		Annexure-II Bidder's Information	11. Complete DR site Address	Please clarify what is meant by 'DR site address' in this context?	Please refer to the addendum 2 for the revised Annexure-II.
71	47		Annexure-II Bidder's Information	12. We agree to the splitting of order in the proportion as stated in the RFP at the discretion of Bank.	Is the split of order applicable to this RFP?	Please refer to the addendum 2 for the revised Annexure-II.
72	63	Annexure - XI	Project Completion Certificate	"To be submitted on the letterhead of the Bidder duly signed by an authorized signatory from client side"	Please confirm the Annexure - XI has to be printed on Bidder letter head and signed by client? A) will the above mean the authorized signatory details will be of the client and not the bidder? B) if in the past we have already received letters on client letterhead confirming the project, will the same be considered?	It is recommended that Annexure - XI has to be printed on Client's letter head and signed by client. A. The authorized signatory details will be of the client and not the bidder. B. As far as possible, the Project Completion Certificate should be submitted in the format provided in Annexure XI. The certificate must be signed by the client to validate the completion of the assignment. However, other formats containing all relevant details and bearing the client's signature may also be accepted.
73	63		Annexure XI	Project Completion Certificate	a. We already possess project completion certificates from our clients.	As far as possible, the Project Completion Certificate should be submitted in the format provided

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
					<p>Would submission of the same be acceptable? We will fill the format provided in the RFP as well for detailing the project scope.</p> <p>b. Kindly clarify whether the certificate format provided in the RFP is required to be signed by the client for whom the project was delivered, or can it be signed by the bidder.</p>	in Annexure XI. The certificate must be signed by the client to validate the completion of the assignment. However, other formats containing all relevant details and bearing the client's signature may also be accepted.
74	64	Annexure XII	Proposed Team Profile & Deployment	Proposed Team Profile & Deployment	Kindly confirm if the team members need to be working out of the corporate office of the bank during the entire duration of the project or can we ensure onsite presence for specific milestones.	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
75	28-29	Chapter 2	Scope of work pt. 3 Employee Engagement and Data Collection (Day 22-35)	Design and conduct an online survey targeting approximately 10,000 employees, spanning multiple roles, levels, and geographies to gather data on perceptions, aspirations, and alignment with the current mission and vision. The vendor will be responsible for arranging the survey platform (e.g., call, survey, forms, or portal)	Please confirm if the bank has an internal platform that can be leveraged for the survey, or if it's acceptable to use a secure cloud-based platform (e.g., Qualtrics, Microsoft Forms, SurveyMonkey, etc.)?	The Bank does not currently possess an internal survey platform suitable for this initiative.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
76	28-29	Chapter 2	Scope of work pt. 3 Employee Engagement and Data Collection (Day 22-35)	Design and conduct an online survey targeting approximately 10,000 employees, spanning multiple roles, levels, and geographies to gather data on perceptions, aspirations, and alignment with the current mission and vision. The vendor will be responsible for arranging the survey platform (e.g., call, survey, forms, or portal)	We assume the bank will support the consultant in ensuring adequate participation from the employees within the due timelines.	Bank will support to complete exercise in time.
77	29-30	Chapter 2	Scope of work pt. 5 Drafting and Refinement (Day 51-65)	Feedback and Iteration: Present multilingual drafts to employee focus groups and leadership for feedback.	Request the bank to specify the number of employee focus groups/employee coverage expected for the post draft submission feedback	Refer to Addendum 2
78		New addition	Immediate Termination		<p>Given the standard independence requirement for the organization, we request the bank to consider addition of the below clause -</p> <p>The Vendor may terminate this Agreement, or any particular Services, immediately upon written notice to the Bank if Vendor reasonably determine that selected agency can no longer provide the Services in accordance with</p>	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
					applicable law or professional obligations.	
79		New addition	Materials		<p>We request the bank to consider addition of the below clause -</p> <p>Vendor may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") that Vendor own in performing the Services.</p> <p>Notwithstanding the delivery of any deliverables/reports, we retain all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that we compile and retain in connection with the Services (but not information provided by Bank reflected in them). Upon payment for the Services, Bank may use any Materials included in</p>	As per RFP terms.

Sr. No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Comment
					the deliverables/reports, as well as the deliverables/reports themselves as permitted by this Agreement.	

*****End of document*****