

Sr. No.	RFP Page No.	RFP Clause No.	Existing Clause	Query/ Suggestions	Response
1	72	1	Set up and maintenance of development, UAT, pre-production, production, DR and near DR sites of the LMS.	Set up and maintenance of development, UAT, pre-production, production, DR of the LMS. Justification: CSP deployment in every region is multi-AZ and two regions (DC and DR) is good to design a resilient system. Is it necessary to have a near-DR site just for log storage?	For near DR, the Bidder to replicate production data to the database copy maintained at Bank's data center and provision for daily sync should be ensured by the bidder.
2	194	3	Shall be hosted and provided services on a dedicated instance for the Bank on the cloud	Shall be hosted and provided services through a dedicated tenancy for the Bank on the cloud. Justification: The VM construct in Public Cloud is always part of the Project which is dedicated to the Bank. The dedicated tenancy will also be securely connected to SBI's data center using a Landing Zone construct with MPLS between the DC's.	Application shall be hosted on single tenancy for the Bank in public cloud with dedicated Assets i.e. APP, DB & HSN. Security toolsets viz SIEM, Firewall, WAF should be dedicated for bank's tenancy and shall not be shared with any other cloud tenant. Bidder should have 24/7*365 days security monitoring arrangement with real time alert generation. SIEM, DAM to be Integrated with the Bank's Security Operation Centre (SOC) for log shipping. Access control to servers should be through cloud cloud-based PIMS solution of Bidder, Access to PIMS logs should be available to Bank for audit purpose. Intel/Advisories published by CERT-In/RBI/IEHRT/C-SITE etc should be integrated with bidders SOC. The Bank's tenancy in public cloud should be securely
3	194	4	There should be logical separation (of servers, storage, network infrastructure and networks) to protect data, applications and servers and provide robust virtual isolation for the Bank.	There should be logical separation (of servers, storage, network infrastructure and networks) to protect data, applications and servers and provide robust virtual isolation for the Bank as per the Meity CSP & RBI outsourcing guideline.	Refer to response # 2
4	194	6	The space allocated for the dedicated infrastructure should be clearly demarcated and identified as hosting Bank's Project. The demarcated and identified area shall not host any components other than those of Banks Project.	Pls remove this clause. Justification: The CSP solution works differently. Due to the up times, redundancy etc it is not feasible to demarcate the infrastructure, however during physical audit all the details can be captured.	No change in RFP terms.
5		9	The cloud service offering shall support Network and security with dedicated firewall along with load balancer integration for auto-scale functions. However, the dedicated infrastructure elements can be shared within the Bank.	Pls clarify for dedicated Firewall ? What does bank expect by sharing the dedicated infrastructure elements?	Refer to response # 2
6		13	Security toolset shall be a dedicated installation of the tools / products for the Bank.	What security toolset bank expects as dedicated installation ? Cloud service enabled will always be provisioned for the project only ?	Refer to response # 2
7	198	3	Integration with Bank's Security Operation Center (SOC) including SIEM, DAM, WAF	What type of integration is required? Do we have to share the audit logs?	Refer to response # 2
8		37	Automated scans can be performed by Bank's designated third-party auditors, using Bank's specified tools.	Automated scans of the VMs can be performed by Bank's designated third-party auditors, using Bank's specified tools. Justification: The app instance will be running on VMs.	No change in RFP terms.

9	3	Schedule of events 11. Earnest Money Deposit	EMD should be in the form of a bank guarantee. EMD shall be valid up to 180 days from bid submission date.	Bidder requests that EMD validity be 90 days from bid submission date.	No change in RFP terms.
10	3	Schedule of events 12. Bank Guranatee	5% of contract value	Bidder requests that BG be collected at 3% of the contract value.	No change in RFP terms.
11	18	13. PERIOD OF BID VALIDITY:	i. Bid shall remain valid for duration of 9 calendar months from Bid submission date.	Bidder requests that bid validity be 90 days from bid submission date.	No change in RFP terms.
12	31	40. LIQUIDATED DAMAGES	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost.	Bidder requests that liquidated damages be charged at 0.5% of the delayed/ affected value for delay of each week or part thereof maximum up to 5% of Table B cost as per the Price Bid format.	No change in RFP terms.
13	35	43. TERMINATION FOR DEFAULT	ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, software and Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Software Solution and/or Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.	Bidder requests that any additional liability of bidder A on account of procurement of product/ software/ service from another service provider be limited to 10% of the price quoted by bidder A .	No change in RFP terms.
14	35 & 36	43. TERMINATION FOR DEFAULT	During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.	Bidder requests that this penalty be capped at 5% of the recurring cost.	No change in RFP terms.
15	77 & 78	4. Term of the Project - Project Schedule; Milestones and delivery locations	Project Activities (indicative) Duration for Activity Organisation-wide LMS go-live Launch Day	Request bidder to cap the launch day to be within 15 days from the pilot launch & platform scaling for org wide go-live.	No change in RFP terms.

16	82	Payment schedule	License cost- Employee License (for SBI employees): Quarterly payment at the end of the quarter Non-Employee Licenses (for external users): Quarterly payment at the end of the quarter Additional licenses will be paid at the end of each year	Bidder requests for payment yearly in advance.	No change in RFP terms.
17	82 & 83	Payment schedule	Support cost: Quarterly payment for post-implementation support team based on man-day cost (invoice to be raised at the end of each quarter)	Bidder requests for payment monthly in arrears.	No change in RFP terms.
18	86	Table C: Post-implementation support cost	Table C: Post-implementation support cost	Bidder requests that for Table C of the price bid, the format to allow input of cost per year separately in order to incorporate inflation.	No change in RFP terms.
19	86	Notes	In case the Bank decides to extend the contract for a further term of 3 years, any increase in the cost of licenses should not exceed 10% and any increase in the cost of post-implementation man day cost should not exceed 12%	Bidder requests that costs for any extension in the contract be mutually discussed.	No change in RFP terms.
20	96	PENALTIES FOR POST-IMPLEMENTATION CUSTOMIZATION/CONFIGURATION OF APPLICATION	Bank expects that the selected bidder completes any additional scope of work within the agreed timeframe failing which the bidder shall be subject to a penalty of 0.5% of the cost of additional scope of work per week of delay up to 5% of total cost of additional	Bidder requests that this penalty be capped at 5% of the delayed/ affected value.	No change in RFP terms.
21	26	32. SUBCONTRACTING	As per scope of this RFP, sub-contracting is not permitted.	We request that this be changed to sub-contracting would be permitted only after prior approval from Bank. This is because some activities such as cloud hosting services, professional services, remote support, etc. may need to be availed from co-lo provider, LMS OEM, etc.	No change in RFP terms.
22	45	Appendix-B	Bidder should have experience in deploying LMS as specified in this RFP to at least two companies in India as on 31.03.2023	We understand that "companies" here also includes government agencies or departments. Please confirm this understanding	Companies does not include government agencies or departments
23	46	Appendix-B	Bidder should have experience in deploying LMS as specified in this RFP to at least one company in India covering a userbase of at least 15000 users, during the last 5 FY, as on 31.03.2023.	We understand that "companies" here also includes government agencies or departments. Please confirm this understanding	Companies does not include government agencies or departments
24	46	Appendix-B	Bidder should have data center, disaster recovery center, high availability zones across data centers located in India only	We request that "bidder" be changed to "bidder/proposed co-lo service provider or cloud provider"	Please refer to the subsequent corrigendum
25	204	Appendix-T	Experience in providing LMS to public/private listed companies in India during the last 5 FY as on 31.03.2023	We request that this be changed to "Experience in providing LMS to public/private listed companies or government agencies/ departments in India during the last 7 FY as on 31.03.2023"	No change in RFP terms.
26	204	Appendix-T	Experience in providing LMS for companies (public/private) in the BFSI sector in India during the last 5 FY as on 31.03.2023	We request that this be changed to "Experience in providing LMS for companies/agencies/departments (public/private) in the BFSI sector in India during the last 7 FY as on 31.03.2023"	No change in RFP terms.

27	12	4.2 Scope of Work	Presently, SBI employs the following tailor-built platforms for various learning interventions	Which of these 5 platforms does the proposed LMS intend to replace? Are there any platforms that will need to be integrated with the proposed LMS?	As defined in the RFP.
28	70	Appendix-C	System should provide the ability to support content creation and modification – including content authoring/editing and ability to make updates to the content without impacting learner experience	About how many people will need content authoring and editing rights?	No change in RFP terms.
29	71	Appendix-C	System should provide the ability for learners to enable or disable subtitles and transcripts	These are features of the content package rather than of the LMS. Kindly review the same	The system should have the ability to support content packages with the requirement mentioned
30	71	Appendix-C	System should have the ability to enable or disable fast-forwarding and/or skipping video / slide in elearning content	These are features of the content package rather than of the LMS. Kindly review the same	The system should have the ability to support content packages with the requirement mentioned
31	72	Appendix-C	System should have the ability to support remote proctoring features	Kindly elaborate this feature - what needs to be proctored remotely and by whom?	Assessment and Exams conducted by the bank needs to be proctored by the Faculty
32	75	Appendix-E	All new resources should have 30 days evaluation time and the billing of resources will start after completion of evaluation period.	Kindly elaborate what this 30 day evaluation will entail	SBI will evaluate resource's performance & quality of work
33	79	Appendix-E	SBI currently manages more than 12 learning platforms, each requiring the migration of both learning content and transactional data in its entirety	We request SBI to provide the make (product name) and version number of each of these 12 learning platforms	All applications are developed in-house. The techstack across these internal platforms are as follows: Asp.Net MVC , Oracle, ASP.Net Webforms, Java, PHP, Maria DB, Share Point, PowerApps, Share point Lists, SQL Server.
34	25	Inspection and Testing	The Bank's right to inspect, test the product/ solution after delivery of the same to the Bank and where necessary reject the products/solution which does not meet the specification provided by the Bank. This shall in no way be limited or waived by reason of the products/ solution having previously being inspected, tested and passed by the Bank or its representative prior to the products/ solution shipment from the place of origin by the Bank or its representative prior to the installation and commissioning.	Request to keep a definite timeline rather than keep it open-ended.	No change in RFP terms.

35	26	Right to Audit/ Inspection	As per RFP and Service Level Agreement and Pre-Contract Integrity Pact (Independent Monitors)	<p><Bidder> would like to submit the following for inclusion: Auditors shall NOT be given access to:</p> <ol style="list-style-type: none"> 1.any information not related to the Services; 2.Bidder locations/premises (or portions thereof) that are not related to the Services; or 3.Bidder records or documents relating to the make up of Bidder’s internal overhead calculations or direct costs, their relationship to the service charges, any financial cost model, calculation of service charges or Bidder’s profitability; or 4. internal Bidder audit reports, or any summaries thereof. <p>We require Independent Monitors to:</p> <ol style="list-style-type: none"> 1. provide Bidder with at least thirty (10) days notice of its requirement for an Audit allowed once in a year, with such notice describing the issue(s) that will be the subject of the audit; 2. be subject to Bidder site/premises security obligations and have their access controlled/monitored by Bidder; 3.pay all Bidder costs associated with the audit at current time and material rates and submit any requests for Bidder assistance with an audit as a change request. <p>A third party auditor/inspector shall:</p> <ol style="list-style-type: none"> 1. not be a competitor of Bidder or a third party in dispute / conflict with Bidder; 2. execute a confidentiality agreement acceptable to Bidder; 3. be independent 	No change in RFP terms.
36	34	Limitation of Liability (RFP and Service Level Agreement)	damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,	<p>We would kindly request that the language be amended as below:</p> <p><i>"damage(s) occasioned by Service Provider for wilful breach of Confidentiality Obligations"</i></p>	No change in RFP terms.
37			Service Provider shall abide by the provisions of the DPDP Act, 2023 - 11th August, 2023; CG-DL-E-12082023-248045 as and when the relevant rules and guidelines come into force.	<p>We would request that the clause be amended as follows:</p> <p><i>"Service Provider shall abide by the provisions of the DPDP Act, 2023 - 11th August, 2023; CG-DL-E-12082023-248045 as and when the relevant rules and guidelines come into force, subject to the limitation of liability and to the extent it would be applicable to the Service Provider as an IT Service Provider."</i></p>	No change in RFP terms.

38		Intellectual Property (RFP and Service Level Agreement)	<p>Service Provider shall grant the Bank a fully paid-up, irrevocable, non-exclusive, perpetual license throughout the territory of India or abroad to access, replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein perpetually. The source code / object code / executable code and compilation procedures of the Software Solution should be placed under an Escrow arrangement. All necessary documentation in this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified. Any update or upgrade to source code should be informed and brought under Escrow or made available to the Bank.</p>	<p><Bidder identifiable details have been deleted on purpose></p> <p><i>"Service Provider shall grant the Bank a fully paid-up, irrevocable, non-exclusive, perpetual license throughout the territory of India or abroad to access, replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein perpetually. The source code / object code / executable code and compilation procedures of the Software Solution should be placed under an Escrow arrangement. All necessary documentation in this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified. Any update or upgrade to source code should be informed and brought under Escrow or made available to the Bank."</i> Request REMOVAL IN SERVICE LEVEL AGREEMENT</p>	As defined in the RFP.
39		Intellectual Property	<p>Insertion of new clause under INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP</p>	<p>We would request that the following language be inserted:</p> <p><i>"Bank grants the Service Provider a non-exclusive, worldwide, royalty-free right license to any intellectual property that is necessary for the Service Provider and its designees to perform the Services.</i></p> <p><i>The Service Provider shall retain ownership of:</i></p> <p><i>a. all pre-existing Intellectual Property Rights ("IPR") and;</i></p> <p><i>b. all IPR in materials and reports etc. developed during the course of the Agreement and remain therefore able to re-use any copyrightable or patentable elements of the materials and report in future engagements."</i></p>	No change in RFP terms.
40		CODE OF INTEGRITY AND DEBARMENT/BANNING:	Debarment/Banning	<p>We would kindly request that all debarment / banning be restricted to only fraudulent actions as the causes seem to be for regular failure to meet the criteria / T&C's of the contract, for which SLAs and penalties along with damages can be claimed.</p>	No change in RFP terms.

41		TERMINATION FOR DEFAULT	Insertion of new clause under TERMINATION FOR DEFAULT	In the event of termination by customer, Bidder shall be paid for the: a) Goods delivered till the date of termination; b) Services rendered till the date of termination; c) Work in progress rendered till the date of termination; d) Third party orders in pipeline which cannot be cancelled despite Bidder's best efforts; and e) Unrecovered investments shall be paid by customer as per termination schedule till the date of termination. Bidder may terminate for non-payments of valid and non-disputed invoices which have not been paid for 2 consecutive months. Risk purchase shall be capped at 10% of the undelivered / delayed deliverables.	No change in RFP terms.
42			Prices payable to Service Provider as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in Custom duty.	We would request that this clause be revisited for the reasons mentioned under point 4.	No change in RFP terms.
43			Insertion of new clause under Scope of Work and Payment Schedule	We would request that the following clause be inserted: <i>"Bank agrees to pay all invoiced amounts within thirty (30) days of the Service Provider's invoice date. The Service Provider may suspend or cancel performance of open orders or Services if the Bank fails to make payments when due."</i>	No change in RFP terms.
44		Annexure- O	PRE CONTRACT INTEGRITY PACT	We would request that the sanctions for violations be restricted to fraudulent activities and not include an additional fee on top of the EMD/BG	No change in RFP terms.
45		Annexure- H	Data Processing Agreement	We would request that this appendix and any references to it be removed as it is inapplicable to the services being provided.	No change in RFP terms.
46		PRE CONTRACT INTEGRITY PACT	Fall Clause	We request removal of this clause from Pre-Integrity Pact	No change in RFP terms.
47		DELAY IN SERVICE PROVIDER'S PERFORMANCE	Any delay in performing the obligation/ defect in performance by Service Provider may result in imposition of penalty, liquidated damages, invocation of Bank Guarantee and/or termination of Contract (as laid down elsewhere in this RFP document).	We request this to be invoked only after providing bidder cure period to rectify or re-perform the obligations or defect in performance of obligations	No change in RFP terms.
48	94	Appendix- J	Penalty at the rate of Rs.25,000/- will be applied for every drop in 1 % i.e., Rs.25,000/- if the data accuracy is below 100 % and Rs.50,000/- if the data accuracy is below 99% and so on for every %.	We recommend Penalty at the rate of Rs.2,000/- will be applied for every drop in 5 % i.e., Rs.2,000/- if the data accuracy is below 100 % and Rs.10,000/- if the data accuracy is below 99% and so on	No change in RFP terms.
49	46	Appendix- B	Bidder should have data center, disaster recovery center, high availability zones across data centers located in India only	We recommend to remove this clause and allow hosting of Pvt Cloud in any of the COLO provider within India fulfilling RFP requirement and ownership by bidder/Sl.	No change in RFP terms.

50	80	Appendix- E	Payment schedule Table A: Implementation phase & Table B: Post-implementation phase (Applicable from the day of go-live till end of 5-year contract)	Please confirm if bank is considering only SAS model for present LMS requirement as we do not find any template to fill infrastructure or hosting charges? We request to open this RFP for Pvt Cloud hosted at COLO provider fulfilling RFP guidelines. This RFP limits participation to LMS provider with SAS offering and own Datacenter.	As defined in the RFP.
51	198	Security Requirements	The Data Center Facility shall at a minimum, implement the security toolset: Security & Data Privacy (Data & Network Security including Anti Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, HIDS / NIDS, Rights Management, SIEM, DAM, WAF, Integrated Vulnerability Assessment, SOC, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting)	Please confirm if bank is ready to avail those services as a shared services through COLO Service provider with the ownership of design and validation with bidder/SI.	Refer to response # 2
52	8	2	Invitation to Bid	While Bidder meets most of the learning platform requirements, and can offer a world-class learning solution - But, most of the terms and conditions of the the RFP are majorly skewed towards State Bank of India's (SBI) interests only, which makes it unsustainable for vendors. There is a large number of Non Standard (for SaaS platform; Multi-tenant instance) and Non- Manageable Requests cutting across Support, Services, Cloud Ops/InfoSec & Legal . And each of these Non Standard Asks has stringent penalty clauses attached. Is there any possibility to mutually discuss and agree on all such terms and conditions?, Multi-tenant instance	No change in RFP terms.
53	47	Appendix C	Learning Platform Requirement	The document says "The Bidder is required to submit their responses in the excel sheet provided". But, there is no excel provided with the RFP. Request you to share the excel (if any)	Available to be downloaded on the e-procurement portal
54	70	1.04/ I A	List of Addition Functional and Technical Requirements (Non-mandatory): Indian regional languages	Which regional languages are required? Is Bengali is one of the desired regional language?	As defined in the RFP, the system should be able to support additional 3 languages. Details to be defined at the time of implementation
55	72	3	Deployment: 4 Environments/ Sites (excluding DR/near DR)	What is expected for implementation on these sites - are they to be done in order listed? Would configuration/integration/migration be done on each environment and then to the next higher environment. Please clarify	Refer to response # 1

56	47	Appendix C	Learning Platform Requirement	What will be considered as Satisfactory Proof , for scoring?	For requirements available as part of existing offering, Bidders to submit screenshots of the platform (Standard or specific configurations created for a customer/client) For requirements that are not part of the existing platform and need customization, Bidders will need to provide wireframes.
57	8	2	Is this a SaaS LMS Requirement?	Please confirm that this RFP is for a SaaS/ Public Cloud LMS requirement. There are many clauses which are not alligned for a SaaS/ Public Cloud LMS requirement/ Multi-tenant architecture.	Refer to response # 2
58	113	18.2	Termination for Convenience: Post half of contract period	Does it means termination for convenience will be applicable post completion of half of the total Contract period (including the notice period)? Which is 2.5 years, as the overall contract is of 5 years, 6 months. Please confirm.	No change in RFP terms.
59	213	Refer Notes	L1 Support (The bidder will be required to provide L1 support during hyper care and additional 2 months post hyper care)	Bidder as a policy doesn't offer L1 support. We have qualified and experienced support personnel available to help SBI named admins. The admins are required to be trained on the product before implementation and field internal tickets from the end users. The customer will have access to regular support channels post implementation. The named and eligible admins are entitled to receive the support. However, SBI admins need to provide support to their end users at their end. Please confirm if this is acceptable to SBI.	No change in RFP terms.
60	13	4	Access to SBI Infra should be through a dedicated laptop set to SBI VPN and configured to their security standards	Why this is required? This has additional investment in specific systems for SBI Access. Please clarify.	Please refer to the subsequent corrigendum
61	24	26. sub pt vii	Written permission before applying patches and support older system/patches if SBI does not approve	We manage 7000+ clients globally, and managing written permission for each customer is not feasible. We send notifications before patches are applied. We do not wait for written permission. Request your consideration.	No change in RFP terms.
62	24	27 sub pt iii	Onsite team for support/maintenance	For a SaaS platform, on-site support is not required. For all of our 7000+ clients, support is provided by our in-house staff, either online or by telephone. Our team is equipped to handle incoming customer issues using a variety of internal tools and techniques. On-site support will add a significant additional resources cost to SBI, which is ideally not required for a SaaS platform. Please confirm if remote support is acceptable to SBI.	No change in RFP terms.

63	25	27 sub pt vii	Onsite /on call support during peak weeks at no cost	For a SaaS platform, on-site support is not required. For all of our 7000+ clients, support is provided by our in-house staff, either online or by telephone. Our team is equipped to handle incoming customer issues using a variety of internal tools and techniques. On-site support will add a significant additional resources cost to SBI, which is ideally not required for a SaaS platform. Please confirm if remote support is acceptable to SBI.	No change in RFP terms.
64	63	Ap C, Pt 14.0.1	Ticketing systems to log all queries (including L1) for SBI Admins to address	Bidder don't offer ticketing system for L1 queries. SBI will have to setup an applicable ticketing system for their internal users to log support requests. SBI admins will not have access to manage cases in BIDDER CRM system. Please confirm if this is acceptable to SBI.	No change in RFP terms.
65	64	Ap C, Pt 15.0.7	Restrict access to learning activity by IP address	We cannot restrict individual learning activity by IP. Please confirm if this is acceptable to SBI.	No change in RFP terms.
66	65	Ap C, Pt 17.0.2	Performance scalability for up to 35000 users	The LMS can scale to support 35000 users concurrently, however based on similar sized deployments we have observed peak concurrency at below 20000 users. Does SBI anticipate 35000 concurrent users?	No change in RFP terms.
67	75	Ap E, Pt 1 sub pt ii	Provider has to envisage any requirement and provide it at no cost	This is not acceptable. We can't commit to any future requirement of SBI, and providing the same at no cost. Please let us know if this is acceptable to SBI.	No change in RFP terms.
68	75	Ap E, Pt 1 sub pt iv	Resourcing restrictions	Bidder services resources are experienced/expert in-house resources who have gone through product certification. Introducing an approval process for resources and a delayed billing (post 30 days) will impact timelines and our ability to deliver a world class solution for SBI. Any resource concerns and project impacts can be effectively managed by the project/program management teams at both ends to arrive at a mutually agreeable solution. Please confirm if this is acceptable.	No change in RFP terms.
69	75	Ap E, Pt 1 sub pt v	Entire project done onsite	We deliver all our customer implementation projects remotely. SBI's ask is that full project and post project, to be done onsite at any location specified by the bank. This would impact our ability to deliver and increase cost to SBI as part of the solution. We would be managing the complete project remotely Please conform if this is acceptable to SBI.	No change in RFP terms.
70	94	Appendix- J	Penalties - Appendix- J	We do not offer resolution SLAs or penalties. Our approach is to partner with the customer and resolve issues as quickly as possible. Please conform if this is acceptable to SBI.	No change in RFP terms.

71	141	2.1	Table B: Response time and resolution time required of vendor	The severity level definitions and response time SLAs are not aligned with our model and practices. Our priority definitions and response SLAs are carefully designed to work for our broader customer base in a sustainable manner. Please conform if this is acceptable to SBI.	No change in RFP terms.
72	151	Annexure F	PENALTY FOR NON-PERFORMANCE OF SLA	We do not offer penalties for resolution times. Instead, our highly qualified support personnel will work with customers to understand the business impact and address issues as quickly as possible. Please confirm if this is acceptable to SBI.	No change in RFP terms.
73	217	Appendix V	Post Implementation Incident SLA	The requested resolution SLAs and severity/priority levels do not align with our support model. Our model is designed for a global customer base, ensuring sustainable deliverables. Please conform if this is acceptable to SBI.	No change in RFP terms.
74	79	Appendix E	#8 - Help Desk Requirements	The Support will be delivered by our in-house qualified support team members. Our support is on weekdays during full customer business hours. S1 and S2 issues will be handled during the weekends as necessary. Onsite support is not available. Please confirm if this is acceptable to SBI.	No change in RFP terms.
75	94	Appendix J	PENALTIES FOR DELAYED IMPLEMENTATION	Bidder does not agree to penalties; and liability should be decided based on the terms we both accept. Such penalties makes it infeasible for the vendor. Please confirm if this is acceptable to SBI.	No change in RFP terms.
76	94	Appendix J	PENALTIES FOR NON-COMPLIANCE TO MANDATORY REQUIREMENTS	Bidder does not agree to penalties; and liability should be decided based on the terms we both accept. Such penalties makes it infeasible for the vendor. Please confirm if this is acceptable to SBI.	No change in RFP terms.
77	94	Appendix J	PENALTIES FOR DATA MIGRATION	Bidder does not agree to penalties; and liability should be decided based on the terms we both accept. Such penalties makes it infeasible for the vendor. Please confirm if this is acceptable to SBI.	No change in RFP terms.
78	94	Appendix J	PENALTIES FOR NON-COMPLIANCE TO POST IMPLEMENTATION SERVICES	Bidder does not agree to penalties; and liability should be decided based on the terms we both accept. Such penalties makes it infeasible for the vendor. Please confirm if this is acceptable to SBI.	No change in RFP terms.
79	95	Appendix J	PENALTIES DUE TO DOWNTIME OF APPLICATION	Bidder does not agree to penalties; and liability should be decided based on the terms we both accept. Such penalties makes it infeasible for the vendor. Please confirm if this is acceptable to SBI.	No change in RFP terms.
80	95	Appendix J	ENALTIES FOR POST-IMPLEMENTATION CUSTOMIZATION/CONFIGURATION OF APPLICATION	Bidder does not agree to penalties; and liability should be decided based on the terms we both accept. Such penalties makes it infeasible for the vendor. Please confirm if this is acceptable to SBI.	No change in RFP terms.

81	95	Appendix J	PENALTY FOR ABSENCE OF POST IMPLEMENTATION SUPPORT TEAM	An absence scenario will not arise as we are available on all weekdays and for S1/S2 issues during the weekend. We have a trained team to provide post-implementation support for our customers, ensuring that no single member is solely responsible for this support. Bidder does not agree to penalties; and liability should be decided based on the terms we both accept. Such penalties makes it infeasible for the vendor. Please confirm if this is acceptable to SBI.	No change in RFP terms.
82	141		Table B: Response time and resolution time required of vendor	The response and resolution time along with the severity definitions listed are not in alignment with our global definitions and practices. We will not be able to meet these requirements. Please confirm if this is acceptable to SBI.	No change in RFP terms.
83	154	ANNEXURE G	ANNEXURE G - 3.4	This needs to be mutually discussed between both the parties. Please confirm if this is acceptable to SBI.	No change in RFP terms.
84	155	4, 6&7	Transfer of Configuration Management Database, Replacement SERVICE PROVIDER, Transfer of Assets	It is not acceptable. We do not transfer Configuration databases since we are on SaaS platform housing multiple customers. Please confirm if this is acceptable to SBI.	As defined in the RFP.
85	156	8	Transfer of Software Licenses	All software licenese & subscriptions are owned by Bidder and are non transferable. Please confirm if this is acceptable to SBI.	As defined in the RFP.
86	157	9	Transfer of Software	All software licenese & subscriptions are owned by Bidder and are non transferable. Please confirm if this is acceptable to SBI.	As defined in the RFP.
87	157	11	Transfer of Service Management Process	The requested data is proprietary for the organization and is not allowed to share. Please confirm if this is acceptable to SBI.	Please refer to the subsequent corrigendum.
88	72	3.1	3. Other Requirements - Near DR	Near DR for Replication and storage of DB - Need clarification on near DR requirements?	Refer to response # 1
89	72	3.1	Dev/UAT/PreProd/Production - Is it dedicated for SBI only or can it be shared	Need clarification whether SBI is asking for fully dedicated environments. Please confm.	Refer to response # 2
90	81	Appendix E	DR Requirements 15min/60min RPO/RTO	We currently do not have the capability to offer 15min/60min RPO/RTO. Our current RPO/RTO is 24/48 hours. It is difficult to reach the required RPO/RTO. Plesae suggest what best RPO/RTO can be accepted.	No change in RFP terms.
91	147	Annexure C	Annexure C - Guranteed Resolution times	We provide 99.5% availabilty and put in best effort to restore services. We take the responsibility of 99.5 % availability, so SBI should not be concerned about Guranteed Resolution Time, and as a policy we do not provide guranteed resolution time. Plesae confirm of this is acceptable to SBI.	No change in RFP terms.
92	191	29	Security Requirements	What is role conflict matrix evidence? While we do not have the certifications, we follow the best practices listed out in those certifications. Please help us with more calrity on this.	No change in RFP terms.

93	192	33	Security Requirements - Dedicated Instance	Dedicated environment requirement - We do not provide on SaaS (it's a multi-tenant instance) - Additional Investment is needed to have dedicated databases. SBI is asking for dedicated instances of everything from Firewall, Load Balancers, Web Servers, App Servers as well in other sections as well. If all were included, we need to setup a datacenter just for SBI and that would be very significant cost. As a practice, we track over a load, and take a decision. Please help us with more clarity on this.	Refer to response # 2
94	194	8	Cloud Requirements - Access to Firewall Policy	It is not acceptable. The Bidder software operates on a multi-tenant platform, where access to various third parties could compromise security, potentially jeopardizing the platform's integrity. Access to SBI Designated contact our FW policies whether Readonly is not allowed. Please confirm of this is acceptable to SBI.	No change in RFP terms.
95	194	9	Cloud Requirements - Dedicated Firewall	Bidder software is hosted on multi-tenant environment and to have a dedicated Firewall would require a very large investment. Please share more clarity, and let us know if this is a mandatory requirement.	Refer to response # 2
96	194	12-13	Cloud Requirements - Access to Network-Related security toolset	It is not acceptable. The Bidder software operates on a multi-tenant platform, where access to various third parties could compromise security, potentially jeopardizing the platform's integrity. Having a dedicated instance of the toolset requires a large investment. Please confirm of this is acceptable to SBI.	No change in RFP terms.
97	195	6	General Requirements - Ownership of VMs, templates and Clones	It is not acceptable. As a policy, we can't allow any of our customer to own our VMs, Templates even if we create a very dedicated and isolated environment. We do not allow VMs and other to be copied to the customer. We allow to transfer the customer data from their environment to our SFTP server from where they can download it. Ownership of the VMs, templates etc is not allowed. Please confirm of this is acceptable to SBI.	No change in RFP terms.
98	196	3	Data mgmt - item 3	It is not acceptable. We do not transfer customer data to their location (inhouse). We provide the Customer data on Bidder's SFTP server. Customer is required to download the data. We do not provide this service. It is the responsibility of the customer to pull the data. Please confirm if this is acceptable to SBI.	No change in RFP terms.
99	197	2-3	LAN/WAN Requirements Item 2/3	It is not acceptable. If the bank is asking for accounts on CO portals, we do not provide since we are on multi-tenant SaaS environment. We do not use the IP address of the Bank IP Pool and provide connectivity to the bank. Please confirm if this is acceptable to SBI.	No change in RFP terms.

100	197	5	DR Requirements - Item 5	We do not have Dashboard functionality on the DR status. We send regular notifications during the DR. We do not provide insights on the RPO/RTO to the customer. Please confirm if this is acceptable to SBI.	No change in RFP terms.
101	198	3	Security Requirements - Item 3	It is not acceptable. We do not allow integration of Banks SOC. Please confirm if this is acceptable to SBI.	No change in RFP terms.
102	198	4	Security requirements - Item 4	If the ask whether our CLOUD Domain integrates with Bank AD, We do not integrate with Bank AD. SSO is provided for application authentication. Please confirm if this is acceptable to SBI.	No change in RFP terms.
103	198	6	Security requirements - Item 6	Any security requirement will have to be mutually agreed Please confirm if this is acceptable to SBI.	No change in RFP terms.
104	198	15	Security Requirements - Item 15.	We scan and fix basis, owasp top 10 as well and get safe to host certification annually using CERTIN Enpannelled vendor. Please confirm if this is acceptable to SBI.	No change in RFP terms.
105	198	16	Security Requirements - Item 16.	It is not acceptable. We do not provide any connection to the Banks network through Separate links since we are on a SaaS platform that hosts multiple customers. Please confirm if this is	No change in RFP terms.
106	198	17	Security Requirements - Item 17.	It is not acceptable. The Bidder software operates on a multi-tenanted platform, where access to various third parties could compromise security, potentially jeopardizing the platform's integrity. Please confirm if this is acceptable to SBI.	No change in RFP terms.
107	26	31	Right to Audit	It is not acceptable. The Bidder software operates on a multi-tenanted platform, where numerous physical audits by various third parties could compromise security, performance, and resource allocation, potentially jeopardizing the platform's integrity. We request that you review Bidder's MSA and DPA, which include comprehensive audit provisions that Bidder can comply with. Please confirm if this is acceptable to SBI.	No change in RFP terms.
108	200	36	Security Requirements	It is not acceptable. The Bidder software operates on a multi-tenanted platform, where numerous physical audits by various third parties could compromise security, performance, and resource allocation, potentially jeopardizing the platform's integrity. We request that you review Bidder's MSA and DPA, which include comprehensive audit provisions that Bidder can comply with. Please confirm if this is acceptable to SBI.	No change in RFP terms.

109		Appendix Q R Y	Security Requirements, Cloud Requirements, and Cyber Security	<p>Much of the security, cloud, and cyber requirements are unacceptable as they either do not apply to the services that are being bid (SaaS Platform - LMS) or they are SBI specific and are not appropriate to a multi-tenant offering.</p> <p>Is there any possibility to mutually discuss and agree on all such terms and conditions?</p>	No change in RFP terms.
110		34	Limitation of Liability	<p>Bidder's maximum liability under this agreement will be limited to the total fees paid or payable by the customer for the twelve-month period preceding the cause of action.</p> <p>There can't be unlimited liability for breaches of confidentiality. Please confirm if this is acceptable to SBI.</p>	No change in RFP terms.
111		35	Confidentiality	<p>Comments on the NDA in Appendix K are provided below. We do not adhere to SBI's SLA; instead, we have our own SLA which can be submitted to SBI for reference. No edits are permitted. Also, the retrieval of confidential information must adhere strictly to the terms of the signed NDA. Please confirm if this is acceptable to SBI.</p>	No change in RFP terms.
112		36	Delay in Service Provider's performance	<p>Not acceptable. If Bidder misses any delivery dates due solely to its actions, SBI can extend the Agreement by one day for each day of delay beyond the scheduled completion dates, up to 60 days maximum. Bidder agrees this is fair and not a penalty. SBI to understand that delays from SBI's tasks won't hold Bidder responsible.</p> <p>These penalties are making the project unviable for vendors. Request your consideration.</p>	No change in RFP terms.
113	27	33	Validity of Agreement	<p>There are non-standard termination provisions in the Agreement and SLA which are not acceptable. The termination provisions to be discussed. We request that you review Bidder's MSA, which already include comprehensive termination provisions that Bidder can comply with. These penalties are making the project unviable for vendors. Please confirm if this is acceptable to SBI.</p>	No change in RFP terms.

114	30	39	IPR and Ownership	This clause is entirely unacceptable to Bidder due to several provisions that conflict with our standard practices. For example, it restricts Bidder from using Open Source or Copyleft licensed software without prior written approval. Additionally, it grants SBI exclusive authority to handle and settle IP infringement claims regarding Bidder technology or software. Moreover, the requirement for Bidder to place the source code and documentation of the Software Solution in Escrow for SBI's perpetual access and use is not in alignment with our standard policies. Please confirm if this is acceptable to SBI.	As defined in the RFP.
115	31	40	Liquidated Damages	Bidder does not accept liquidated damages. Please confirm if this is acceptable to SBI.	No change in RFP terms.
116	35	43	Termination for default	Bidder is unable to accept the current terms for the following reasons: SBI's ability to terminate for minor breaches versus our policy of limiting termination to material breaches, the burden of providing transition assistance to a new vendor at no extra cost, and SBI's imposition of a 10% penalty on project costs if transition support is deemed inadequate. These provisions do not align with our standard practices. Please confirm if this is acceptable to SBI.	No change in RFP terms.
117	36	44	Force Majeure	The right to terminate shall expire if not exercised within 10 days of resumption of services and the FM event to continue for a period of 30 'consecutive' days.	No change in RFP terms.
118	36	46	Termination for Convenience	On one side, SBI wants the vendor to keep dedicated resources (services and support) for 5-years, and on the other side wants a Termination for Convenience. This makes it infeasible for the vendor. Please confirm if termination for convenience can be post 3-years?	No change in RFP terms.
119	94	Appendix J	Penalties	Bidder does not agree to penalties; and liability should be decided based on the terms we both accept. Such penalties makes it infeasible for the vendor. Please confirm if this is acceptable to SBI.	No change in RFP terms.
120	97	Appendix K	SLA	This is not acceptable to Bidder. As a SaaS platform, Bidder maintain standard SLAs for it's 7000+ Clients Globally, including some of the Global Banks. Bidder has its own SLA which can be submitted to SBI for reference. A global SaaS vendor can't offer custom SLA to each of it's client, as that makes the business infeasible. Please confirm if this is acceptable to SBI.	No change in RFP terms.

121	217	Appendix - V	Post Implementation Incident SLA	Unfortunately, this is not acceptable. Bidder maintains its own SLA, which can be provided to SBI for reference. Our SLAs are standardized to ensure efficiency, reliability, and applicability across our 7000+ clients globally. Request your consideration. Proposed SLAs are not acceptable. Bidder has its own SLA which can be submitted to SBI for reference. Our SLA's are industrialised to ensure efficiency, reliability and applicable to all our customers. Please confirm if this is acceptable to SBI.	No change in RFP terms.
122	219	Appendix- X	DPA	This is not acceptable. Bidder has its own DPA which can be submitted to SBI for reference. Please confirm if this is acceptable to SBI.	No change in RFP terms.
123	189	Appendix- Q	Security Requirements	We are unable to accept the security standards provided - Annex Q- we are happy to provide policies and documentation on the security controls that are standard for the offering. We are confident that our controls will meet or exceed those in Annex Q. We are unable to accept the requirement of a CERT IN assessment. The offering is multi-tenant and such would infringe on the data and services of other customers. Please confirm if this is acceptable to SBI.	No change in RFP terms.
124	194	Appendix - R	Cloud Requirements	This requires a dedicated customer instance, while bidder's offering is multi-tenant and such would infringe on the data and services of other customers. Please confirm if this is acceptable to SBI.	Refer to response # 2
125	230	Appendix- Y	Cyber Security	We are unable to agree to the SBI Cyber requirements but are confident that we are able to demonstrate that the security controls and standards in our offering meet or exceed the SBI standards. Please confirm if this is acceptable to SBI.	No change in RFP terms.
126	47	Appendix C	User Experience Management	Can we not leverage the device capability (Windows PC or mobile) where screen reading and speech options are available? These are normally supported by the device capability and not the LMS. Please advise.	Screen reading and speech options can be leveraged. LMS should support / should be compatible.
127	64	16.01	Integration	System should have the ability to integrate with HRMS & PMS on a real time basis - Question: We need to understand the integration scope between the systems (what data need to flow from which system and the basis of these flows).	Integration scope shall be defined at the time of contracting with the service provider
128	181	Appendix O	Pre Contract Integrity Pact	Not mandatory as per Indian Law. CVC (India's apex anti-corruption body) recommends Integrity Pacts for public sector procurements	No change in RFP terms.

129	41	Appendix A	Part II - Bid Form (Technical Bid)	<p>We will need to include this language in the form: "While Bidder, as a matter of policy, does not comment on or negotiate specific terms and conditions prior to its selection as the preferred vendor, Bidder is fully confident that the parties will be able to reach a final agreement with terms that are mutually agreeable. We will be submitting our standard master agreement for the services requested in this RFP and this agreement will be required as it is uniquely tailored for the specific software and services that Bidder sells. Bidder submits this proposal with the understanding that it is not an offer capable of being accepted and will not create any legally binding obligations on either party (except for obligations of confidentiality), and that binding obligations will arise only upon execution of definitive agreements that are mutually acceptable to both parties." Please confirm if MSA, DPA, and SLA can be mutually</p>	No change in RFP terms.
130	65	16.06	Integration	<p>System should have the ability to track KRA and KPI information from PMS and recommend learning courses appropriately. Question: Do you want the gaps in KRA/KPI to become basis for learning recommendations in the LMS? Why cannot this be addressed through competency gaps from the PMS/LMS?</p>	<p>Do you want the gaps in KRA/KPI to become basis for learning recommendations in the LMS? Yes</p> <p>Why cannot this be addressed through competency gaps from the PMS/LMS? Requirement stated in the RFP stands unchanged</p>
131	28	37	Service Provider's Obligations	<p>Data will remain hosted in India but a remote access may be required from the US for support purposes. Ethical hacking is NOT PERMITTED. The offering is multi-tenant SaaS and such actions would infringe on the data and services of other customers in the tenant. We will provide an annual SOC 2 TYPE 2. A CERT IN is prohibited and will not be provided. 1 hour incident reporting is not acceptable. We agree to a 24 hour notification of incidents or reasonably suspected incidents. We are unable to accept the customer DPA (Data Processing Addendum). The offering is multi-tenant. We require the use of the Bidder standard Data Processing Addendum. We can agree to the applicable requirements of the DPDA. We are unable to agree to customer specific policies as the offering is multi-tenant. Please confirm if this is acceptable to SBI.</p>	No change in RFP terms.
132	70	I.C	User Experience Management	<p>System should provide the ability to generate scorecards based on completed trainings, assessments and other defined metrics. Question: What is meant by scorecards here. Please provide details around this requirement.</p>	Scorecard means a consolidated report of scores received by an individual across various learning content (Quizzes, Assessment etc.)

133	26	32	Subcontracting	Bidder have many subsidiaries, and they work with each other as a cohesive unit, to support our clients globally. We will require use of the Bidder US entity for support. Please confirm if that is acceptable.	No change in RFP terms.
134	72	X.B	General	System should have the ability to provide SIM binding feature for mobile application Question: Please clarify this requirement.	SIM binding, also known as SIM-based authentication, is a security mechanism that ties a specific SIM card to a user account or device.
135	58	9.03	Gamified Learning Experience	System should provide users the ability to filter a leaderboard by content type e.g., for e-learnings, VILT, ILT etc. Question: Is there any reason why we need to show leaderboard by content type? Is this a mandatory requirement?	Is there any reason why we need to show leaderboard by content type? To enhance user experience Is this a mandatory requirement? Yes
136	78	Appendix E - Pt 7	Integration	Can you please clarify the actual systems to integrate with. The list called out in Page 138 of the RFP indicates a general HRMS/PMS and MOOC. What kind of integration is envisaged. Bidder provides multiples avenues to integrate - there is a rich library of REST API's that applications can consume to insert/extract data to the LMS in addition to the ability to consume flat file data over a secure FTP transfer. Please share more details.	As defined in the RFP.
137	79	Appendix E - Pt 8	Migration	Can you please specify who will do the actual extraction. The request is to create scripts/extract utility for extraction of data. Will additional time be provided for analysis and technical mapping for each data source and required changes to be made to extraction scripts/utilities? Does SBI IT department maintain these systems and therefore able to provide this data quickly?	As discussed in 28/06/2024 meeting for transactional data, 1. List of data points to be migrated from existing applications will be provided in either csv or any other delimited formats along with its meta data about columns and files. 2. Vendor has to consume files shared by bank team into their application.
138	77	Appendix E - Pt 4	Implementation timelines	Considering the scope of the implementation including the integration and data migration, which would require activities from both sides - 70 days would not be sufficient for an effective solution definition, is SBI willing to review the timelines for this phase prior to execution of the contract after detailed discussion or look at a phased rollout of features?	No change in RFP terms.
139	77	Appendix E - Pt 4	Pilot program	Can you please clarify the scope of the pilot - what are the success criteria of the pilot and expectation around rollout support?	Vendor to pilot the new LMS in select geographies/ functions. Bidder to propose an approach for the pilot
140	77	Appendix E - Pt 4	Training for SBI Admins	Can you please clarify on the training for SBI Admins - how many admins are in the system currently - as a reference?	To be defined at the time of implementation
141	8	2	End user training	Can you please clarify the approach the bank has for end user training? Would this be managed by the SBI Admins or is this managed through job-aids, walk throughs in the system	Bidder to propose a suitable approach for end-user training

142	8	2	Change Management	Is there a defined process within SBI for change management for the rollout of the new system. This would be a key factor in system rollout throughout the organization. What is the expectation of support from Bidder?	Bidder to propose a suitable approach
143	46	3, Eligibility Criteria	The Bidder must have an average turnover of minimum Rs. 20 crore during last 03 (three) financial year(s) i.e. FY 2020-21, FY 2021-22 and FY 2022-23.	Request: As like Start-up, please relax Turnover Criteria for MSME. Justification: Eligibility criteria mentioned at SI No 3 to 5 and 13 to 16 in table above are relaxed for Startups subject to their meeting of quality and technical specifications. On the same ground and relaxation criteria for MSME as per Govt of India, kindly relax the same for MSME as well. It will increase Bid Participation to have healthy competition and to receive economical but best technical solution. Reference: 1) Clause No 5.3, Page No 39/232 of your RFP. 2) Govt of India, MSME Guidelines. 3) Relaxation Criteria mentioned in RFP for Start-ups, Page No 46/232.	No change in RFP terms.
144	46	17, Eligibility Criteria	Bidder should have data center, disaster recovery center, high availability zones across data centers located in India only	Request: Kindly update the clause for OEM openings. Justification: The clause "Bidder should have data center, disaster recovery center, high availability zones across data centers located in India only" may be done away with. The bidders may be required to be PARTNERS/OEM of Renowned data centres in India.	Please refer to the subsequent corrigendum
145	204	1.3, Technical Evaluation Metrix	Experience in providing LMS for companies (public/private) in the BFSI sector in India during the last 5 FY as on 31.03.2023	Request: Keep min one BFSI Client Experience and allow other Institutes/Dept in Experience Criteria. Or Kindly relax the criteria for MSME Justification: Other Top Institutes/Central/State Govt Experience also fulfil the requirement of good Bidder selection. Min One BSFI Experience will comply the condition to have LMS Experience in Bank Sector.	No change in RFP terms.
146	44	3	The Bidder must have an average turnover of minimum Rs. 20 crore during last 03 (three) financial year(s) i.e. FY 2020-21, FY 2021-22 and FY 2022-23.	Request to provide exemption on the average annual turnover requirement for MSME registered companies.	No change in RFP terms.

147	44	Appendix- B	The Bidder must have an average turnover of minimum Rs. 20 crore during last 03 (three) financial year(s) i.e. FY 2020-21, FY 2021-22 and FY 2022-23.	Is it possible to submit for last 3 years like FY 21-22, FY 22-23 and FY 23-24?	As defined in the RFP.
148	45	Appendix- B	Certification Requirements ISO/IEC 27001 OR SOC 2	Request you to please add CMMI Level 3 as an option to already available requirements so any one can be accepted as the CMMI is majorly required for projects like this.	No change in RFP terms.
149	45	Appendix- B	The Bidder should not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.	Please explain in details whats expected in this	Refer to the terms of the RFP
150	45	Appendix- B	Bidder should have experience in deploying LMS as specified in this RFP to at least one company with Asset Base of more than Rs. 1 Lakh Crores as on 31.03.2023, during the last 5 FY.	Requesting to remove this and instead add clause like Experience of Implementing an LMS for a client or Government for the value more then 1.5 crore for better competition as this clause is nothing to do with LMS	No change in RFP terms.
151	46	Appendix- B	Bidder should have deployed LMS in at least one of the following: • Public Sector Bank/Private Bank or • Public Sector Undertaking or • Listed private company during the last 5 FY, as on 31.03.2023.	Requesting to add Government or PSU as well in this list	No change in RFP terms.
152	203	Appendix- T	Experience in providing LMS for companies (public/private) in the BFSI sector in India during the last 5 FY as on 31.03.2023		As defined in the RFP.
153		Appendix-U 1	On-site requirement during Hypercare	Please share the location for onsite as it seems most of the team required to work from onsite?	As defined in the RFP.
154	12	4. Scope of Work	An eLearning platform that hosts an extensive content library with over 700 courses, all uploaded as SCORM packages, continuously enhancing the knowledge and skills of employees	What is the need for new LMS incase you already have an eLearning platform?	As defined in the RFP.
155	13	4. Scope of Work	Provide the Strategic Training Unit (STU) and circle Learning and Development (L&D) teams with visibility into training program performance through advanced reports	Which advance reports are expected?	As defined in the RFP.
156	15	9. EARNEST MONEY DEPOSIT (EMD):	EMD is required to protect the Bank against the risk of Bidder's conduct	Request to exempt EMD for the MSME registered companies as per Rule 170 (i) of General financial Rule (GFR), 2017	As defined under section 53 EXEMPTION OF EMD AND TENDER FEE, No change in RFP terms.
157	39	52. Tender Fee	TENDER FEE	Requesting to exempt the tender fee for MSME registered companies	As defined under section 53 EXEMPTION OF EMD AND TENDER FEE, No change in RFP terms.
158	69	2. List of Addition Functional and Technical Requirements (Non-mandatory)	System should have the ability to support multi-lingual interface with minimum 3 Indian languages other than Hindi	Which all languages would you like to have in the platform?	As defined in the RFP, the system should be able to support additional 3 languages. Details to be defined at the time of implementation

159	69	2. List of Addition Functional and Technical Requirements (Non-mandatory)	System should have the ability to provide SIM binding feature for mobile application	Please explain what is required?	SIM binding, also known as SIM-based authentication, is a security mechanism that ties a specific SIM card to a user account or device.
160	72	Table C-2: Cloud Requirements	Table C-2: Cloud Requirements	Will the cloud, SSL, Domain, Email, SMS Gateway etc and other 3rd party licenses if required provided by SBI?	As defined in the RFP.
161	83	Table A – Recurring License Cost	*Employee Licenses (for employees) User subscription/licenses inclusive of desktop/web and mobile application for 250000 licenses	The mobile application required is for both Android and iOS? Do we just need responsive or mobile app?	As defined in the RFP.
162	83	Table A – Recurring License Cost	*Employee Licenses (for employees) User subscription/licenses inclusive of desktop/web and mobile application for 250000 licenses	How much would be total concurrent users?	As defined in the RFP.
163	83	Appendix- F	Post-implementation support cost	What will be support duration?	As defined in the RFP.
164	84	Table A – Recurring License Cost	Definitions of licenses:	In case we offer perpetual license would it be ok?	As defined in the RFP.
165	85	Page 85 of 231 Table C: Post-implementation support cost	Post-implementation support cost for L1 resource; responsibilities detailed in Appendix-U3	Does the support team has to work from onsite or they can support remotely?	Please refer to the subsequent corrigendum
166	180	Appendix- O	PRE CONTRACT INTEGRITY PACT (TO BE STAMPED AS AN AGREEMENT)	What should be amount of stamp paper required for this?	No change in RFP terms.
167	189	Appendix- Q	CERT-IN	How many certin audits are required during the entire project duration?	As defined in the RFP.
168	72	Table C-2: Cloud Requirements	CLOUD REQUIREMENTS	Normally the cloud is on pay as you go model and it varies depending on concurrent users, total users etc, so how do we have to price it now?	As defined in the RFP.
169	203	Appendix- T	Experience in providing LMS for companies (public/private) in the BFSI sector in India during the last 5 FY as on 31.03.2023	Requesting you to remove BFSI from this to encourage vendors with wide experience to participate in this	No change in RFP terms.
170	210	Post implementation L1 team	Post implementation L1 team	Do we need support team 24*7 or what are expectations here?	As defined in the RFP.
171	78	Appendix- E	SBI currently manages more than 12 learning platforms, each requiring the migration of both learning content and transactional data in its entirety	Need more details about the 12 platforms and do we have to migrate the users progress and all courses and content because it may not be possible to migrate the progress of users then would it be acceptable?	As defined in the RFP.
172	44	Appendix-B Point 3	The Bidder must have an average turnover of minimum Rs. 20 crore during last 03 (three) financial year(s) i.e. FY 2020-21, FY 2021-22 and FY 2022-23.	<Bidder identifiable details have been deleted on purpose> We thereby request to consider our 2 to 3 years of experience as bidder with turnover of 15 crore in any of the last two financial years.	No change in RFP terms.
173	44	Appendix-B Point 5	Bidder should have experience of minimum 5 years in providing learning platform (LMS) services	<Bidder identifiable details have been deleted on purpose> We thereby request to consider 2 to 3 years of experience as bidder in providing learning platform services.	No change in RFP terms.

174	192	Point 33	Bidder is agreeable that the application and DB will be hosted separately on a dedicated infrastructure (physical/logical) for the Bank.	A) We presume for cost optimization and better features updates SBI bank shall be ok with cloud based SaaS solution platform. Kindly confirm. B) Can the hosting of dedicated instance be done in SBI cloud infrastructure/DC)	Refer to response # 2
175				Request you to kindly confirm estimated go-live date, days after issuance of PO and contract signed.	As defined in the RFP.
176				Kindly confirm stipulated implementation timeline for customization development (if any) in months that will be allowed for the service provider.	As defined in the RFP.
177				We assume that the minimum tenure of contract is 5 years and further extendable by 3 years. Please confirm.	As defined in the RFP.
178				Kindly confirm if the price for any content developed by service provider as per SBI requirement would be chargeable separately. Kindly suggest in-line with price bid format modification.	Content development is not in scope for the RFP
179				We presume platform with responsive UI working independently on any web browser either on tab/mobile or desktop/laptop is suitable for the requirement. Please confirm	As defined in the RFP.
180	13	4	4. SCOPE OF WORK: A brief list of some of the benefits that the LMS platform is expected to provide is appended: • Provide robust mechanisms for the measurement of training efficacy, enabling continuous improvement	Does this mean that the Bank wants a competency management framework in the LMS?	As defined in the RFP: System should have a built-in skills taxonomy for linking skills to job roles and learning content
181	31	39	39. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP: vi. Service Provider shall grant the Bank a fully paid-up, irrevocable, non-exclusive, unlimited, license throughout the territory of India or abroad to access, replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein perpetually. The source code / object code / executable code and compilation procedures of the Software Solution should be placed under an Escrow arrangement. All necessary documentation in this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified. Any update or upgrade to source code should be informed and brought under Escrow or made available to the Bank.	As per this clause we understand that there will be a Escrow arrangement between the Bank and LMS vendor for source code from date of Go-Live till end of contract. However, there is no requirement to handover the LMS source code to the Bank at end of contract. Please confirm.	There is no requirement to handover the LMS source code to the Bank during or at the end of the contract. There will be an ESCROW arrangement for the source code as defined in clause 39 INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP point vi.

182	45 and 46	Appendix- B	Appendix- B: Bidder's Eligibility Criteria 14. Bidder should have experience in deploying LMS as specified in this RFP to at least one company with Asset Base of more than Rs. 1 Lakh. Crores as on 31.03.2023, during the last 5 FY.	Due to confidentiality agreement signed with the client it will be challenging to submit work order or completion letter. Hence, instead of work order and completion letter we request you to accept a self-declaration from vendor along with invoices signed by CA, and a letter from CA mentioning scope of work, project start date, end date, and payment received as a proof for this criterion.	No change in RFP terms.
183	47	Appendix- C	General	For several features/requirements in Appendix- C it is mentioned ILT/VILT. Should bidders consider this as required in both ILT and VILT' or consider this as required either in ILT or in VILT. ILT and VILT are different. Some features might be available in ILT but not in VILT. Hence, it is important to know if the feature asked is required in both ILT and VILT or Only ILT or Only VILT.	Required for both ILT & VILT
184	47	Appendix- C	General	In this appendix we request to add one more column named 'Bidder Remarks'. There are some requirements for which bidders cannot categorically state Yes or No. Also, a screenshot cannot be submitted for some of the requirements. In such cases bidder can mark 'Yes' and in the 'Bidder Remark' column add their comments. Also, there are some requirements which are available but can be finalized only after project-kick off and discussion with the Bank. For such requirements as well, bidders can mark 'Yes' and add their comments in the 'Bidder Remark' column.	No change in RFP terms.
185	50	Appendix- C	Appendix- C: Learning Platform Requirements 1. List of Mandatory Functional and Technical Requirements Training Nomination 4.07: System should have the ability to prompt/notify learners in case they have already completed a training program and attempt to self-nominate again	Please confirm if you want to allow the users to retake the training or restrict them from retaking the training.	Restriction to re-take training would need to be conditional and not applicable to all training programs
186	51	Appendix- C	Appendix- C: Learning Platform Requirements 1. List of Mandatory Functional and Technical Requirements Content Management 5.04: System should have an integrated content and media server with no limit on data upload.	Instead of no limit on data upload request you to keep some upper limit on storage space it will help in sizing the solution and commercial calculations.	No change in RFP terms.

187	52	Appendix- C	Appendix- C: Learning Platform Requirements 1. List of Mandatory Functional and Technical Requirements Program Management 7.01: System should have a built-in skills taxonomy for linking skills to job roles and learning content 7.02: System should have the ability to configure a customized skills taxonomy for linking skills to job roles and learning content	Does this mean a technical and behavioural competency framework is required in the LMS?	As defined in the RFP: System should have a built-in skills taxonomy for linking skills to job roles and learning content
188	54	Appendix- C	Appendix- C: Learning Platform Requirements 1. List of Mandatory Functional and Technical Requirements Program Management 7.11: System should have the ability to send system-driven customized reminders/notifications through email/SMS/in-app notifications for learners including but not limited	We understand that SMTP for emails and the SMS pack will be provided by SBI. Please confirm.	As defined in the RFP, Vendor will be provided with appropriate integration and access.
189	54	Appendix- C	Appendix- C: Learning Platform Requirements 1. List of Mandatory Functional and Technical Requirements Program Management 7.11: System should have the ability to send system-driven customized reminders/notifications through email/SMS/in-app notifications for learners including but not limited	If SMTP and SMS pack is to be provided by the vendor, we request to put some upper limit on the number of Emails and SMSs to be sent per year. This will be helpful for commercial quote.	Vendor to take appropriate assumption based on details provided in the RFP
190	59	Appendix- C	Appendix- C: Learning Platform Requirements 1. List of Mandatory Functional and Technical Requirements Program Management Report Management 11.06. System should provide the ability to download reports in formats including but not limited to excel, plain text, CSV, PDF, RCN, TCH, etc.	Text based, CSV, PDF and Excel are the most popular formats and are available in most of the LMSs. User can download documents in these formats and convert to other formats using external tools. We request to remove RCN and TCH formats.	RCN and TCH are text formats only. RCN stands for Recon File and TCH for Touch file. Both are text files with RCN and TCH as extensions.
191	65	Appendix- C	Appendix- C: Learning Platform Requirements 1. List of Mandatory Functional and Technical Requirements Integration 16.04: System should have the ability to integrate with APIs such as Outlook, MS Teams, Zoom, WebEx etc. Bidders to share details of the standard integrations include in the product in the template provided in Appendix W	We assume that the licenses for Outlook, MS Team, Zoom, WebEx, etc. will be provided by SBI. Please confirm.	Licenses for Outlook, MS Team, Zoom, WebEx, etc. will be provided by SBI.

192	65	Appendix- C	Appendix- C: Learning Platform Requirements 1. List of Mandatory Functional and Technical Requirements Integration 16.04: System should have the ability to integrate with APIs such as Outlook, MS Teams, Zoom, WebEx etc. Bidders to share details of the standard integrations include in the product in the template provided in Appendix W	If the vendor must provide the licenses, please state the number of licenses required.	Licenses for Outlook, MS Team, Zoom, WebEx, etc. will be provided by SBI.
193	71	Appendix- C	Appendix- C: Learning Platform Requirements 2. List of Addition Functional and Technical Requirements (Non-mandatory) Content Management IV.D. System should have the ability to enable or disable fast-forwarding and/or skipping video / slide in e- learning content	Kindly elaborate this requirement from the LMS platform perspective. Ideally this feature is part of the eLearning content package which is uploaded on the LMS. The eLearning content developers handle this directly in the content packages they develop. Nothing separately is required in the LMS.	The system should have the ability to support content packages with the requirement mentioned
194	72	Appendix- C	Appendix- C: Learning Platform Requirements 3. Other Requirements Near DR	Near DR will be used only as a Storage and Replication? Please confirm.	Refer to response # 1
195	72	Appendix- C	Appendix- C: Learning Platform Requirements 3. Other Requirements Near DR	Only the DB logs are to be maintained in Near DR or complete DB setup must be maintained?	Refer to response # 1
196	72	Appendix- C	Appendix- C: Learning Platform Requirements 3. Other Requirements Near DR	We request the Bank to rethink whether Near DR is really required.	Refer to response # 1
197	73	Appendix- C	Appendix- C: Learning Platform Requirements 3. Other Requirements 3. Cloud Requirements	Is any Active - Active setup required in Production (DC)?	No change in RFP terms.
198	73	Appendix- C	Appendix- C: Learning Platform Requirements 3. Other Requirements 3. Cloud Requirements	Dose the DR need to be active all the time or it should be in passive mode?	As defined in the RFP.
199	73	Appendix- C	Appendix- C: Learning Platform Requirements 3. Other Requirements 3. Cloud Requirements	Can the Pre-production and Production can be in same seismic zone?	As defined in the RFP.
200	73	Appendix- C	Appendix- C: Learning Platform Requirements 3. Other Requirements 3. Cloud Requirements Table C-1: Cloud Requirements 5. LAN / WAN Requirements	We understand that the LMS must be deployed on a separate public cloud instance. Please confirm as there is no wording of public cloud anywhere in the RFP.	Refer to response # 2
201	74	Appendix- D	Appendix- D: Bidder Details	This Appendix must be on bidder's letterhead or on plain paper?	This Appendix must be on bidder's letterhead
202	78	Appendix- E	7. Integration / Migration Requirements with existing systems	We request you to kindly arrange a 2 hours session by the Bank's technical team for all bidders where the Bank's team will explain details of all the systems to be integrated and migrated. Having this session is critical for calculating the efforts required and for cost estimation.	The session has been arranged

203	78	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 7. Integration / Migration Requirements with existing systems A. Interface & Integration requirements ii. The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned in requirements.	How many systems of the Bank must be integrated with the LMS. Please provide names and functions of all these systems. Based on it we will have to identify the data touch point for integration.	As defined in the RFP.
204	78	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 7. Integration / Migration Requirements with existing systems A. Interface & Integration requirements iii. Bank expects that the integration/interface architecture is based around industry best practices.	Are there any specific benchmarks or performance metrics that must be met? What type of documentation or proof does the Bank require from the bidder to demonstrate conformity to industry standards?	As defined in the RFP.
205	78	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 7. Integration / Migration Requirements with existing systems A. Interface & Integration requirements vi. The Bidder will present to the Bank the interface requirements for review. Any suggestions from the Bank will have to be included by the Bidder.	For presenting the interface requirement to the Bank we will need the details of all the applications we need to integrate with and details of applications from which we need to migrate data from.	As defined in the RFP.
206	79	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 7. Integration / Migration Requirements with existing systems B. Migration: iii. The selected bidder has to provide the Data Extraction tool. If required, the tool will be customized by selected bidder to meet the Bank specific migration requirements.	Data extraction tool for the migration can be decided only after discussion with the Bank and understanding of the systems/applications from which migration must be done. We hope this is fine. Please confirm.	As discussed in 28/06/2024 meeting for transactional data, 1. List of data points to be migrated from existing applications will be provided in either csv or any other delimited formats along with its meta data about columns and files. 2. Vendor has to consume files shared by bank team into their application.
207	79	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 7. Integration / Migration Requirements with existing systems B. Migration: iii. The selected bidder has to provide the Data Extraction tool. If required, the tool will be customized by selected bidder to meet the Bank specific migration requirements.	The cost for the data extraction tool will be borne by the Bank or vendor must bear it?	Data extraction is out of scope.
208	79	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 7. Integration / Migration Requirements with existing systems B. Migration: vii. Bidders are required to note the following: • The databases of these systems encompass various specifications, including but not limited to the following: o File Server o Microsoft Sharepoint o MS-SQL	We assume that if any databases / files other than the once mentioned in this clause will be in structured format or the Bank will convert to structured format and provided to the selected bidder.	Data will be provided in text files either in csv or delimited.

209	79	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 7. Integration / Migration Requirements with existing systems B. Migration: vii. Bidders are required to note the following: • The total volume of data, comprising both content and transactional records, is estimated at 300 GB.	We assume that 300 GB is the size for the entire data from 10 years and from the 12 learning platforms.	As defined in the RFP.
210	79	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 7. Integration / Migration Requirements with existing systems B. Migration: vii. Bidders are required to note the following: • The total volume of data, comprising both content and transactional records, is estimated at 300 GB.	Of the 300 GB data kindly provide breakup of Content and Transaction data.	Clarified during data migration meeting dated 28/06/2024.
211	79	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 7. Integration / Migration Requirements with existing systems B. Migration: vii. Bidders are required to note the following: • Data formats to be migrated include, but are not limited to, SCORM 1.2, plain text, .xlsx, .doc, .docx, .pdf, .txt, .ppt, .pptx, HTML, .mov, .mp3, .mp4, .MAV, .jpeg, .jpg, .png, .mpeg	We assume that these formats (except xlx, xlsx, txt (csv)) are of the Content data (unstructured data). Please confirm.	Excel files hosted in SharePoint as a part of eRBC or Aspirational courses etc. Excel and plain text files are also content data.
212	81	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 16. Review and Testing; Acceptance v. System integration testing will be followed by user acceptance testing, plan for which has to be submitted by the bidder to the Bank. The UAT includes Functional tests, Load tests, Security Assessment, VA & PT and Application Deployment Architecture etc.	The cost for Security Assessment and VA & PT will be borne by the Bank or Vendor must bear it?	As per Security Requirements (Appendix- Q) of RFP
213	81	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 16. Review and Testing; Acceptance v. System integration testing will be followed by user acceptance testing, plan for which has to be submitted by the bidder to the Bank. The UAT includes Functional tests, Load tests, Security Assessment, VA & PT and Application Deployment Architecture etc.	If vendor must bear the cost of Security Assessment and VA & PT please specify the number of Security assessments and VA & PT audits required during the contract period.	As per Security Requirements (Appendix- Q) of RFP
214	82	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 19. Payment schedule Table B: Post-implementation phase (Applicable from the day of go- live till end of 5-year contract) Type: License cost, Payment milestone: Employee License (for SBI employees): Quarterly payment at the end of the quarter Non-Employee Licenses (for external users): Quarterly payment at the end of the quarter	We understand that billing will happen quarterly on licenses basis and not on active users basis. Please confirm.	As defined in the RFP. The two types of licenses required and the billing guidelines are defined in the RFP

215	82	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 19. Payment schedule Table B: Post-implementation phase (Applicable from the day of go- live till end of 5-year contract) Type: License cost, Payment milestone: Note: Minimum guaranteed licenses for each year shall be determined at the time of contracting.	Does this mean that there is no minimum commitment of 250000 employee licenses and 50000 external licenses for billing for 5 years?	There is no minimum commitment, please be guided as RFP terms
216	82	Appendix- E	Appendix- E: Scope of Work and Payment Schedule 19. Payment schedule Table B: Post-implementation phase (Applicable from the day of go- live till end of 5-year contract) Type: License cost, Payment milestone: Note: Minimum guaranteed licenses for each year shall be determined at the time of contracting.	If answer to the above query is yes, then we request to share minimum licenses commitment for each year at this stage itself. This will help the bidders understand the project valuation and propose solution accordingly.	There is no minimum commitment, please be guided as RFP terms
217	86	Appendix- F	Price Bid Table C: Post-implementation support cost	We request you to provide a separate line item to quote for L3 resource as cost for L2 and L3 cannot be same.	As defined in the RFP.
218	87	Appendix- F	Price Bid Breakup of Taxes and Duties	This table has 3 rows where 'Name of activity/Services' have to be mentioned and Taxes have to be mentioned for each. Please confirm that the bidder has to mention the following 3 activity/services in this table. 1. Recurring License 2. One-time Implementation 3. Post-implementation support	Please enter all activities and taxes in one row. Please refer to contact details provided in the RFP for any e-procurement platform related queries.
219	87	Appendix- F	Price Bid Breakup of Taxes and Duties	There are 3 columns provided, namely Tax 1, Tax 2 and Tax 3 in this table. Under Tax 1 it is mentioned GST%. Please confirm if the bidder must enter the GST% or enter the GST amount in this column for each service.	Please enter all activities and taxes in one row. Please refer to contact details provided in the RFP for any e-procurement platform related queries.
220	87	Appendix- F	Price Bid Breakup of Taxes and Duties	If other than GST there are no other taxes can the bidders leave the fields of Tax 2 and Tax 3 blank on the eProcurement portal or should enter '0' there?	If there are no other taxes the bidders can enter zero in Tax 2 and Tax 3 on the eProcurement portal. Please refer to contact details provided in the RFP for any e-procurement platform related queries.
221	87	Appendix- F	Price Bid Breakup of Taxes and Duties	On the eProcurement portal when we enter values in the field, they are getting totalled. So, if we enter 18 as the percentage it is showing Grand Total as 54. Kindly clarify during pre-bid meeting.	Please enter all activities and taxes in one row. Please refer to contact details provided in the RFP for any e-procurement platform related queries.
222	143	ANNEXURE-A	ANNEXURE-A: DELIVERABLES/SCOPE OF WORK Table C: Post Implementation Support team	The machines for the onsite team will be provided by the Bank or the vendor must provide?	Infrastructure for resources will be provided by the bank.
223	143	ANNEXURE-A	ANNEXURE-A: DELIVERABLES/SCOPE OF WORK Table C: Post Implementation Support team	We assume that the Bank will provide space and internet to onsite resources with no additional cost. Please confirm.	Infrastructure for resources will be provided by the bank.
224	174	Appendix- L	Non-Disclosure Agreement	The NDA has to be on plain paper or INR 100 stamp paper?	NDA needs to be executed on the stamp paper

225	181	Appendix- O	Appendix- O: PRE CONTRACT INTEGRITY PACT (TO BE STAMPED AS AN AGREEMENT)	Here it is mentioned "To be stamped as an agreement". Does this mean that it has to be executed on a INR 100 stamp paper?	This agreement will require stamp duty as applicable in the State where it is executed or stamp duty payable as per Maharashtra Stamp Act, whichever is higher.
226	194	Appendix- R	Appendix- R: CLOUD REQUIREMENTS Deployment Model Specific Requirements 6. The space allocated for the dedicated infrastructure should be clearly demarcated and identified as hosting Bank's Project. The demarcated and identified area shall not host any components other than those of Banks Project.	We request you to kindly rethink this clause as CSPs work differently and demarcation of the infra can be challenging.	Refer to response # 2
227	205	Appendix- T	Appendix- T: TECHNICAL EVALUATION METRICS 2. Approach and Implementation 2.1 Availability of features as per requirements provided in Appendix-C Table A of the RFP. The scoring criteria is provided in Appendix C The bidder must furnish screenshots to confirm the availability of the specified requirement.	Here vendor have been asked to add screenshots of all features. There are more than 150 requirements in Appendix- C. So, there will be more than 150 screenshots, due to which the document will have high number of page and also document size will be very large. Hope there won't be any size issue for uploading the file on the eProcurement portal. Alternatively, we would suggest not to ask for screenshots in the bid document. The dimension of the screenshots will be very small, and the Bank will not get a good idea of the feature. Instead, the Bank committee can ask the bidders to showcase the required features during the technical presentation and demo. This will give the Bank a good idea of the proposed LMS solution.	No Change. Upload limit on e-proc is 10 MB per document. Please note that each appendix needs to be uploaded separately. The format has been given in the e-proc portal. A provision has also been given for uploading any additional documents
228	207	Appendix- U	Appendix U: Team Requirements & Profile Format	For uploading on the eProcurement portal bidder should only upload filled U2 and U3 parts of this appendix. Please confirm.	Only U2 and U3 are to be submitted.
229	207	Appendix- U	Appendix U: Team Requirements & Profile Format Appendix-U 1: TEAM REQUIREMENTS 4th Column head of the table: On-site requirement	Does this column heading mean On-site requirement during the Implementation phase? Please confirm.	The understanding is correct
230	207	Appendix- U	Appendix U: Team Requirements & Profile Format Appendix-U 1: TEAM REQUIREMENTS 5th Column head of the table: Hypercare	Does this column heading mean On-site requirement during the Hypercare phase? Please confirm.	The understanding is correct
231	207	Appendix- U	Appendix U: Team Requirements & Profile Format Appendix-U 1: TEAM REQUIREMENTS Client Relationship Manager	For this role it is mentioned 'As required till the end of the contract period' in the 'On-site requirement during Hypercare' column. Please clarify if this means the resource is required on-site during the hyper care phase or for entire contract period of 5 years.	If the resources are required full time and their on-site requirement is mentioned as 'as required', it means they are part of the team full time however, the resource should be available on-site as and when requested bank. Please refer to the corrigendum.
232	207	Appendix- U	Appendix U: Team Requirements & Profile Format Appendix-U 1: TEAM REQUIREMENTS Project Manager (PMO)	For this role it is mentioned 'Full time till the end of the contract period' in the 'On-site requirement during Hypercare' column. Please clarify if this means the resource is required on-site during the hyper care phase or for entire contract period of 5 years.	If the resources are required full time and their on-site requirement is mentioned as 'as required', it means they are part of the team full time however, the resource should be available on-site as and when requested bank. Please refer to the corrigendum.
233	218	Appendix- X	Appendix- X: Data Processing Agreement	This agreement must be on plain paper or on stamp paper or on bidder letterhead?	As defined in the RFP, Stamp duty as applicable in the state of Maharashtra

234	225	SCHEDULE 1, 2 and 3	SCHEDULE 1: 1.1 Services SCHEDULE 2: Personal Data SCHEDULE 3: Technical and Organisational Data Protection Measures	Are these 3 parts of Appendix- X: Data Processing Agreement, which the bidder has to fill? Please confirm.	Currently, bidders need to provide counter-signed agreements. The final agreement will be signed with the selected bidder during the contracting.
235	232	Appendix- Y	Appendix- Y: CYBER SECURITY 1.8 Security for Support & Maintenance h. Bidder shall share the source code of the procured application. In case the source code is not to be shared, the bidder shall provide certificate from regulator approved security auditors, confirming that the code is free from all code related vulnerabilities.	We understand there will be Escrow arrangement and sharing source code is not part of contract. Please confirm	Refer to response # 181
236	232	Appendix- Y	Appendix- Y: CYBER SECURITY 1.8 Security for Support & Maintenance h. Bidder shall share the source code of the procured application. In case the source code is not to be shared, the bidder shall provide certificate from regulator approved security auditors, confirming that the code is free from all code related vulnerabilities.	The source code security audit cost will be borne by the Bank, or the vendor has to bear it?	The bidder shall provide certificate from regulator approved security auditors, confirming that the code is free from all code related vulnerabilities.
237	NA	NA	eProcurement Portal	For Document Fees (Tender Fees) and EMD there is a option to select Exemption Certificate. When this option is selected there is a drop down to select the type of Exemption Certificate like NSIC, MSME. When we select an option from dropdown, for example NSIC, another dropdown comes up to select the 'Exemption certificate number'. However, there are no options in this dropdown. Since this is a mandatory field, it is not letting the bidder to submit. Please advise how to proceed.	Please refer to contact details provided in the RFP for any e-procurement platform related queries.
238	NA	NA	eProcurement Portal	On the eProcurement portal there are fields to upload and map: Appendix C - Learning Platform Requirements Excel - Vendor Response Sheet_Appendix - C (Table A & B) Both have same information, which is the Technical and Functional requirements. Please confirm if it is mandatory to upload both Appendix C in PDF format and Vendor Response Sheet_Appendix - C (Table A & B) excel sheet.	Table A and B is to be populated and submitted in the excel sheet provided. Proofs for requirements can be added to Appendix C or can be submitted separately. Table C is required be completed in Appendix C and bidder to upload and submit a signed copy of Appendix C.
239	NA	NA	Submission of bid	For submission of bid please allow at least 20 days from date of responses to pre-bid queries are published. Lot of documents and details need to be submitted in the bid, which will need sufficient time to prepare.	Submission deadline is extended till 15th July 2024, 5 PM. Please refer to the subsequent corrigendum for additional details.
240	NA	NA	General	The Domain and SSL for the LMS will be provided by the Bank or the vendor must provide it?	Domain and SSL for the LMS will be provided by the Bank.

241	NA	NA	General	Since this is a SaaS offering, the vendor will purchase separate instances of cloud from CSP on vendor's name for this project and payment will be done to the CSP by the vendor. So though it will be a separate cloud instance for SBI it will not be on SBI's name. Please confirm.	LMS system on SaaS platform compliant to the requirements of RFP.
242	44	Appendix- B	Appendix- B: Bidder's Eligibility Criteria 3. The Bidder must have an average turnover of minimum Rs. 20 crore during last 03 (three) financial year(s) i.e. FY 2020-21, FY 2021-22 and FY 2022-23.	The ticket size for LMS projects is generally small so for any company who specifically develops/implements only LMS, it will be difficult to have INR 20 Cr. average turnover. Especially an MSE. Hence as per the Sr. No. 4 of Policy Circular No. 1(2)(1)/2016-MA dated 10th March 2017, issued by Ministry of Micro, Small & Medium Enterprises, Govt. of India, we request to give at least 40% relaxation to MSE bidders for the turnover criterion.	No change in RFP terms.
243	44	Appendix- B	Appendix- B: Bidder's Eligibility Criteria 3. The Bidder must have an average turnover of minimum Rs. 20 crore during last 03 (three) financial year(s) i.e. FY 2020-21, FY 2021-22 and FY 2022-23.	<Bidder identifiable details have been deleted on purpose> We request the Bank to add either of the following clause to the qualification criteria as it will enable MSE's like us who are technically and financially competent to participate in the bid and showcase our capabilities and product to the technical evaluation committee. 1. Reduce this criterion from INR 20Cr. to INR 12Cr. or 2. Allow consortium for this turnover criterion. or 3. Consider either SI or OEM documents as proof against all eligibility and technical scoring evaluation criteria mentioned in the RFP. So that we can participate as an OEM with a SI having high turnover, whose document will be considered for the turnover criterion and for all other eligibility and technical scoring evaluation criteria we can submit our documents.	No change in RFP terms.
244	12		General	Need clarity on hostel management as part of learning	Hostel management features include but not limited to the ability to search and book hostel rooms at training centres, report on capacity utilization etc.
245	13		4	Migration of historical data- How many years and volume of data (size) expected for migration	As defined in the RFP.
246	53	Table A	7.06	Difference between the access control between Overall Coordinator and Faculty in training management	Access control to be defined during implementation
247	19	16		Technical bid format? - Does this refer to BID FORM (TECHNICAL BID) - APPENDIX-A? Pls clarify.	The clause 16 refers to the overall technical bid submission.
248	190	Appendix-Q	16	What approval system is to be implemented for making any changes to the environment.	The clause 16 refers to the overall technical bid submission.

249	194	Appendix- R	12	What is exact is required to be shared on network toolset in network flow.	Refer to response # 2
250	56	Table A	7.19	What are the criteria for exemptions for unenrollments. What happens when the employee re-activates in LMS	What are the criteria for exemptions for unenrollment - Certain employees are exempted from mandatory learning due to disability or if employee is on long-leaves. What happens when the employee re-activates in LMS. Exemption is only for certain trainings, Exempted employee will remain active on LMS at all times.
251	66	Table A	18.02	How the content structure and learning process for external user happens? What is the process of converting an external user to agent/full time user	How the content structure and learning process for external user happens? Similar to internal user, however, only assigned courses should be visible. What is the process of converting an external user to agent/full time user? A pre-joiner can be given access to LMS for certain learning as an external user and their license type will be a non-employee license, once the pre-joiner joins the bank as probationary officer (PO) and receives their unique identifier their license type should change from non-employee to an employee license. The learning history/learner data completed as a non-employee should transfer to new employee license.
252	65	Table A	16.05	What is the expected data to be shared from LMS to PMS data. can you provide a detailed use case	To be defined at the time of implementation
253	72	Table B	IX.C	Elaborate on the use case covered for LMS in hostel management	Hostel management features include but not limited to the ability to search and book hostel rooms at training centres, report on capacity utilization etc.
254	146	ANNEXURE-B	(a) (b)	We have our own defined RPO and RTO applicable for all our customers. Are they acceptable?	As defined in the RFP.
255	190	Appendix- Q	SECURITY REQUIREMENTS	For certain <bidder B> cloud infra related controls, evidence from CERT-IN empanelled auditors has been requested, which we currently do not have. However, we are SOC2 and ISO 27001:2022 certified by international accreditation which covers most of these controls. Would our SOC2 and ISO certificates be acceptable? For bidder's application we do have CERT-IN empanelled reports which we can share.	No change in RFP terms.
256	204	Appendix-T	2.1 The bidder must furnish screenshots to confirm the availability of the specified requirement. Please ensure that the numbering of the screenshots matches the requirement number outlined in Table A of Appendix C in the RFP.	For some of the requirements, which we plan to develop and make them available as part of the platform within the project timeline, can we exempted from furnishing screenshots? Pls confirm.	For requirements available as part of existing offering, Bidders to submit screenshots of the platform (Standard or specific configurations created for a customer/client) For requirements that are not part of the existing platform and need customization, Bidders will need to provide wireframes.

257	60	Table A	11.09	System should provide the ability to access learner's learning history basis type of access granted - What do we mean by access granted	Access granted means the type of user profile - admin, super admin, learner, manager etc.
258	58	Table A	9.01	System should have the ability to create a section on the platform for learner & faculty recognition including but not limited to photo, name, designation, location, leaderboard score etc - What Faculty events should be captured in the system for recognition	To be defined at the time of implementation
259	28	36	viii	This will not be applicable to us since it is a SaaS model. We can share the release notes for the application changes that we do.	No change in RFP terms.
260	191	Appendix- Q	28	This is not applicable as we uses SaaS service from azure and aws and hardeing is taken care by the CSP's. For bidder application level we do perform patching will be that evidence sufficient.	No change in RFP terms.
261	78	Help Desk Requirements	ii. Bidder shall provide a highly skilled support team onsite, for the management of post implementation incident SLAs	We will not be able to provide onsite support	No change in RFP terms.
262	142	K SERVICE LEVEL AGREEMENT	4. Place of Service	Bidder C is a SaaS solution and the implementation will be done from its Development and Support Center in Chennai and does not require onsite. Pls confirm whether it is acceptable to SBI.	No change in RFP terms.
263	12	4. Scope of Work	Serve as a single source of learning for all employees	Bidder understand that the Bank intends to use the SaaS application across all geographies within the same instance. Bidder indicates that data storage of all users irrespective of their geography or citizenship, will be hosted on cloud in the territory of the Republic of India. Bidder request Bank confirmation and acknowledgement on this.	As defined in the RFP.
264	26	31. RIGHT TO AUDIT:	"...Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours."	Bidder request that notice period for non-regulatory audit be increased to 30 (thirty) days instead of 7 (seven) days.	No change in RFP terms.
265	26	32: SUBCONTRACTING	As per scope of this RFP, subcontracting is not permitted.	Bidder request limited subcontracting rights to outsource the following activities: 1. CLOUD SERVICES 2. SUPPORT HELP DESK AND SUCH OTHER ESSENTIAL TICKETING TOOLS	As defined in the RFP.
266	27	34: LIMITATION OF LIABILITY	"..The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost..."	Bidder request that the limitation of liability cap be modified to annual Project Cost considering the nature of services.	No change in RFP terms.

267	28	36. DELAY IN SERVICE PROVIDER'S PERFORMANCE:	"... iii.) Any delay in performing the obligation/ defect in performance by Service Provider may result in imposition of penalty, liquidated damages, invocation of Bank Guarantee and/or termination of Contract (as laid down elsewhere in this RFP document)... "	Bidder request clarity that the order of precedence shall be as follows and not together: imposition of penalty, liquidated damages, invocation of Bank Guarantee and lastly termination of Contract	No change in RFP terms.
268	30	39. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:	vi) Service Provider shall grant the Bank a fully paid-up, irrevocable, non-exclusive, unlimited, license throughout the territory of India or abroad to access, replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein for the term of the contract perpetually. The source code / object code / executable code and compilation procedures of the Software Solution should be placed under an Escrow arrangement. All necessary documentation in this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified. Any update or upgrade to source code should be informed and brought under Escrow or made available to the Bank.	Bidder indicates that the offering is a cloud based SaaS solution, hence the grant of license shall be restricted and IP shall be owned by the Service Provider. IP in terms of any reports or data generated out of the solution provided, shall be that of the respective Party based on whose input data such report or data output was generated as long as it is not commingled with the other Party's proprietary and confidential information. Hence, the Bidder proposes the revision of this Clause as follows: <i>"The Service Provider owns all rights, title, and interest in and to the Services, and all materials in relation thereto. Service Provider hereby grants to the Bank a limited (during the Term of this Agreement), revocable (to the extent of termination rights in this Agreement), royalty-free (subject to any payment obligations herein), non-transferable, non-sublicensable (except to the extent specified in this Agreement), non-exclusive, territorial licence to access and use the Services and otherwise use the Services to the extent necessary to utilise any third party services, solely in a manner consistent with the intended use as set forth in this Agreement and only during the term of this Agreement. Notwithstanding anything to the contrary contained anywhere in this Agreement, the Bank shall not (i) licence, sublicense, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party the Services in any way; (ii) reverse engineer nor</i>	No change in RFP terms.
269	35	43. TERMINATION FOR DEFAULT:	vi)If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.	vi)If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost for the remainder of the Term on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.	No change in RFP terms.

270	39	53: EXEMPTION OF EMD AND TENDER FEE	Micro & Small Enterprises (MSE) units and Start-ups* are exempted from payment of EMD and tender fee provided the products and/or services they are offering, are manufactured and/or services rendered by them. Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies.	Bidder request clarity whether a startup which is under the category of Medium Enterprise under MSMED Act is exempted from EMD deposit.	No change in RFP terms.
271	108	Appendix K - 11 - SUBCONTRACTING	As per scope of this RFP, subcontracting is not permitted.	Bidder request limited subcontracting rights to outsource the following activities: 1. CLOUD SERVICES 2. SUPPORT HELP DESK AND SUCH OTHER ESSENTIAL TICKETING TOOLS	As defined in the RFP.
272	109	Appendix K - 14- INSPECTION AND AUDIT	"...by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.".	Bidder request that notice period for non-regulatory audit be increased to 30 (thirty) days instead of 7 (seven) days.	No change in RFP terms.
273	112	Appendix K: 17 - SOURCE CODE ESCROW AGREEMENT		Bidder request that the application is SaaS on Cloud model and updated based on frequent release. Hence the Bidder request waiver of escrow arrangement, in the event the Bidder, at any point during the continued operation of the services acquired under a valid contract by the Bank, discontinues the conduct of business, or for any reason fails to continue to support its proprietary software, the Bidder will either. (i) make provision for the continued support under the same terms and conditions, at no expense to the Bank, or (ii) will refund any advance amount paid in respect of the services acquired under a valid contract."	Refer to response # 181
274	116	Appendix K: 22 Limitation of Liability	"The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause 22.3, in respect of any claims, losses, costs or damages arising out of or in connection with this Agreement shall not exceed the total Project Cost."	Bidder request that the limitation of liability cap be modified to annual Project Cost considering the nature of services.	No change in RFP terms.
275	190	7	Whether Bidder's environment is segregated into militarized zone (MZ) and demilitarized zone (DMZ) separated by firewall, where any access from an external entity is permitted through DMZ only. CERT empanelled auditor's Report on verification of its implementation.	We do not have a CERT IN empanelled report for the same can we share SOC2 report will it be acceptable. We are certified by internationally accredited bodies.	No change in RFP terms.
276	190	9	Bidder to confirm that privilege access to its environment is not permitted from internet. Evidence for the secured access, reviewed by CERT empanelled auditors.	We do not have a CERT IN empanelled report for the same can we share SOC2 report will it be acceptable. For our infrastructure, we are certified for ISO and SOC 2 by internationally accredited bodies.	No change in RFP terms.

277	190	14	Whether Bidder has processes in place and is agreeable to completely erase the data after processing at their end or after a clearly defined retention period, if so permitted to be stored.	We can share certificate of deletion signed by <bidder B> CISO is it acceptable	No change in RFP terms.
278	191	17	Bidder to confirm that it will not take any crucial decisions on behalf of the Bank without written approval from the Bank.	Can you please specify what decisions	No change in RFP terms.
279	191	19	Whether Bidder configures or provides access to officials based on a documented and approved Role Conflict Matrix.	What access is required please specify	As defined in the RFP.
280	191	20	Whether Bidder is agreeable that all default admin and root users are deleted/disabled and access is based on user specific IDs and all such accesses are logged. Evidence of having disabled default admins and root users preferably verified by CERT empanelled auditor.	We do not have a CERT IN empanelled report for the same can we share SOC2 report will it be acceptable. We are certified by internationally accredited bodies.	No change in RFP terms.
281	191	23	Whether Bidder follows the best practices of creation of separate network zones (VLAN segments) for production and non-production such as UAT.	We do not have a CERT IN empanelled report for the same can we share SOC2 report will it be acceptable. We are certified by internationally accredited bodies.	No change in RFP terms.
282	191	25	Whether Bidder is agreeable to have a separate network architecture diagram specific to integration with the Bank.	We do have our own network architecture diagram we can share that.	As defined in the RFP.
283	192	32	Whether Bidder is agreeable to performs periodic DR Drills. Evidence of conducting DR drills, lessons learnt and their detailed recordings to be provided by successful Bidder.	We do perform Business continuity and Disaster Recovery annually with the help of a third party. We are certified for Business continuity management we can share the certificate as evidence.	As defined in the RFP.
284	79	Appendix- E	The selected bidder has to provide the Data Extraction tool. If required, the tool will be customized by selected bidder to meet the Bank specific migration requirements.	We can share the templates in which data is needed to be uploaded on <bidder B> platform. What is the expectation around the Data Extraction tool?	As discussed in 28/06/2024 meeting for transactional data, 1. A list of data points to be migrated from existing applications will be provided in either csv or any other delimited formats along with its metadata about columns and files. 2. Vendor has to consume files shared by bank team into their application. Conversion to platform specific templates must be handled by vendor.
285	79	Appendix- E	Data formats to be migrated include, but are not limited to, SCORM 1.2, plain text, .xlsx, .doc, .docx, .pdf, .txt, .ppt, .pptx, HTML, .mov, .mp3, .mp4, .MAV, .jpeg, .jpg, .png, .mpeg	Below formats are not supported - .xlsx .docx .ppt .pptx .html .mov .mp3 .mp4 .mav .mov	The amount of content in formats xlsx, .mav, .mov is less but vendor is expected to convert the files to formats supported by the application.
286	79	Appendix- E	SBI currently manages more than 12 learning platforms, each requiring the migration of both learning content and transactional data in its entirety. The total volume of data, comprising both content and transactional records, is estimated at 300 GB.	Is the plan to remove the existing 12 LMS and use 1 unified platform for all? 300 GB is the total data available in all 12 LMS?	As defined in the RFP.

287	24	26. SERVICES	Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the hardware/ software/ Operating System /Middleware etc in case the Bank chooses not to upgrade to latest version.	We are a SAAS company and we go thorough regular updates and fixes on our platform. We can update SBI about the comig features and enhancement in the porduct regularly. Once an updagrade is done older version is not supported.	As defined in the RFP.
288	70	Appendix C Table B	Table B: List of Addition Functional and Technical Requirements (Non-mandatory)	Please clarify if there is any scoring pr evaluation criteria for non mandatory features	Non mandatory requirements shall not be scored
289	44	Appendix B-Eligibility Criteria	Bidder should specifically confirm on their letter head in this regard as per Appendix- N with a copy of the work order and / or Certificate of completion of the work.	Please allow self certification as we cannot share the documents due NDA	As defined in the RFP.
290	-	General	General	We request SBI to consider MSA signed between <Bidder D> and SBI for all legal terms and conditions. All other T&C like delivery timeline, Penalty , SLA will be as per RFP.	No change in RFP terms.
291	2	Schedule of events	Last date and time for Bid submission Upto 5:00 PM on 8th July 2024	We request SBI to extend the submission date by 3 to 4 weeks from the date of release of pre bid query responses.	Submission deadline is extended till 15th July 2024, 5 PM. Please refer to the subsequent corrigendum for additional details.
292	60	11.1	System should have the ability to generate report on learning costs by training centres	Please clarify on this point.	LMS should have the ability to capture the training cost and enable reporting of the same.
293	61	11.14	System should have the ability to track, consolidate and report data for internal & external training (e.g.,	We have Report module where we can generate data for Sessions conducted within LMS platform. Please clarify on how external trainings are linked to LMS.	Ability to track and report completion status for external training (on MOOCs) completed through the LMS platform enabled for the learner through integration
294	63	13.01	System should have the ability to support up to 5 layers of customized approval workflows	Please clarify on what kind of approval workflow is required.	For e.g. Learner requests approval from Manager for an ILT program, if approved by manager request should go to HR for approval, if HR approves, then it should go to HR Head for final approval.
295	125	5.09	The system should offer users the capability to access learning content offline and synchronize their learning progress with the platform when they are online	Offline reading is not available on web. Please clarify how this offline reading is required.	The bidder has been given a provision to select applicability of feature in the appendix C Table A and B
296	2	1. Schedule of events	Last date and time for Bid submission :Upto 5:00 PM on 8 th July 2024	Please postpone the submission date by couple of weeks as it is a large RFP and will need time to fill it.	Submission deadline is extended till 15th July 2024, 5 PM. Please refer to the subsequent corrigendum for additional details.
297	112	17	Service Provider shall deposit the source code of the Software and everything required to independently maintain the Software, to the source code escrow account and agrees to everything mentioned in source code escrow agreement	Being a SaaS based service provider, sharing the source code won't be possible. We request you to kindly remove this requirement.	No change in RFP terms.
298	194	Appendix R - Points 3 to 6	Point 3: Shall be hosted and provided services on a dedicated instance for the Bank on the cloud Point 5: There should be logical separation (of servers, storage, network infrastructure and networks) to protect data, applications and servers and provide robust virtual isolation for the Bank	Please confirm if a dedicated instance is needed or if virtual isolation is okay. Both the points seem to contradict each other.	Refer to response # 2

299	195	Appendix R - Point 19	Should the Bank decide to migrate the application to its private cloud at any point in the future, the service provider shall undertake the migration process, subject to an agreed-upon additional cost	Does this mean that the bank may want to migrate the application to its own servers in the future?	As defined in the RFP.
300	44	3	The Bidder must have an average turnover of minimum Rs. 20 crore during last 03 (three) financial year(s) i.e. FY 2020-21, FY 2021-22 and FY 2022-23	We request a revision of the eligibility criteria for the bidder's average turnover to include the FY 2023-24.	No change in RFP terms.
301	50	5.01	System should provide the ability to host, access, score, and track the following delivery methods, including but not limited to: <ul style="list-style-type: none"> • E-learning (SCORM) • Video-based learning • Micro-learning nuggets • ILT/VILT/Webinars • Podcasts • E-books • Social Learning/ EDiscussion Groups/Chat • Online Assessments/Quizzes • Surveys • AR/VR • Electronic documents such as PDF (case studies, research material, publications, books), iPDFs, articles, Microsoft Office documents etc. 	On AR/VR we understand that these content will open on AR/VR specific devices, therefore we need to hyperlink those content to be open on those specific devices. No other scope is expected. Hope the understanding is correct.	The understanding is correct.
302	59	11.06	System should provide the ability to download reports in formats including but not limited to excel, plain text, CSV, PDF, RCN, TCH, etc	In our Business Intelligence module, The reports can be extracted in formats such as PDF and CSV. Will this suffice the SBI's requirement.	As defined in the RFP.
303	62	12.05	System should provide the ability to track mandatory training completion across all learning modalities and assign a score to participants basis progress/completion and other pre-defined criteria. Score should flow back to the HRMS and / or PMS	Our understanding is that SBI requires a two-way integration with the existing HRMS and/or PMS System. Please define the scope and validate.	To be defined at the time of implementation
304	64	List of Mandatory Functional and Technical Requirements	Provide multi-device and multi-channel access (desktop/tablet/mobile) for all users on web as well as on mobile app with screen responsiveness for adaptability according to screen dimension	Our LMS has a mobile application(ios and android) for learners and trainers and the app interface comes with the web version(laptops and desktops). Therefore we request you to remove the screen responsiveness requirement as this will infalte the cost.	No change in RFP terms.
305	64	List of Mandatory Functional and Technical Requirements	System should have the ability to integrate with HRMS & PMS on a real time basis	We assume that all integration specific APIs will be provided by bank to consume data from HRMS & PMS to LMS	Proposed system should have ability to integrate as defined in RFP
306	64	List of Mandatory Functional and Technical Requirements	System should have the ability to integrate with external APIs such as MOOCs	Could you please specify which MOOC systems you are interested in integrating with?	As defined in the RFP.

307	65	List of Mandatory Functional and Technical Requirements	System should have the ability to curate courses from the integrated MOOCs and allow admins to assign such courses to learner's basis a pre defined criteria such as role, tenure etc. (i.e., learners cannot see the entire catalogue of a MOOC. They can only see courses they are allowed to enrol for/complete)	Additionally, could you detail the scope of this integration and the specific functionalities or data exchanges you envision? We would also like to understand the criteria, such as role or tenure, that will govern which courses are	As defined in the RFP.
308	65	List of Mandatory Functional and Technical Requirements	System should have the ability to integrate with APIs such as Outlook, MS Teams, Zoom, WebEx etc. Bidders to share details of the standard integrations include in the product in the template provided in Appendix W	Please specify the reason for integrating it with webex when you have already asked for ms teams and zoom. Such additional integrations call for additional cost, thus we recommend you to remove webex and only retain Ms teams and zoom.	No change in RFP terms.
309	65	List of Mandatory Functional and Technical Requirements	System should have the ability to support data flow from HRMS & PMS to the learning platform and vice-versa	Could you please specify the types of data you require to be exchanged between these systems?	As defined in the RFP.
310	65	List of Mandatory Functional and Technical Requirements	System should have the ability to track KRA and KPI information from PMS and recommend learning courses appropriately.	Could you please provide specific examples and use cases of how you envision tracking KRA and KPI data to influence learning course recommendations?	For example, if a learner has not met his KPI on deposits, the LMS will provide recommendation on deposit related courses
311	72	List of Addition Functional and Technical Requirements (Non-mandatory)	System should have the ability to provide SIM binding feature for mobile application	Could you please provide more details on how you envision utilizing this feature, specifically, in understanding the key use cases you aim to address with SIM binding. Are there specific security concerns or user authentication processes you are looking to enhance with this functionality?	Sim binding will be leveraged to ensure only the designated user are able to access the LMS from his/her device
312	72	Other Requirements	Set up and maintenance of development, UAT, pre-production, production, DR and near DR sites of the LMS. Site Instances Size Development Web App DB -25% of production UAT Web App DB -25% of production Pre-production Web App DB Replica of production Production Web App DB DR Web App DB Replica of production Near DR Replication and storage of DB logs	Given the extensive nature of the proposed setup across development, UAT, pre-production, production, DR, and near DR sites, it will lead potential high costs associated with cloud infrastructure. Based on our experience for more than 350 implementation (including all major banks at India), the specified requirements may exceed typical needs, leading to unnecessary expenditure. We can suggest a streamlined infrastructure plan tailored to actual usage and scalability needs without compromising system performance or reliability. Also this hosting model will be cost effective. We suggest: 1. Shared UAT Server with 100 LCCU 2. Our internal shared development and QC server for internal team development and QC related task. 3. Dedicated production server with active - passive DC-DR hosting architecture 4. RTO & RPO of maximum 24 hours Please confirm whether we can go with the above hosting model.	Refer to response # 1

313	75	Scope of Work and Payment Schedule	<p>iii. The Bidder will be required to fix any vulnerability that is found to be inherent in the solution at no additional cost during the entire tenure of the contract. These vulnerabilities can be detected by the Bank or can be a finding of any internal or external audit conducted by the Bank or its auditors on a periodic basis.</p>	<p>We understand that VAPT will be conducted by SBI at its own cost. We only need to fix the vulnerabilities. Please validate the understanding.</p>	<p>As per Security Requirements (Appendix- Q) of RFP</p>
314	79	Integration / Migration Requirements with existing systems	<p>Bidders are required to note the following:</p> <ul style="list-style-type: none"> ☑ SBI currently manages more than 12 learning platforms, each requiring the migration of both learning content and transactional data in its entirety ☑ The databases of these systems encompass various specifications, including but not limited to the following: <ul style="list-style-type: none"> o File Server o Microsoft Sharepoint o MS-SQL ☑ The total volume of data, comprising both content and transactional records, is estimated at 300 GB. ☑ Transactional data, encompassing learner history, past, current, and future enrollments, completions, attendance records, etc., spanning the last 10 years, needs to be migrated. ☑ Data formats to be migrated include, but are not limited to, SCORM 1.2, plain text, .xlsx, .doc, .docx, .pdf, .txt, .ppt, .pptx, HTML, .mov, .mp3, .mp4, .MAV, .jpeg, .jpg, .png, .mpeg 	<p>To ensure a smooth and efficient migration process, could you please confirm if the data can be provided in specific formats that LMS LMS requires for optimal compatibility and integration?</p>	<p>As discussed in 28/06/2024 meeting for transactional data,</p> <ol style="list-style-type: none"> 1. List of data points to be migrated from existing applications will be provided in either csv or any other delimited formats along with its meta data about columns and files. 2. Vendor has to consume files shared by bank team into their application.
315	79	Integration / Migration Requirements with existing systems	<p>Bidders are required to note the following:</p> <ul style="list-style-type: none"> ☑ SBI currently manages more than 12 learning platforms, each requiring the migration of both learning content and transactional data in its entirety ☑ The databases of these systems encompass various specifications, including but not limited to the following: <ul style="list-style-type: none"> o File Server o Microsoft Sharepoint o MS-SQL ☑ The total volume of data, comprising both content and transactional records, is estimated at 300 GB. ☑ Transactional data, encompassing learner history, past, current, and future enrollments, completions, attendance records, etc., spanning the last 10 years, needs to be migrated. ☑ Data formats to be migrated include, but are not limited to, SCORM 1.2, plain text, .xlsx, .doc, .docx, .pdf, .txt, .ppt, .pptx, HTML, .mov, .mp3, .mp4, .MAV, .jpeg, .jpg, .png, .mpeg 	<p>Additionally, has this data been validated by your team to ensure accuracy and completeness before migration?</p>	<p>As discussed in 28/06/2024 meeting for transactional data,</p> <ol style="list-style-type: none"> 1. List of data points to be migrated from existing applications will be provided in either csv or any other delimited formats along with its meta data about columns and files. 2. Vendor has to consume files shared by bank team into their application. <p>The data shared will be validated by our team before sharing for migration.</p> <p>Pre and post migration audits will be conducted for accuracy and completeness after migration but data will be provided by bank.</p>

316	79	Integration / Migration Requirements with existing systems	<p>Bidders are required to note the following:</p> <ul style="list-style-type: none"> ☑ SBI currently manages more than 12 learning platforms, each requiring the migration of both learning content and transactional data in its entirety ☑ The databases of these systems encompass various specifications, including but not limited to the following: <ul style="list-style-type: none"> o File Server o Microsoft Sharepoint o MS-SQL ☑ The total volume of data, comprising both content and transactional records, is estimated at 300 GB. ☑ Transactional data, encompassing learner history, past, current, and future enrollments, completions, attendance records, etc., spanning the last 10 years, needs to be migrated. ☑ Data formats to be migrated include, but are not limited to, SCORM 1.2, plain text, .xlsx, .doc, .docx, .pdf, .txt, .ppt, .pptx, HTML, .mov, .mp3, .mp4, .MAV, .jpeg, .jpg, .png, .mpeg 	<p>Given the extensive volume and variety of data, as well as the need to maintain the integrity of historical transactional records spanning the last 10 years, this process may extend the overall implementation timeline. Would it be feasible to consider completing the data migration in a phased approach, potentially as a second phase outside of other mandatory requirements?</p>	<p>No change in RFP terms.</p>
317	79	Integration / Migration Requirements with existing systems	<p>Bidders are required to note the following:</p> <ul style="list-style-type: none"> ☑ SBI currently manages more than 12 learning platforms, each requiring the migration of both learning content and transactional data in its entirety ☑ The databases of these systems encompass various specifications, including but not limited to the following: <ul style="list-style-type: none"> o File Server o Microsoft Sharepoint o MS-SQL ☑ The total volume of data, comprising both content and transactional records, is estimated at 300 GB. ☑ Transactional data, encompassing learner history, past, current, and future enrollments, completions, attendance records, etc., spanning the last 10 years, needs to be migrated. ☑ Data formats to be migrated include, but are not limited to, SCORM 1.2, plain text, .xlsx, .doc, .docx, .pdf, .txt, .ppt, .pptx, HTML, .mov, .mp3, .mp4, .MAV, .jpeg, .jpg, .png, .mpeg 	<p>Or could we treat the data migration as a change request, allowing us to finalize the scope and approach after a complete assessment of the initial system setup? This strategy could help manage project timelines and resources more effectively.</p>	<p>As defined in the RFP.</p>

318	80	Scalability Requirements	<p>ii. Considering the growth projection, the bidder has to provide hardware sizing for the next 5 years.</p> <p>iii. The Bidder should ensure that there is headroom of 30% in terms of vertical scalability and horizontal scalability in the proposed Storage.</p>	<p>Could you please provide more specific details on the expected increase in user numbers, data volume, and system usage over this period?</p> <p>Regarding the requirement for a 30% headroom in both vertical and horizontal scalability in the proposed storage solution, could you clarify if there are specific performance benchmarks or scenarios you foresee that will necessitate this level of scalability?</p>	As defined in the RFP.
319	81	Backup system / POC / test & training system / DR system	<p>The bidder shall ensure that, the switch over and switch back between Production and DR should be automated and ensure RTO of 60 minutes and RPO of 15 minutes are achieved.</p> <p>vi. Selected bidder shall provide real time dashboard to monitor DR sync status</p>	<p>These specifications are quite stringent and would significantly impact the infrastructure costs due to the high availability and advanced replication technologies required.</p> <p>Based on our extensive experience as an LMS provider for over 20 banks, we have found that an RTO and RPO of up to 24 hours is generally sufficient for LMS platforms, which are not as critical as financial systems. This model has proven cost-effective and reliable, balancing performance with budget considerations.</p>	No change in RFP terms.
320	146	INFRASTRUCTURE MANAGEMENT METRICS	Time taken for shutting DC and making DR live and vice versa: 60 minutes	<p>for over 20 banks, we have found that an RTO and RPO of up to 24 hours is generally sufficient for LMS platforms, which are not as critical as financial systems. This model has proven cost-effective and reliable, balancing performance with budget considerations.</p>	No change in RFP terms.
321	146	INFRASTRUCTURE MANAGEMENT METRICS	RPO during disaster for shifting to DR and vice versa : 15 minutes		No change in RFP terms.
322	194	CLOUD REQUIREMENTS	Data center, Disaster recovery center, High availability zones across data centers shall be in India only.		No change in RFP terms.
323	94	PENALTIES FOR DELAYED IMPLEMENTATION	The rate of penalty would be 0.5% of the implementation cost per week of delay or non-compliance.	<p>Considering the extensive customizations, integrations, and data migration activities planned, these conditions appear quite stringent. To ensure a successful deployment and mitigate the risk of penalties, we propose discussing a phased implementation timeline. This approach would allow us to prioritize essential functionalities and integrations in Phase 1, ensuring the system is operational for core needs quickly. Subsequent phases could then focus on additional features and complex integrations, allowing for more careful planning and execution. Could we discuss adjusting the timeline to better reflect the scope and complexity of the required work?</p>	No change in RFP terms.
324	94	PENALTIES FOR DATA MIGRATION	Penalty at the rate of Rs.25,000/- will be applied for every drop in 1 % i.e., Rs.25,000/- if the data accuracy is below 100 % and Rs.50,000/- if the data accuracy is below 99% and so on for every %.	<p>Given the complexities associated with migrating data from multiple platforms and the diverse formats involved, achieving 100% accuracy can be challenging without initial discrepancies that require iterative refinements.</p> <p>To address this, we propose implementing data migration as a change request after having complete requirement gathering.</p>	As defined in the RFP.
325	113	SOURCE CODE ESCROW AGREEMENT	Service provider agrees to bear the payment of fees due to the escrow agent.	Could we discuss the potential for sharing these costs given the mutual benefits provided by the escrow services?	No change in RFP terms.

326	113	SOURCE CODE ESCROW AGREEMENT	Shall be hosted and provided services on a dedicated instance for the Bank on the cloud	We understand that dedicated server is only required for production environment and the rest can be in the shared environment.	No change in RFP terms.
327	198	Security Requirements	Integration with Bank's Security Operation Center (SOC) including SIEM, DAM, WAF	To ensure we fully understand and implement this integration correctly, we assume that the primary focus will be on integrating with your SIEM system for log collection. Please confirm.	Bidder should have SIEM, DAM, PIMS, WAF, LB with 24/7 monitoring arrangement and real time alert generation. Integration with Bank's Security Operation Centre (SOC) including SIEM, DAM for log shipping. Access control to servers should be through cloud based PIMS solution of Bidder. Access to PIMS logs should be available to bank for audit purpose.
328	198	Security Requirements	Deploy public facing services in a zone (DMZ) different from the application services. The Database nodes should be in a separate zone with higher security layer.	Since the hosting of these services will be managed by us, which inherently provides robust security features and isolation capabilities, could you please elaborate on the specific reasons for requiring a traditional DMZ architecture?	There should be segregation between zone (App, DB, LB). Strong isolation with deny rule for communication between zones and servers of same zone.
329	198	Security Requirements	Bidder is responsible for mitigating all security risks found and continuous monitoring activities. All critical and high-risk vulnerabilities must be mitigated within 7 days, high-risk vulnerabilities must be mitigated within 14 days and all medium risk vulnerabilities must be mitigated within 21 days and all low-risk vulnerabilities must be mitigated within 28 days from the date vulnerabilities are formally identified. The Bank will determine the risk rating of vulnerabilities.	To align our security practices effectively with your requirements, could you please specify the expected frequency of Vulnerability Assessment and Penetration Testing (VAPT) activities? Additionally, it's important to note that our standard practice involves addressing critical bugs and security vulnerabilities in subsequent product releases according to our development roadmap, which is done free of cost. Prioritizing the mitigation of vulnerabilities specifically for your instance on a shorter timeline would require adjustments to our product development roadmap and might incur additional costs for expedited bug fixing. Please confirm.	No change in RFP terms.
330	72	IX.B	System should have the ability to support remote proctoring features Functional Learning Ecosystem Management	Could you please elaborate the proctoring feature requirement in detail with a use case.	Assessment and Exams conducted by the bank needs to be proctored by the Faculty
331	72	IX.C	System should have the ability to provide hostel management features, including but not limited to tracking occupancy, room booking, room allocation, etc	The hostel inventory management is not something available in the Learning management platform, out of the box. Though we understand that this is a Non mandatory requirement but we would like to understand the scope of this requirement in detail.	Hostel management will include but not be limited to the ability to search and book hostel rooms at training centres, report on capacity utilization etc.
332	General	NA	NA	Please include open source LMS not allowed	No change in RFP terms.
333	12	No number provided in the RFP	A platform for enabling the scheduling, coordination, and tracking of in-person programs across various training centers, this platform covers all in-person training management conducted by both ATIs and SBILDs. It features tools for managing training nominations, scheduling sessions, conducting pre- and post-assessments, tracking attendance, capturing participant feedback, uploading question banks, overseeing hostel management , and generating reports.	What is hostel management	Hostel management is ability to manage hostel booking which are available across various SBI training centres used for in-person trainings

334	12	No number provided in the RFP	A platform for enabling the scheduling, coordination, and tracking of in-person programs across various training centers, this platform covers all in-person training management conducted by both ATIs and SBILDs. It features tools for managing training nominations, scheduling sessions, conducting pre- and post-assessments, tracking attendance, capturing participant feedback, uploading question banks, overseeing hostel management, and generating reports.	What workflow would you want in LMS with respect to hostel management. Please detail your requirement related to hostel management as cost will be considered as per your response and scope.	Hostel management would include but not limited to the ability to search and book hostel rooms at training centres, report on capacity utilization etc.
335	12	No number provided in the RFP	An eLearning platform that hosts an extensive content library with over 700 courses, all uploaded as SCORM packages, continuously enhancing the knowledge and skills of employees.	Which current LMS are you using?	The Bank has multiple internally developed platforms for hosting e-learning, ILT, VILT, quizzes
336	12	No number provided in the RFP	An eLearning platform that hosts an extensive content library with over 700 courses, all uploaded as SCORM packages, continuously enhancing the knowledge and skills of employees.	Is it an open source solution?	Proposed system to provide the functionality as defined in RFP
337	12	No number provided in the RFP	An eLearning platform that hosts an extensive content library with over 700 courses, all uploaded as SCORM packages, continuously enhancing the knowledge and skills of employees.	What is the challenge you are facing with the current LMS? Your response will help us focus on solutions related to your challenges rather than providing a generic response in the scope of work.	As defined in the RFP.
338	12	No number provided in the RFP	An eLearning platform that hosts an extensive content library with over 700 courses, all uploaded as SCORM packages, continuously enhancing the knowledge and skills of employees.	How long you have been using the current LMS?	As defined in the RFP.
339	12	No number provided in the RFP	A brief list of some of the benefits that the LMS platform is expected to provide is appended: - Serve as a single source of learning for all employees	This statement means that currently the LMS is not a single source of learning, there are other tools where people go to learn beyond the LMS. Now with the new implementation you would want all trainings to happen in one system and the analytics also to be captured in one system and not multiple. If the understanding is correct, please let us know which all additional systems/software/subscriptions you use for learning.	As defined in the RFP.
340	13	No number provided in the RFP	A brief list of some of the benefits that the LMS platform is expected to provide is appended: - Tailor personalized learning pathways for employees based on performance metrics, roles, grades, past experiences, and more	For the LMS to tailor personalized learning pathways on performance metrics, the LMS has to be integrated with a 3rd party system that captures performance metrics of the bank employees. Which system does the LMS need to be integrated with	The LMS needs to be integrated with the performance management system of the bank
341	13	No number provided in the RFP	A brief list of some of the benefits that the LMS platform is expected to provide is appended: - Tailor personalized learning pathways for employees based on performance metrics, roles, grades, past experiences, and more	Please share few examples of "Performance Metrics".	Performance Metrics are KRA/KPIs for employees such as customer satisfaction score, etc.

342	13	No number provided in the RFP	A brief list of some of the benefits that the LMS platform is expected to provide is appended: - Tailor personalized learning pathways for employees based on performance metrics, roles, grades, past experiences, and more	What type of past experience are you referring too (Past learning experience, our proffessional experience, or past qualification experience). Please elaborate the workflow so that cost could be accordingly derived for such workflows.	This refers to path learning experiences in the individual's career
343	13	No number provided in the RFP	A brief list of some of the benefits that the LMS platform is expected to provide is appended: - Tailor personalized learning pathways for employees based on performance metrics, roles, grades, past experiences, and more	From which system will this past experience (professional and educational) come from.	Professional and educational data will come from the HRMS
344	13	No number provided in the RFP	A brief list of some of the benefits that the LMS platform is expected to provide is appended: - Tailor personalized learning pathways for employees based on performance metrics, roles, grades, past experiences, and more	What are grades	Employee grade for example officer, clerical staff etc.
345	13	No number provided in the RFP	Seamlessly integrate different learning offerings from both internal and external sources, including institutes and vendors	Please share the names of softwares the LMS needs to be integrated with.	As defined in the RFP.
346	13	No number provided in the RFP	Facilitate the migration of historical training data to ensure continuity and accessibility	For us to derive at the migration cost we will need. In the absence of accurate information on the below questions, the cost identification may go wrong: 1: The count of total content including (classroom sessions, knowledge-sharing videos, e-learning, research publications, collaboration with MOOC platforms, case studies, articles) that needs to be migrated.	The bank will provide the extracted data.
347	13	No number provided in the RFP	Facilitate the migration of historical training data to ensure continuity and accessibility	2: What is the total GB's of data.	As defined in the RFP.
348	25	9	Bidder support staff should be well trained to effectively handle queries raised by the customers/employees of the Bank.	Why will SBI bank customer use the LMS system?	Customer refers to the authorised users of the LMS
349	25	9	Bidder support staff should be well trained to effectively handle queries raised by the customers/employees of the Bank.	What type of customers are we referring to?	Customer refers to the authorised users of the LMS
350	44	5	The Bidder should also furnish user acceptance report	User acceptance is a very internal data that cannot be revealed to 3rd party. Request you to please remove this clause	No change in RFP terms.
351			wht is local content page 89		Refer Clause 19 of RFP "AWARD CRITERIA AND AWARD OF CONTRACT"
352	46	15	Bidder should specifically confirm on their letter head in this regard as per Appendix-N with a copy of the Valid Certificate(s) to be provided including work order, invoice, certificate of completion, etc. indicating the total userbase covered	We understand any one legal document (Agreement, PO, etc) that proves user count is enough as an evidence for this clause. Hope the understanding is correct.	As defined in the RFP.
353	47	1	The Bidder is required to submit their responses in the excel sheet provided.	The RFP does not contain any excel. Please share the excel.	Available to be downloaded on the e-procurement portal
354	47	Table A	Available as part of the existing offering (Yes/No)	Do we respond to this by writing Yes or No or do we give score 3 or 1.5 as applicable?	Excel to respond is to be downloaded and completed based on the instruction provided

355	47	Table A	Applicability of requirement (Mobile/Web/Both)	Please explain what need to be responded here	Please confirm if the requirement is available on your LMS on the web version or mobile version or both versions.
356	47	Table A	Applicability of requirement (Mobile/Web/Both)	For pointers which is has nothing to do with devices example hardware, etc, what is to be filled in such a case? Please respond.	Please respond as deemed appropriate
357	77	4	Vendor onboarding and project planning LMS requirements finalization Platform configuration (including integrations, data migration) and unit testing	The expectation of SBI bank of completing these three activities within 70 days post signing of contract. Look very challenging. This is an enterprise level implementation and therefore considering the penalties this is very strict and challenging timeline. Our experience of delivering many such similar scale of implementations, we have found that after including client feedback and TAT, an ideal and realistic timeframe for your stated scope of work is Therefore we suggest that this timeline should be increased to 132 working days. Which is 60 additional working days from what has been asked. You also need to consider that in doing these activities it is not only our development time but also your review and TAT time. Therefore please re-look at the timeline and increase it.	No change in RFP terms.
358	79	7, IV	Selected bidder will need to understand the file structure of the existing applications.	Please share the name and details of the existing application? We will need to know the name of the existing application for us to know wheteher we have skilled manpower to understand your system or not. We will accordingly scope the pricing and resources	List of applications already shared. As discussed in 28/06/2024 meeting for transactional data, 1. List of data points to be migrated from existing applications will be provided in either csv or any other delimited formats along with its meta data about columns and files. 2. Vendor has to consume files shared by bank team into their application.
359	79	7 VII	SBI currently manages more than 12 learning platforms, each requiring the migration of both learning content and transactional data in its entirety	Please share the names of these 12 learning systems and the usage of these systems. Without the names of these softwares we will not be able to indentify an exact commercial implecations	The 12 learning applications are developed in-house by SBI.
360	79	7 VII	SBI currently manages more than 12 learning platforms, each requiring the migration of both learning content and transactional data in its entirety	Do you want to integrate all the 12 systems or just have 1 single system	As defined in RFP, there is no need to integrate with any current platforms
361	85	1	Data for the users will flow from the HRMS	Which HRMS are you using	Bank is in process of HRMS Migration from SAP ECC to ZingHR
362	85	2	Non-employee license (for external users):	Who are these non employee. Please site examples	Feet on street contractual employees, external faculty etc.
363	85	2	Non-employee license (for external users):	If they are not in HRMS do you plan to upload their data through csv? Please confirm	Data upload should happen through manual upload. Individual or bulk upload or through self-registration. Bidder could propose alternate approaches

364			Post-implementation support cost for L1 resource; responsibilities detailed in Appendix-U3	We understand that the duration for a L1 resource is on 2 months, beyond this timeframe, L1 support will be managed by the SBI admin team. So we need to consider the cost for L1 resource for 2 months only for the entire contract period.Please confirm.	As defined in the RFP.
365	86	NA	**For the purpose of calculation and evaluation, the Bank will consider 100 man-days across the 5 year period for 'Bespoke development as part of Post-implementation Cost'. This does not indicate the bank's minimum commitment and the actual number may increase or decrease as per requirement of the Bank.	100 man-days across the 5 year period means 20 man days of work every year. Is this understanding correct.?	As defined in the RFP, 100 man-days are across 5 years and only used for the purpose of calculation. It does not indicate the bank's minimum commitment and the actual number may increase or decrease as per requirement of the Bank.
366	86	NA	Five L1 resources on a full-time basis post-go-live for a period of 2 months post-hypercare	On-site is only for 2 months. Please confirm the understanding	Please refer to the corrigendum
367	86	NA	Five L1 resources on a full-time basis post-go-live for a period of 2 months post-hypercare	Please confirm the location	As defined in the RFP.
368	86	NA	Eight resources beyond L1 resources (L2 and above) on a full-time basis post-go-live for a period of 5 years	On-site is only for pilot period for 2 months. Please confirm the understanding	Please refer to the corrigendum
369		NA	Eight resources beyond L1 resources (L2 and above) on a full-time basis post-go-live for a period of 5 years	Please confirm the location	As defined in the RFP.
370	87	NA	Name of activity/Services	What is to be mentioned here. Please quote an example for better clarity	As defined in the RFP mention name of the activity. E.g. Learning platform setup implementation
371	97	Appendix K	SOFTWARE/SERVICE LEVEL AGREEMENT	The contract has several sections that may require changes depending on the RFP and responses we get. We hope the bank is open to mutually agreeing on the changes and ammendements at a later stage with the successful bidder.	No change in RFP terms.
372	151	ANNEXURE-F	PENALTY FOR NON-PERFORMANCE OF SLA	How do we address the delay made by SBI bank.	As defined in the RFP.
373	151	ANNEXURE-F	PENALTY FOR NON-PERFORMANCE OF SLA	How does that get captured and addressed to safeguard the partner from penalty where partner is not liable	As defined in the RFP.
374	152	NA	Note: The maximum penalties on account of all above cases will be 10% of the total cost of the project	This is a typo. It should be 10% of the yearly cost of the project. Project cost is of 5 years and for year 1 penalty it should not be 10% of the total 5 years cost. Request you to please ammend this.	No change in RFP terms.
375	158	13	(e) Source Code, application architecture documentation/diagram and other documentation; (f) Source Code, application architecture documentation/diagram and other documentation for Helpdesk; and	The LMS is our proprietary product and not an open source tool. For all bidders who owns a proprietary tool will not be open for sharing the source code of system and arcitecture. Please remove the clause for sharing of the scource code of the LMS.	As defined in the RFP and clarified in the subsequent corrigendum.
376	204	1.2	Bidder should specifically confirm on their letterhead	Annexure - N is reference format for which you have asked for 2 references. If I provide details of 8	No change in RFP terms.
377	204	1.3	in this regard as per Appendix-N with a copy of the	customers you will have details of 8 customers with	No change in RFP terms.
378	204	1.4	work order and / or Certificate of completion of the		No change in RFP terms.
379	203	Appendix S		Can it be 21 different URLs (domains) for the LMS platforms based on the Geographical locations?	There should be only 1 URL for all geographies

380	79	Appendix E (B - VII)	SBI currently manages more than 12 learning platforms, each requiring the migration of both learning content and transactional data in its entirety	Would like to know about the tech stack of the existing LMS platforms.	As discussed in todays meeting, 1. List of data points to be migrated in existing applications will be provided in csv or other delimited formats along with its meta data about columns and files. 2. Vendor has to consume files shared by bank team into their application.
381	139	17.02	Please note: Bidders are required to submit a load test report for 30k+ concurrent users at the time of technical bid submission	can load test report be self-attested or 3rd party report?	The load test submitted can be self-attested report.
382	79	Appendix E (B - VII)	SBI currently manages more than 12 learning platforms, each requiring the migration of both learning content and transactional data in its entirety	Can you share the name of the 12 Learning platform, how many years of user and course data is in the platform etc?	The 12 learning applications are developed in-house by SBI. Refer to RFP for platform related data.
383	8	iii	Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in Appendix-B of this RFP and willing to provide the Software Solution/ service as required in this RFP. The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. Consortium bidding is not permitted under this RFP.	<p><Bidder identifiable details have been deleted on purpose></p> <p>Combined Expertise <Bidder identifiable details have been deleted on purpose></p> <p>Seamless Collaboration <Bidder identifiable details have been deleted on purpose></p> <p>Confirmation Request We believe this combined approach best positions us to deliver a successful LMS implementation. Please confirm if this structure for submitting the bid with <Bidder identifiable details have been deleted on purpose>is acceptable to your company.</p> <p>Kindly confirm that the same is acceptable</p>	As defined in the RFP.
384	44	3	The Bidder must have an average turnover of minimum Rs. 20 crore during last 03 (three) financial year(s) i.e. FY 2020-21, FY 2021-22 and FY 2022-23.	<p>We submit that the turnover requirement is very high and this will prevent many LMS providers from meeting is this criteria and therefore losing out on the bid.</p> <p>We recommend that the Average Annual Turnover be reduced to Rs. 5 Crores during the last 03 financial years</p>	No change in RFP terms.
385	45	8	Certification Requirements ISO/IEC 27001 OR SOC 2	We request that bidders with ISO 9001: 2015 also be allowed to participate in the tender	No change in RFP terms.

386	45	14	Bidder should have experience in deploying LMS as specified in this RFP to at least one company with Asset Base of more than Rs. 1 Lakh Crores as on 31.03.2023, during the last 5 FY.	<p>This criteria is very discriminatory as there are only a handful of companies in India with an Asset Base of more than Rs. 1 Lakh Crores.</p> <p>Also the documentary evidence required i.e. the financial statement of the client is not viable to obtain as clients will not share the same and we cannot sign on these document in our submission.</p> <p>We request that this clause be deleted and enable more number of companies to participate in the tender.</p>	No change in RFP terms.
387	48	2.01	System should provide the ability for both learners and admin to set/change password in alignment with the bank's pre-defined password guidelines	Are you using any SSO / IDP to define authentication guidelines?	Proposed system to provide SSO/IDP authentication as defined in RFP
388	50	5.01	<p>System should provide the ability to host, access, score, and track the following delivery methods, including but not limited to:</p> <ul style="list-style-type: none"> • E-learning (SCORM) • Video-based learning • Micro-learning nuggets • ILT/VILT/Webinars • Podcasts • E-books • Social Learning/ Ediscussion Groups/Chat • Online Assessments/ Quizzes • Surveys • AR/VR • Electronic documents such asPDF (case studies, research material, publications, books), iPDFs, articles, Microsoft Office documents etc. 	Which tool you are using for creating surveys?	To be shared at the time of implementation.
389	55	7.14	System should havethe ability to capturefeedback at a program(ILT) level and session level	Please elaborate on the feedback at program (ILT) level and session level. How are both different?	Within a program there are sessions. System should be able to capture feedback for overall programs as well as for individual sessions
390	55	7.15	System should provide the ability to launch quizzes/survey/polls during an ILT session to the attendees	Are these sessions in person or virtual?	Learning Modality can be virtual or In-person or both
391	59	11.05	System should have the ability to analyze data and provide insights with visual representation (analytics capabilities)	Are you using any BI tool for analytics?	As defined in the RFP.
392	61	11.14	System should have the ability to track, consolidate and report data for internal & external training (e.g., MOOCs)	Please share the list of MOOC platforms being used.	As defined in the RFP.
393	62	12.02	System should provide the ability for learner to upload certificate post completion of any external (non-SBI) programs with checker functionality (e.g., reporting manager or L&D team to validate and approve the certification uploaded)	Please elaborate on the checked functionality	For example, the learner uploads the completion certificate of course completed externally and the manager checks/validates the certificate and approves it.

394	64	16.01	System should have the ability to integrate with HRMS & PMS on a real time basis	Please share the name of HRMS and PMS System you are using.	Bank is in process of HRMS Migration from SAP ECC to ZingHR
395	70	IV.A	System should provide the ability to support content creation and modification – including content authoring/editing and ability to make updates to the content without impacting learner experience	Please share the name of the tools being used to author the content	As defined in the RFP.
396	12	Learning Ecosystem at SBI		What will be the overall course content/ module size and what will the format for the same?	As defined in the RFP.
397	12	Learning Ecosystem at SBI		Our Assumption: E-learning team will be providing the SCORM compliant content for migration from existing LMS to the new. Is this correct?	As defined in the RFP.
398	12	Learning Ecosystem at SBI		Our Assumption: The roles of users will be provided in a csv format. Is this correct?	As defined in the RFP.
399	195	Appendix R		Are these requirements in Appendix R, a must-have for cloud-native SaaS providers?	As defined in the RFP.
400	72	Other Requirements	Set up and maintenance of development, UAT, pre-production, production, DR and near DR sites of the LMS.	Is it a must-have to have replicate of the production environment for Pre-Prod and UAT?	As defined in the RFP.
401	52	7.02	System should have the ability to configure a customized skills taxonomy for linking skills to job roles and learning content	Would SBI be providing the role matrix to enable the configuration of the skills linking ?	The understanding is correct. Additionally system should have a built-in skills taxonomy for linking skills to job roles and learning content
402	63, 136	13.01	System should have the ability to support up to 5 layers of customized approval workflows	can you help us understand what are the 5 layers of approvals ?	For e.g. Learner requests approval from Manager for an ILT program, if approved by manager request should go to HR for approval, if HR approves, then it should go to HR Head for final approval.
403	24	27	WARRANTY AND ANNUAL MAINTENANCE CONTRACT	Wanted to clarify that <Bidder E> standard warranty for 30 days will be provided	No change in RFP terms.
404	25	28	PENALTIES and Appendix-J	<p><Bidder E> proposes below changes:</p> <p>Any penalty should be 0.5% of the delayed milestone fee for each completed week of delay capped upto 10% of the delayed milestone. Further such penalty shall be paid in the form of credit note as Infosys does not have a policy of set off or auto deduct. It should be the sole remedy of Bank for such late completion.</p> <p>Banks discretion to cancel the contract shall be exercised only upon bidder not being able to remedy the non-compliance upon receipt of 15 days prior notice from the Bank.</p> <p>The Bank to exercise its discretion to penalize the bidder by applying only the penalty mentioned in this clause and this remedy to be the sole and exclusive remedy of the Bank for any non-compliance related to delay in implementation.</p>	No change in RFP terms.
405	26	32	SUBCONTRACTING	We request to allow using subcontracting/subcontractors and the usage will be agreed based on mutual understanding	No change in RFP terms.

406	27	34	LIMITATION OF LIABILITY	Pls. let us know if the intent of clause 34 (iii) is to exclude these liabilities from exclusion under clause 34 (ii) i.e., indirect and consequential losses as well.	No change in RFP terms.
407	27	35	CONFIDENTIALITY	<Bidder E> proposes below change: To exclude the mention of personal identifiable information (PII) from the definition of Confidential Information mentioned under 15.1 and 15.2 and thereby deleting the survival period of PII from perpetuity.	No change in RFP terms.
408	30	39	INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP	<Bidder E> proposes below changes: 1. Expenses has to come under the limitation of liability. 2. To delete the provision of refunding all the amount under this Agreement and replace it with the amount paid for that particular infringing deliverable. 3. Pre-existing IP, incidental IP and vesting of IP right with the customer upon payment in full is to be added.	No change in RFP terms.
409	31	40	LIQUIDATED DAMAGES	If LD is applicable- Any penalty should be 0.5% of the delayed milestone fee for each completed week of delay capped upto 10% of the delayed milestone. Further such penalty shall be paid in the form of credit note as <Bidder E> does not have a policy of set off or auto deduct. We request Bank to allow the penalty in form of credit note. It should be the sole remedy of Customer for such late completion	No change in RFP terms.
410	44	Appendix- B	Bidder's Eligibility Criteria Sr. No. 5 Bidder should have experience of minimum 5 years in providing learning platform (LMS) services	we are assuming here experience includes both India and Global experience	As defined in the RFP.
411			Sr. No 7 Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) (At least 2 client references are required)	We request to consider client references from India/Global projects. Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India/Global (Start and End Date of the Project to be mentioned) (At least 2 client references are required)	As defined in the RFP.
412			Sr. No. 13 Bidder should have experience in deploying LMS as specified in this RFP to at least two companies in India as on 31.03.2023	We request to consider experience from India/Global projects as of 31.03.2024 Bidder should have experience in deploying LMS as specified in this RFP to at least two companies in India/Global as on 31.03.2024	As defined in the RFP.

413			Sr. No. 15 Bidder should have experience in deploying LMS as specified in this RFP to at least one company in India covering a userbase of at least 15000 users, during the last 5 FY, as on 31.03.2023.	Bidder should have experience in deploying LMS as specified in this RFP to at least one company in India/Global covering a userbase of at least 15000 users, during the last 5 FY, as on 31.03.2024.	As defined in the RFP.
414	82	19	Implementation Phase Key Milestone/Percentage of one-time implementation cost On completion of process workshops and finalization of LMS requirements 10% On completion of UAT 15% On completion of training for SBI admin, knowledge transfer, and SOP creation 15% On completion of data migration and successful data migration audit from the Bank 20% On org-wide go-live 20% 60 days post go-live date (with the fulfilment of mandatory requirements outlined in Appendix C- Table A) 20% Total 100%	We propose below Implementation Phase payment milestones Key Milestone/Percentage of one-time implementation cost On completion of process workshops and finalization of LMS requirements -> 15 On completion of UAT -> 30 completion of training for SBI admin, knowledge transfer, and SOP creation-> 15% On completion of data migration and successful data migration audit from the Bank-> 20% On org-wide go-live-> 10% 60 days post go-live date (with the fulfilment of mandatory requirements outlined in Appendix C- Table A) 10% Total 100%	No change in RFP terms.
415	188	Appendix R: Cloud Requirements	The infrastructure elements including server, storage (including backup storage) and network of the public Cloud should provide strong tenant isolation	Is it public cloud (multi-tenant) or dedicated cloud (single- tenant)	Refer to response # 2
416	75	Appendix E: Scope of Work and Payment Schedule 7. Integration / Migration Requirements with	Selected bidder will be responsible for formulating the "Data Migration Strategy" and process documents.	Will the SCORM compliant content be provided by the bank when migrating the data from current platforms?	Existing SCORM 1.2 compliant packages will be provided by bank, any other content hosted in SharePoint must be handled as a part of migration as per vendors application requirements.
417	147	Annexure F: PENALTY FOR NON PERFORMANCE OF SLA Data Migration	((Total no of error free records migrated)/(Total no of records migrated in that batch)) x 100 Penalty at the rate of Rs.25,000/- will be applied for every drop in 1 % i.e., Rs.25,000/- if the data accuracy is below 100 % and Rs.50,000/- if the data accuracy is below 99% and so on for every %.	How will the data sanity be checked by SBI before sharing data? Will the data provided by the Bank checked for leakages or bugs?	As discussed in 28/06/2024 meeting for transactional data, 1. List of data points to be migrated from existing applications will be provided in either csv or any other delimited formats along with its meta data about columns and files. 2. The vendor has to consume files shared by the bank team into their application. The data shared will be validated by our team before sharing for migration. Pre and post migration audits will be conducted for accuracy and completeness after migration against data provided by bank.

418	200	Appendix-U: Team Requirements		How to read the requirement provided in column U-1 for resources. Bidders also requested to rename column headers in table U-1 for better clarity.	Please refer to the corrigendum
419	200	Appendix-U: Team Requirements		Need clarity on what part-time requirement mean for resources	As required by the bank.
420	204	Appendix-U: Team Requirements		What are the expectations from L2 and L3 resources during implementation?	As defined in the corrigendum, L2 and L3 are only required during the pilot phase. The expectation from L2 and L3 would be to support the implementation team in resolving initial issues encountered during the pilot setup process and gain a deep understanding of SBI environment & the Learning Management System (LMS) functionalities deployed at SBI.
421	86	Appendix F: Price Bid Form	The resources are expected to be deployed for 6 days per week, full-time i.e., an estimated 9 hours a day, basis the Bank's working calendar	Request is to make it 5 days a week or Saturday/ Sunday off and clarify on holidays	As defined in the RFP, resources are required to work as per the Bank's calendar.
422	200	Appendix U: Team Requirements		Resources requirement should be full time or as required (for all the team)	If the resources are required full time and their on-site requirement is mentioned as 'as required', it means they are part of the team full time however, the resource should be available on-site as and when requested bank. Please refer to the corrigendum.
423	200	Appendix-U: Team Requirements		Why is the training lead required full time during implementation phase?	Each resource will be required only during the activity they are desired to be onboarded for. For example, training lead is only required during the training activity, Testing lead is only required during testing period.
424	200	Appendix U: Team Requirements		How is hyper care defined for SBI?	Hypercare refers to the period where the selected bidder's team ensures that the new system operates as intended without major disruptions by managing real-time resolution of issues/queries raised by end-users or SBI admin. Please refer to the corrigendum for details on team deployment for hypercare.
425	67	Appendix C: Table B	System should have the ability to support multi-lingual interface with minimum 3 Indian languages other than Hindi	Please provide which 3 languages are to be considered	As defined in the RFP, the system should be able to support additional 3 languages. Details to be defined at the time of implementation
426	47	Appendix C: Table A	System should have the ability to track KRA and KPI information from PMS and recommend learning courses appropriately	Do we mean real time integration? For all people KRAs and KPIs need to be defined to suggest trainings	A real-time integration with PMS is expected.
427	43	Appendix B: Bidder's Eligibility Criteria		Relaxation on turnover to be given to MSEs	No change in RFP terms.
428	43	Appendix B: Bidder's Eligibility Criteria point 17	Bidder should have data center, disaster recovery center, high availability zones across data centers located in India only	Rewording required as- Bidder should ensure data center, disaster recovery center, high availability zones across data centers located in India only	Please refer to the subsequent corrigendum
429	43	Appendix B: Bidder's Eligibility Criteria	Clause No. 13, 14, 15	Does company include Educational institutions, Government agencies etc. as well?	As defined in the RFP, companies does not include educational institutes and government agencies
430	149	Annexure G: Transfer of Software	Clause No. 9	Sharing source code will not be possible	As defined in the RFP and clarified in the subsequent corrigendum.

431	47	Appendix C: Learning Platform Requirements		Please increase size limit for uploading proofs on e-procurement portal	Upload limit on e-proc is 10 MB per document. Please note that each appendix needs to be uploaded separately. The format has been given in the e-proc portal. A provision has also been given for uploading any additional documents
432	43	Appendix B: Bidder's Eligibility Criteria		What should be the proof requirement if startup has changed name in recent past?	As defined in the RFP, documents providing start-up recognition by the relevant authority and the document evidencing the change in name with the relevant registration authority (for e.g. Registrar of Companies, or Registrar of firms).
433	17	Scope of work	Facilitate the migration of historical training data to ensure continuity and accessibility	Who will be responsible for extracting the data?	As discussed in 28/06/2024 meeting for transactional data, 1. List of data points to be migrated from existing applications will be provided in either csv or any other delimited formats along with its meta data about columns and files. 2. Vendor has to consume files shared by the bank team into their application. Bank will be responsible for providing data in text files along with its meta data.
434	75	Appendix E: Scope of Work and Payment Schedule 7. Integration / Migration Requirements with		Please define cut-off time by when the old systems will stop working (learners will stop consuming data on old ones) and data till that date only needs to be migrated	This will be defined at the time of implementation.
435	80	Appendix F: Price Bid Form		Please provide minimum commitment on the number of licenses	There is no minimum commitment, please be guided as RFP terms
436	82	Appendix F: Price Bid Form	The actual requirement of resources may increase or decrease for each year as per the requirement of the Bank	Please provide details around how many days of advance notice provided if there is increase in number of resources required by SBI	Please refer to the subsequent corrigendum
437	200	Appendix U: Team Requirements		Please provide details on holidays provided to L2 and L3 resources? Will they be following Bank's calendar? Will this be location specific?	As defined in the RFP, resources are required to work as per the Bank's calendar. The location will be defined during implementation.
438	200	Appendix U-1: Team Requirements	Team Requirements	Please specify qualifications and number of years of experience for each resources. This will help standardize evaluation across bidders.	No change. As defined in the RFP the team provided by the bidder should have preferably worked on similar engagements for BFSI sector and / or other large scale deployments spanning multiple geographies and for more than 5000 users. Bidder to take appropriate assumptions on qualification and years of experience basis the scope of work.
439	93	Appendix J: Other Terms and Penalties	The maximum penalties on account of all above cases will be 10% of the total cost of the project.	Please cap as per phase and associated cost	No change in RFP terms.
440	189	Appendix R: Cloud Requirements General Requirements		Is there any preference for CSP?	No preference.

441	204	Appendix U: Team Requirements Post-implementation L1 Team	Addressing basic user queries including but not limited to login, password reset, access, application navigation, usage of platform, etc.	What is 'Application Navigation'?	Application navigation refers to "How-to" queries raised by the end users on how to navigate through the new LMS platform.
442	198	Appendix T: Technical Evaluation Metrics	2.2 Technical Presentation and Platform Demo	Will the technical document be shared only with the bidders who are eligible?	Technical presentation template will be shared with bidders who meet the Eligibility criteria defined in Appendix-B of the RFP. However, all bidders are required to submit the following as defined in Appendix T: <ul style="list-style-type: none"> - Understanding of SBI's business context and needs - Approach and methodology for project implementation - Approach for knowledge transfer to SBI Admin - Outline of work- plan with activities, key milestones and time frame for completion of different activities. - Approach and best practices for managing risk and contingency plan for implementation of the project in the given timeframe - Product roadmap details
443	40	Appendix A: Bid Form (Tech Bid)	<p>viii. On acceptance of our technical bid, we undertake to participate in Reverse auction by way of login in Reverse auction tool. In case of declaration as successful Vendor on completion of Reverse auction process, we undertake to complete the formalities as specified in this RFP.</p> <p>ix. The commercial bidding process will be through the reverse auction process to be conducted by the Bank or a company authorized by the Bank. We understand that our authorized representative who would participate in the reverse auction process would be possessing a valid digital certificate for the purpose.</p>	Remove reverse auction	Please refer to the subsequent corrigendum
444	47	Appendix C: Learning Platform Requirements		For customization related requirements, to submit proof do bidders need to create wireframes and submit screenshots of the same?	<p>For requirements available as part of existing offering, Bidders to submit screenshots of the platform (Standard or specific configurations created for a customer/client)</p> <p>For requirements that are not part of the existing platform and need customization, Bidders will need to provide wireframes.</p>
445	48	Appendix C: Table A (Login and password management)	System should have the ability to provide single-sign-on/ active directory (AD) for SBI employees using their employee ID with an option for multifactor authentication	How is the authentication expected?	As defined in the RFP.
446				Cloud service billing should be done on Bank's name or on bidder's name?	The billing for cloud services will be on bidder's name.

447	188	Appendix R: Cloud Requirements Deployment Model Specific Requirements, point (iii)	Shall be hosted and provided services on a dedicated instance for the Bank on the cloud	Does SBI want read only access for bank to monitor access to dedicated instance? 1. Does bank need dedicated instance of firewall & load balance? BM template/servers? 2. Traffic flow from share environment? - Web servers have to be dedicate to SBI?	Refer to response # 2
448		Table C-2: Cloud Requirements	Table C-2: Cloud Requirements	Will the cloud, SSL, Domain, Email, SMS Gateway etc. and other 3rd party licenses if required provided by SBI?	As defined in the RFP.
449	158	Appendix K - Clause 13 - Transfer of Service Structure	(d) Source Code (if appropriate) and all documentation to support the services build tool with any documentation for 'workarounds' that have taken place; (e) Source Code, application architecture documentation/diagram and other documentation; (f) Source Code, application architecture documentation/diagram and other documentation for Helpdesk; and	Removal of source code & Applicability of SOURCE CODE ESCROW AGREEMENT?	Refer to response # 181
450	13	4. Scope of Work, Point 1	Service Provider shall ensure that the remote access to the Bank's VPN is performed through a laptop/desktop ("Device") specially allotted for that purpose by the Service Provider and not through any other private or public Device	What does the bank mean by remote access?	Please refer to the subsequent corrigendum
451	86	Appendix - F, Price Bid	Post-implementation support cost beyond L1 resource (L2 and above); responsibilities detailed in Appendix-U3	Request to make this table simpler for bidders by providing no. of resources and duration	No change in RFP terms.
452	86	Appendix - F, Price Bid	Post-implementation support cost beyond L1 resource (L2 and above); responsibilities detailed in Appendix-U3	Remove resource cost out of TCO (TCO independent of L2 and L3 cost)	No change in RFP terms.
453	202	Appendix - R, CLOUD REQUIREMENTS	Production data shall be replicated to the database copy maintained at Bank's data center and provision for daily sync should be ensured by the bidder.	Is there a need for near DR? How do we qualify near DR?	Refer to response # 1
454	75	Appendix E: Scope of Work and Payment Schedule 7. Integration / Migration Requirements with	Selected bidder will be responsible for formulating the "Data Migration Strategy" and process documents.	Any specific preferences or requirements for the tools, databases, or technologies that will be used for data migration.	No specific preferences. The selected bidder will be responsible for formulating the "Data Migration Strategy" and process documents.
455	45	Appendix B (Bidder's Eligibility Criteria). In SI No 7	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) (At least 2 client references are required)	This is contradictory since if there is a relaxation for Start-ups for SI 13, then SI 7 will also need to be relaxed. Requesting clarification on the same.	Please refer to the subsequent corrigendum
456	204	1.1	Length of time providing LMS Services	Due to client confidentiality and NDA restrictions, we cannot share clients' purchase orders (PO). We will be happy to facilitate reference calls for team SBI with some of our strategic clients in India.	As defined in the RFP.

457	204	1.1	Length of time providing LMS Services	<p>1.1 <Bidder F> was founded in 1982 and the ALM platform was launched back in 2015, so it is a relatively modern tech stack. additionally,<Bidder F> as an organization has been in the learning technology space for two decades.</p> <p>And we are losing 5 points due to the requirement that platform must be at least 10 years old and for us its been 9 years. Can you please make it 8 years+.</p> <p>1.2 We are presenting our bid through one of our authorized partners in the India region. Can you please consider adding bidder/OEM so that can we can provide this information on a letterhead.</p>	As defined in the RFP.
458	204	1.2	Experience in providing LMS to public/privited listed companies in India during the last 5 FY	<p>We are presenting our bid through one of our authorized partners in the India region. Can you please consider adding bidder/OEM so that can we can provide this information on a letterhead.</p>	As defined in the RFP.
459	204	1.3	Experience in providing LMS for companies (public/private) in theBFSI sector in India during the last 5 FY as on 31.03.2023	<p>1.1 We have intensive experience in global BFSI . Can you please add global experience as well . Otherwise we would lose on the points.</p> <p>1.2 We are bidding through an <Bidder F> Partner. Can you please add bidder/oem so that <Bidder F> can share the customer detail.</p> <p>1.3 Can we make it lto 31st March 2024</p>	As defined in the RFP.
460	204	1.4	Executed atleast one project (in a single contract)on providing LMS to public limited or private limited in India with a pre-defined user base during the last 5 FY as on 31.03 .2023	<p>Can you please update it for bidders/OEMs and include global customers? <Bidder F> is an innovative learning platform in which we invested in a data center just a couple of years ago to onboard our first banking client in India.</p>	As defined in the RFP.

461	194	Appendix Q & Appendix R	Appendix Q & Appendix R	<p>As per Appendix R and Appendix Q, SBI is looking for dedicated instance and SAAS products like <bidder F> operate in the shared instance with logical separation and we recommend opting for logically separated instances. This approach provides several key advantages:-</p> <ul style="list-style-type: none"> •Continuous Access to Latest Versions: Logically separated instances ensure that you always have access to the latest software updates. This allows SBI to benefit from ongoing improvements in functionality, security, and performance without the need for extensive manual upgrades. •Enhanced System Efficiency: Utilizing a shared but logically separated infrastructure means that resources are dynamically allocated based on demand. This allows you to leverage a larger, more robust system that can adapt to varying workloads, thus avoiding the constraints often associated with dedicated instances. •Cost and Resource Optimization: While dedicated instances might seem appealing for their exclusivity, they often require significant infrastructure investment. With logically separated instances, you avoid the overhead of maintaining a dedicated infrastructure, which can be especially resource- 	Refer to response # 2
462				Data migration will be one time activity or will keep happening over a period of time?	Data Migration will be a one-time activity before the new platform is live for the organization. The cutoff date for data will be defined during implementation.
463				What are the courses mentioned in RFP? Are they SCORM compliant? Which version?	The SCORM packages are all SCORM 1.2 compliant.
464				How much data will be provided? Will the bidders need to clean the data before transferring it to their format? Additionally, should the data be migrated in the format of transactional tables, or will it only be used for audit purposes only?	SBI will provide the selected bidder with the clean data in text or CSV format as appropriate. The bidder would be required to transform the content into the format of transactional tables. Not for audit purpose.
465				Will transacting to bidder format will be done for just active employees or entire data dump for active as well as inactive users?	Data is required to be migrated for all users, both active and inactive.
466				What is the cut-off date for transforming the data? Will both (old and new systems) will be live for some time at the same time	The cut-off date for data will be decided at the time of implementation.
467				Is there Unique Identification Key (UI Key) for 12 existing systems to migrate data to new system?	The bank's employee PFID will be the key identifier across most systems, except for some like case study discussion portals.
468				In which format the data will be provided?	Data will be provided in flat files.
469				Is it necessary to generate a report for both active and inactive users on an annual basis?	Will be defined at the time of implementation.

470				When the data will be provided by SBI?	Will be defined at the time of implementation.
471				What type of transactional data needs to be uploaded specifically for certificates? Is it required to transfer physical certificates as well?	For transferring certificates, only digital certificates are included in the scope.
472				For which users the certification data need to be migrated?	All types of training certifications need to be migrated, including those for current and retired employees across internal and external training programs.
473				Is any data hosted on third party platforms?	Data Migration is not hosted on third party platform. All the data hosted is only on on-prem server.
474				How the transactional data will be provided for dashboards?	For dashboards, Data will be provided by SBI. The bidder's platform should have the ability to create dashboard in existing or new formats.
475				How many dashboards are there?	SBI currently has multiple dashboards that provide training data, the number of dashboard and the format will be defined during implementation.
476				Will the dashboard be created by the bidders As-is or is there any change expected?	As defined in the RFP, the platform should have the ability to configure customized dashboards. The format dashboards will be defined during implementation.
477				70 days for complete implementation and data migration defined in the RFP. Can you please relook at these timelines?	No change in RFP terms.
478				Will the data provided by SBI be encrypted	The decisions regarding data encryption or on-premises sharing with the selected bidder will be made at the time of implementation.
479				Are the audit logs(author, creation date etc.) need to be transferred? Will they be made available by SBI?	As part of audit log, final approved dates, timestamps, workflows, authors, etc., will be provided.
480				Are the workflows set for types of courses at the beginning while creating course? Or it will be dynamic workflows	To be defined at the time of implementation.
481				Will the systems get decommissioned once the data is taken from them?	The understanding is correct. The Bank plans on phasing out old systems/platforms once the entire data is migrated to the new platform and post go-live.