

#### CORRIGENDUM- I Dated: 04.07.2024

#### REQUEST FOR PROPOSAL FOR PROCUREMENT OF LEARNING MANAGEMENT SYSTEM

SBI/GITC/HRMS/2024/2025/1156 Dated: 15/06/2024

State Bank of India, HRMS Department, Global IT Centre Belapur, Railway Station Building, Tower # 7, 4th floor, CBD Belapur, Navi Mumbai 400614.



Sl. No.	RFP Page no.	RFP clause/ Number			Existing Clause			Revised Clause
			Sl No	Particulars	Remarks	Sl No	Particulars	Remarks
		SCHEDU	2	Bid Document Availability including changes/amendm ents, if any to be issued	RFP may be downloaded from Bank's website https://sbi.co.in/web/sbi-in-the- news/procurement-news from 15 <sup>th</sup> June 2024 to 8 <sup>th</sup> July 2024	2	Bid Document Availability including changes/amendm ents, if any to be issued	RFP may be downloaded from Bank's website https://sbi.co.in/web/sbi-in-the- news/procurement-news from 15 <sup>th</sup> June 2024 to 15 <sup>th</sup> July 2024
1	2	LE OF EVENTS	6	Last date and time for Bid submission	Upto 5:00 PM on 8 <sup>th</sup> July 2024	6	Last date and time for Bid submission	Up to <b>5:00 PM</b> on <b>15<sup>th</sup> July 2024</b>
		1	8	Date and Time of		8	Date and Time of	3:00 PM on 16 <sup>th</sup> July 2024
		1	1	opening of	1		opening of	Authorized representatives of Bidders
		1	1	Technical Bids	may be present online during opening		Technical Bids	may be present online during opening
		1	1		of the Technical Bids. However,			of the Technical Bids. However,
		1	1		Technical Bids would be opened even in the absence of any or all of the			Technical Bids would be opened even in the absence of any or all of the
		1	1		Bidder representatives.			Bidder representatives.
	<b></b>	<u>├</u>	The B	ank may, at its sole	e discretion, provide remote access to its	A. A	ccess to SBI Networl	1
	1				stem to IT Service Provider through a	-		e discretion, provide remote access to its information
	1	SCOPE			etwork (VPN) in order to facilitate the		•••••	vice Provider through a secured Virtual Private Network
2	13	OF WORK	-		ces. Such remote access to the Bank's			the performance of IT Services. Such remote access
	1	1		0, 1	tem shall be subject to the following:			nology system shall be subject to the following:
	1 1	1	i.		ler shall ensure that the remote access to the	i.		ler shall ensure that the remote access to the Bank's VP
	<u>ا</u> ا	l	<u>i                                    </u>	Bank's VPN	is performed through a laptop/desktop	<u> </u>	is performed t	hrough a laptop/desktop ("Device") specially allotted for



		("Device") specially allotted for that purpose by the			that purpose by the Service Provider and not through any other private
		Service Provider and not through any other private or			or public Device.
		public Device.	i	ii.	Service Provider shall ensure that only its authorized
	ii.	Service Provider shall ensure that only its authorized			employees/representatives access the Device.
		employees/representatives access the Device.	i	iii.	Service Provider shall be required to get the Device
	iii.	Service Provider shall be required to get the Device			hardened/configured as per the Bank's prevailing standards and policy.
		hardened/configured as per the Bank's prevailing	i	iv.	Service Provider and/or its employee/representative shall be required to
		standards and policy.			furnish an undertaking and/or information security declaration on the
	iv.	Service Provider and/or its employee/representative shall			Bank's prescribed format before such remote access is provided by the
		be required to furnish an undertaking and/or information			Bank.
		security declaration on the Bank's prescribed format	,	v.	Service Provider shall ensure that services are performed in a physically
		before such remote access is provided by the Bank.			protected and secure environment which ensures confidentiality and
	v.	Service Provider shall ensure that services are performed			integrity of the Bank's data and artefacts, including but not limited to
		in a physically protected and secure environment which			information (on customer, account, transactions, users, usage, staff,
		ensures confidentiality and integrity of the Bank's data			etc.), architecture (information, data, application, security, etc.), access
		and artefacts, including but not limited to information (on			configurations, parameter settings, executable files, etc., which the
		customer, account, transactions, users, usage, staff, etc.),			Bank representative may inspect. Service Provider shall facilitate and/
		architecture (information, data, network, application,			or handover the Device to the Bank or its authorized representative for
		security, etc.), programming codes, access			investigation and/or forensic audit.
		configurations, parameter settings, executable files, etc.,	,	vi.	Service Provider shall be responsible for protecting its network and
		which the Bank representative may inspect. Service			subnetworks, from which remote access to the Bank's network is
		Provider shall facilitate and/ or handover the Device to			performed, effectively against unauthorized access, malware, malicious
		the Bank or its authorized representative for investigation			code and other threats in order to ensure the Bank's information
		and/or forensic audit.			technology system is not compromised in the course of using remote
	vi.	Service Provider shall be responsible for protecting its			access facility.
		network and subnetworks, from which remote access to			
		the Bank's network is performed, effectively against	<b>B.</b>	Access	to Service Providers Cloud Network:
		unauthorized access, malware, malicious code and other	i	i.	Service Provider shall ensure that only its authorized
		threats in order to ensure the Bank's information			employees/representatives access the Device.
		technology system is not compromised in the course of	i	ii.	Service Provider shall be required to get the Device
		using remote access facility.			hardened/configured as per the prevailing standards and policy.
· · ·					



								iii.	furnish an undertaking Bank's prescribed forma	and/or informati at before such re	oresentative shall be required to on security declaration on the mote access is provided.
								iv. v.	protected and secure er integrity of the Bank's information (on custon etc.), architecture (info etc.), programming coo executable files, etc., wh Service Provider shall	nvironment which data and artefact mer, account, tra primation, data, m les, access confi hich the Bank rep be responsible f	es are performed in a physically ch ensures confidentiality and ts, including but not limited to insactions, users, usage, staff, network, application, security, igurations, parameter settings, presentative may inspect. For protecting its network and ess to the Bank's tenancy is
									performed, effectively a	gainst unauthoriz	zed access, malware, malicious nsure the Bank's data is not
3	42	Appendix- A BID FORM (TECHNI CAL BID)	Reverse auc declaration we undertak ix. The com process to b We understa	ceptance of our technical bid, we ction by way of login in Rever- as successful Vendor on comp ke to complete the formalities a numercial bidding process will be be conducted by the Bank or a tand that our authorized represe auction process would be poss	rse auction tool. I pletion of Revers as specified in the be through the re company author sentative who wo	In case of se auction process, his RFP. everse auction rized by the Bank. buld participate in	R	emoved			
		Appendix- B	S. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted		S. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
4	46	Bidder's Eligibility Criteria	7.	Client references and contact details (email/ landline/ mobile) of customers for whom		Bidder should specifically confirm on their letter		7	Client references and contact details (email/ landline/ mobile) of customers for whom the		Bidder should specifically confirm on their letter head in this regard as per Appendix-N

#### Corrigendum-I for RFP Ref: SBI/GITC/HRMS/2024/2025/1156 Dated: 15/06/2024



	the Bidder has executed	head in this
	similar projects in	regard as per
	India.	Appendix-N
	(Start and End Date of	
	the Project to be	
	mentioned)	
	(At least 2 client	
	references are	
	required)	
	Bidder should have data	Self-
	center, disaster recovery	declaration on
17	center, high availability	the company
	zones across data centers	letter head.
	located in India only	

#### Eligibility criteria mentioned at Sl No 3 to 5 and 13 to 16 in table above are relaxed for Startups subject to their meeting of quality and technical specifications. Bidder to note the followings:

- Start-up\* company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.
- Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having Start-up company status, can claim exemption for eligibility criteria mentioned at Sl No 3 to 5 and 13 to 16 in table above.
- iii. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids will be summarily rejected, and no queries will be entertained.

	Bidder has executed	
	similar projects in	
	India.	
	(Start and End Date of	
	the Project to be	
	mentioned)	
	(At least 2 client	
	references are	
	required)	
17	Bidder should ensure data center, disaster recovery center, high availability zones are maintained across data centers located in India only	Self-declaration on the company letter head.

#### <u>Eligibility criteria mentioned at Sl No 3, 4, 5 and 7 and 13 to 16 in table</u> <u>above are relaxed for Startups subject to their meeting of quality and</u> <u>technical specifications. Bidder to note the followings:</u>

- i. Start-up\* company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.
- Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having Start-up company status, can claim exemption for eligibility criteria mentioned at Sl No 3, 4, 5 and 7 and 13 to 16 in table above.
- iii. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids will be



		summarily reje	cted, and no queries will be entertained.
75       Single Parti cular s       Requirements/Remarks         75       Scope of Work and Payment Schedule       Image: Provide of the project should be provide of the project of the cular sources should contract         75       Scope of Work and Payment Schedule       1         1       Prod uct/S ervic es       Image: Provide of the project is provide of the project of the cular is an of the project.         8       1       Prod uct/S ervic es         9       8       Prod uct/S ervic es         9       8       Prod uct/S ervic es         9       8       Prod uct/S ervic es         9       9       9         9       9       9         9       9       9         9       9       9 <td< th=""><th>1</th><th>Particulars Particulars Description of Product/Servic es</th><th>Requirements/ Remarks         iv. The bidder is required to depute an implementation and post-implementation team and share their profile details and roles and responsibilities as per the details provided in Appendix – U.         Bidders to take note of the following with regards to the staffing:         • Sharing resources' profile: Resources' profile must be shared with the Bank. After the evaluation of the profile, the Bank may interact with resources and provide consent if found suitable for the project.         • Attrition period: - It is to be ensured that, resources should continue in project for the duration of the contract         • Replacement if any, of the resources should be provided within 15 days. Bank will charge penalty for nonavailability of resources.         • All resources deployed on the project will work onsite as defined in Appendix-U1, at the location specified by the Bank.         • SBI will provide 15-day notice for any increase or decrease in the resources deployed by the bidder during the post-implementation phase.         • Knowledge Transfer: - All new resources should have 30 days evaluation time and the billing of resources will start after completion of evaluation period.</th></td<>	1	Particulars Particulars Description of Product/Servic es	Requirements/ Remarks         iv. The bidder is required to depute an implementation and post-implementation team and share their profile details and roles and responsibilities as per the details provided in Appendix – U.         Bidders to take note of the following with regards to the staffing:         • Sharing resources' profile: Resources' profile must be shared with the Bank. After the evaluation of the profile, the Bank may interact with resources and provide consent if found suitable for the project.         • Attrition period: - It is to be ensured that, resources should continue in project for the duration of the contract         • Replacement if any, of the resources should be provided within 15 days. Bank will charge penalty for nonavailability of resources.         • All resources deployed on the project will work onsite as defined in Appendix-U1, at the location specified by the Bank.         • SBI will provide 15-day notice for any increase or decrease in the resources deployed by the bidder during the post-implementation phase.         • Knowledge Transfer: - All new resources should have 30 days evaluation time and the billing of resources will start after completion of evaluation period.



6	79	Appendix- E Scope of Work and Payment Schedule	SI No       Particulars       Requirements/ Remarks         Integration / Migration Requirement s with existing systems       B. Migration:         iv.       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.	Removed
7	157	Appendix - K : Service Level Agreement - Annexure G - Transition & Knowledge Transfer Plan	<ul> <li>9. Transfer of Software</li> <li>9.1 Wherein State Bank of India is the owner of the software, 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement Service Provider shall deliver, or otherwise certify in writing that it has delivered, to the Bank a full, accurate and up to date version of the Software including up to date versions and latest releases of, but not limited to: <ul> <li>(a) Source Code (with source tree) and associated documentation;</li> <li>(b) application architecture documentation and diagrams;</li> </ul> </li> </ul>	<ul> <li>9. Transfer of Software</li> <li>9.1 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement Service Provider shall deliver, or otherwise certify in writing that it has delivered, to the Bank a full, accurate and up to date version of, but not limited to: <ul> <li>(a) application architecture documentation, data dictionary and diagrams;</li> <li>(b) release documentation for functional, technical and interface specifications;</li> <li>(c) a plan with allocated resources to handover design to new development and test teams (this should include architectural design and 'walk-through');</li> </ul> </li> </ul>



(c) release d	ocumentation for functional, technical and	(d)	supporting documentation for testing framework tool and
	specifications;	(u)	performance tool;
	th allocated resources to handover code and	(e)	test results for the latest full runs of the testing
	o new development and test teams (this	(e)	test results for the fatest full fulls of the testing
	•		
	clude architectural design and code 'walk-		
through')			
	Code and supporting documentation for		
	amework tool and performance tool;		
	tor database;		
(g) test resu	ts for the latest full runs of the testing		
framewor	k tool and performance tool on each		
environm	ent; and		
11. Transfer of Servi	ce Management Process	11. Trans	sfer of Service Management Process
11.1 6 (six) months p	rior to expiry or within 2 (two) weeks of	11.1 6 (si	ix) months prior to expiry or within 2 (two) weeks of notice of
notice of terminati	on of this Agreement Service Provider shall	termin	nation of this Agreement Service Provider shall deliver to the Bank:
deliver to the Ban	k:	(a) a	a plan for the handover and continuous delivery of the Service Desk
(a) a plan for the second se	he handover and continuous delivery of the		function and allocate the required resources;
	esk function and allocate the required		full and up to date, both historical and outstanding Service Desk ticket
	tsk function and anotate the required	( )	
			data including, but not limited to:
resources;	to data both historical and outstanding		data including, but not limited to: (1) Incidents:
resources; (b) full and up	to date, both historical and outstanding		(1) Incidents;
resources; (b) full and up Service Des	sk ticket data including, but not limited to:		<ol> <li>Incidents;</li> <li>Problems;</li> </ol>
resources; (b) full and up Service Des (1) Ind			(1) Incidents;



	(3) Service Requests;	(5) Service Level reporting data;
	(4) Changes;	(c) a list and topology of all tools and products associated with the
	(5) Service Level reporting data;	provision of the Software and the Services;
	(c) a list and topology of all tools and products associated	
	with the provision of the Software and the Services;	
	(d) full content of software builds and server configuration	
	details for software deployment and management; and	
	(e) monitoring software tools and configuration.	
	13. Transfer of Service Structure	13. Transfer of Service Structure
	13.2 6 (six) months prior to expiry or within 2 (two) weeks' notice	13.2 6 (six) months prior to expiry or within 2 (two) weeks' notice of
	of termination of this Agreement Service Provider shall	termination of this Agreement Service Provider shall deliver to the Bank a
	deliver to the Bank a full, accurate and up to date version of	full, accurate and up to date version of the following, as a minimum:
	the following, as a minimum:	(a) archive of records including:
	(a) archive of records including:	(1) Questionnaire Packs;
	(1) Questionnaire Packs;	(2) project plans and sign off;
	(2) project plans and sign off;	(3) Acceptance Criteria; and
	(3) Acceptance Criteria; and	(4) Post Implementation Reviews.
	(4) Post Implementation Reviews.	(b) programme plan of all work in progress currently accepted and those
	(b) programme plan of all work in progress currently	in progress;
	accepted and those in progress;	(c) latest version of documentation set;
	(c) latest version of documentation set;	(d) all documentation to support the services with any documentation
		for 'workarounds' that have taken place;



				<ul> <li>(d) Source Code (if support the documentation place;</li> <li>(e) Source Code documentation/c</li> <li>(f) Source Code documentation/c</li> <li>(f) Source Code documentation/c</li> <li>(g) project plan and Structure capability</li> </ul>	services for 'work le, ap liagram an le, ap liagram ar l resource	build arounds' oplication d other d oplication d other c required	tool that i locume locume docume	with any have taken architecture ntation; architecture entation for		(e) application documentatio (f) Project plan capability ov	on for He and re	elpdesk; an source ree	ıd quired t	tion/diag		
			Role	Responsibilities (indicative; non exhaustive)	Availab ility during implem entation phase	On- site requir ement	Hyp er care	On-site requirem ent during Hypercar e	Role	Responsibilities (indicative; non	Availa bility during imple	On-site require ment during	Avail abilit y durin	On- site requir ement	Availab ility during post-	On- site requi reme nt durin
8	207	Appendix- U 1 TEAM REQUIRE MENTS	Client Relatio nship Manag er	• Leads the overall project delivery, providing day-to day leadership and collaborating with the project	As require	As requir	As requ	As required till the end of		exhaustive)	mentat ion phase	implem entation phase	g Hype r care	during Hyper care	implem entation phase	g post imple ment ation phase
				teams <ul> <li>Responsible for maintaining regular client communication</li> </ul>	d	ed	ired	the contract period	Clie nt Relat ions hip	• Leads the overall project delivery, providing day-to day leadership and collaborating with the project teams	As requir ed	As require d	As requi red	As requir ed by the bank	As require d till the end of	As requi red by the bank



				1		1			1			1	
	<ul> <li>Addresses any</li> </ul>					Man	<ul> <li>Responsible for</li> </ul>					contract	
	concerns or					ager	maintaining					period	
	issues regarding						regular client						
	their experience						communication						
	with the product						<ul> <li>Addresses any</li> </ul>						
	<ul> <li>Facilitates</li> </ul>						concerns or issues						
	decision making						regarding their						
	and ensures						experience with						
	successful						the product						
	delivery of the						Facilitates						
	project						decision making						
	Ensures timely						and ensures						
	deliverables						successful						
	while meeting						delivery of the						
	quality standards						project						
Project	Tracks key						Ensures timely						
Manag	<ul> <li>Tracks key milestones and</li> </ul>						deliverables while						
er	ensures						meeting quality						
(PMO)	adherence to the						standards						
(1  WO)	committed												
	timelines						• Tracks key						
							milestones and						
	Provide status						ensures adherence						
	updates to the						to the committed						
	client team on a						timelines						
	weekly/monthly/				Full time		<ul> <li>Provide status</li> </ul>						
	quarterly basis				till the		updates to the						
	<ul> <li>Highlights</li> </ul>	Full	Full	Full	end of	Proje	client team on a					Full	As
	potential risks	time	time	time	the	ct	weekly/monthly/q					time till	requi
	and works with	time	time	time	contract	Man	uarterly basis	Full	Full	Full	Full	the end	red
	the				period	ager	<ul> <li>Highlights</li> </ul>	time	time	time	time	of	by
	implementation				period	(PM	potential risks and					contract	the
	team to identify					O)	works with the					period	bank
	mitigation					<i>,</i>	implementation					1	
	mechanisms						team to identify						
	Oversee post-						mitigation						
	implementation						mechanism						
	team and						Oversee post-						
	coordinate with						implementation						
	them for						team and						
	application						icam and		<u> </u>	I		<u> </u>	
	application			I									



Functio nal Lead	<ul> <li>monitoring, infrastructure and security monitoring, and other support as needed by the bank.</li> <li>Understands client requirements</li> </ul>						coordinate with them for application monitoring, infrastructure and security monitoring, and other support as needed by the bank.						
Techni cal/	<ul> <li>across functions and ensures that the learning platform aligns with all the requirements</li> <li>Provides sign-off on the functional specifications</li> <li>Provides expertise on</li> </ul>	Full time	As requir ed	-	-	Func tiona 1 Lead	<ul> <li>Understands client requirements across functions and ensures that the learning platform aligns with all the requirements</li> <li>Provides sign-off on the functional specifications</li> </ul>	Full time	As require by the bank	-	-		
Integrat ion Lead	<ul> <li>expense on technical aspects like integrations, SSO, etc.</li> <li>Provides sign-off on the technical specifications including integrations</li> <li>Ensures that the learning platform architecture aligns with organizational demands, scalability requirements, concurrency requirements, etc. to safeguard</li> </ul>	Full time	As requir ed	Full time	As required	Tech nical / Integ ratio n Lead	<ul> <li>Provides expertise on technical aspects like integrations, SSO, etc.</li> <li>Provides sign-off on the technical specifications including integrations</li> <li>Ensures that the learning platform architecture aligns with organizational demands, scalability requirements, concurrency</li> </ul>	Full time	As require by the bank	Full time	As requir e by the bank	_	-



	<ul> <li>optimal system performance</li> <li>Addresses any integration challenges and ensures the accuracy of data flows</li> <li>Leads the technical team responsible for platform configurations</li> <li>Works with the training team to develop material and provide technical training for end-users and administrators</li> <li>Monitors system performance and provides expertise for addressing any issues that may arise in the post-</li> </ul>						requirements, etc. to safeguard optimal system performance • Addresses any integration challenges and ensures the accuracy of data flows • Leads the technical team responsible for platform configurations • Works with the training team to develop material and provide technical training for end-users and administrators • Monitors system performance and provides expertise for addressing any issues that may						
	arise in the post- implementation phase.						issues that may arise in the post- implementation						
Solutio n Archite ct	<ul> <li>Ensure that design decisions (functional and technical – integrations) are in line with SBI's requirements</li> <li>Oversees implementation to ensure business</li> </ul>	Full time	As requir ed	As requ ired	As required	Solut ion Arch itect	<ul> <li>phase.</li> <li>Ensure that design decisions         <ul> <li>(functional and technical –                 integrations) are in line with SBI's                 requirements</li> <li>Oversees                 implementation to                 ensure business</li> </ul> </li> </ul>	Full time	As require by the bank	As requi red	As requir e by the bank	-	-



Data Migrati	<ul> <li>being resolved</li> <li>Guides the development team as required to successfully deliver the project</li> <li>Defines the data migration strategy – scope, requirements, objectives – through analysis of the existing data structures</li> <li>Manages the migration of data from existing systems to the LMS</li> <li>Oversees data rationalization,</li> </ul>	Full	As	Full	As	Data Migr ation Spec	<ul> <li>being resolved</li> <li>Guides the development team as required to successfully deliver the project</li> <li>Defines the data migration strategy <ul> <li>scope,</li> <li>requirements,</li> <li>objectives –</li> <li>through analysis</li> <li>of the existing data structures</li> </ul> </li> <li>Manages the migration of data from existing systems to the LMS</li> <li>Oversees data rationalization and data</li> </ul>	Full	As require by the	Full	As requir e by	-	
on Special ist/ Lead	<ul> <li>data extraction and data transformation activities</li> <li>Performs validation activities once data is loaded in the LMS and rectifies data quality issues</li> <li>Supports during the post- migration phase to address any data-related</li> </ul>	time	requir ed	time	required	ialist / Lead	<ul> <li>transformation activities</li> <li>Performs validation activities once data is loaded in the LMS and rectifies data quality issues</li> <li>Supports during the post-migration phase to address any data-related issues that may arise.</li> </ul>		bank		the bank		



Testing Lead	<ul> <li>issues that may arise.</li> <li>Oversees all the testing activities and guides the testing team</li> <li>Understands the project requirements and creates the testing scenarios</li> <li>Leads the testing cycles including but not limited to managing logistics, setting up of test environment, assignment and execution of testing scenarios</li> <li>Provides reports from the various testing phases such as system integration testing, UAT etc.</li> <li>Works with the development team to prioritize and resolve</li> </ul>	Full time	As requir ed	As requ ired	As required	Testi ng Lead	<ul> <li>Oversees all the testing activities and guides the testing team</li> <li>Understands the project requirements and creates the testing scenarios</li> <li>Leads the testing cycles including but not limited to managing logistics, setting up of test environment, assignment and execution of testing scenarios</li> <li>Provides reports from the various testing phases such as system integration testing, UAT etc.</li> <li>Works with the development team to prioritize and resolve defects</li> <li>Responsible for quality assurance</li> </ul>	Full time	As require by the bank	As requi red	As requir e by the bank	-	-
QA Lead	<ul> <li>defects</li> <li>Responsible for quality assurance process beyond testing phase</li> <li>Establishes quality standards and processes</li> </ul>	Full time	As requir ed	Full time	As required	QA Lead	<ul> <li>process beyond testing phase</li> <li>Establishes quality standards and processes</li> <li>Ensure adherence to development standards, risk</li> </ul>	Full time	As require by the bank	Full time	As requir e by the bank	-	-



	<ul> <li>Ensure adherence to development standards, risk management, process improvement</li> <li>Ensure that the learning platform complies with industry</li> </ul>						<ul> <li>management, process improvement</li> <li>Ensure that the learning platform complies with industry standards, regulations,</li> <li>Creates and leads the training</li> </ul>						
Trainin g Lead	standards, regulations, Creates and leads the training development effort Outlines the training strategy and creates the training plan Coordinates training	Full time	As requir ed	As requ ired	As required	Trai ning Lead	<ul> <li>development effort</li> <li>Outlines the training strategy and creates the training plan</li> <li>Coordinates training delivery across identified stakeholders</li> <li>Collaborates with</li> </ul>	Full time	As require by the bank	As requi red	As requir e by the bank	-	-
Analyti cs and Reporti ng Lead	Coordinates training delivery across identified stakeholders • Collaborates with the client to understand analytics and reporting requirements • Develops and implements analytics and reporting strategy for the LMS in line with the client stakeholder requirements	Full time	As requir ed	Full time	As required	Anal ytics and Repo rting Lead	<ul> <li>Collaborates with the client to understand analytics and reporting requirements</li> <li>Develops and implements analytics and reporting strategy for the LMS in line with the client stakeholder requirements</li> <li>Ensures configuration of customized reports</li> <li>Ensures reliability</li> </ul>	Full time	As require by the bank	Full time	As requir e by the bank	-	-



Securit y Adviso r	<ul> <li>Ensures         <ul> <li>Ensures</li> <li>configuration of</li> <li>customized</li> <li>reports</li> </ul> </li> <li>Ensures         <ul> <li>reliability of</li> <li>information</li> <li>presented in</li> <li>reports</li> </ul> </li> <li>Ensures that the         <ul> <li>learning platform</li> <li>complies with</li> <li>industry</li> <li>standards,</li> <li>regulations, and</li> <li>security protocols</li> </ul> </li> <li>Enhances security         <ul> <li>measures to</li> <li>identify potential</li> <li>weaknesses in the</li> <li>system and</li> <li>address the same</li> </ul> </li> <li>Collaborates with         <ul> <li>stakeholders to</li> <li>understand</li> <li>security</li> <li>requirements and</li> <li>implements</li> </ul> </li> </ul>	Part time	As requir ed	As requ ired	As required	Secu rity Advi sor	<ul> <li>presented in reports</li> <li>Ensures that the learning platform complies with industry standards, regulations, and security protocols</li> <li>Enhances security measures to identify potential weaknesses in the system and address the same</li> <li>Collaborates with stakeholders to understand security requirements and implements measures to secure sensitive data</li> <li>Ensures compliance with industry best practices and leading security standards</li> </ul>	As requir ed	As require by the bank	As requi red	As requir e by the bank	-	-
	<ul> <li>measures to secure sensitive data</li> <li>Ensures compliance with industry best practices and leading security standards</li> </ul>					Exte nded Tea m (mul tiple team mem bers	• Supports the leads (technical lead/functional lead/data migration lead/testing lead etc.) on respective activities	Full time	Full time	Full time	Full time	-	-
Extend ed	• Supports the leads (technical	Full time	Full time	Full time	Full time	as requi red)	• Ensure at least one team member is						

# **SBI**

	Team (multip le team membe rs as require d)	<ul> <li>lead/functional lead/data migration lead/testing lead etc.) on respective activities</li> <li>Ensure at least one team member is mapped to each team lead</li> <li>Manage simple "How to" issues that can be resolved without having to perform root cause analysis</li> <li>Addressing basic</li> </ul>					Post impl eme ntati on L1 team	<ul> <li>mapped to each team lead</li> <li>Manage simple "How to" issues that can be resolved without having to perform root cause analysis</li> <li>Addressing basic user queries including but not limited to login, password reset, access, application navigation, usage of platform, etc.</li> <li>Resolve simple commonly</li> </ul>	Full time during pilot	Full time during pilot	Full time	Full time during hyper care	Two months post hyper care	Full time for the two mont hs post hyper care
	Post implem entatio n L1 team	<ul> <li>Addressing basic user queries including but not limited to login, password reset, access, application navigation, usage of platform, etc.</li> <li>Resolve simple commonly occurring issues for users and other platform user profiles (Admin,</li> </ul>	Part time only during pilot	Onsite only during pilot	Full time	Full time during hyper care and 2 additiona l months post hyper care	Post impl eme ntati on	<ul> <li>occurring <ul> <li>issues for users</li> <li>and other platform</li> <li>user profiles</li> <li>(Admin, Faculty,</li> <li>content creator,</li> <li>etc)</li> </ul> </li> <li>Any issues that <ul> <li>cannot be resolved</li> <li>by the L1 team</li> </ul> </li> <li>Includes <ul> <li>troubleshooting</li> <li>for issues</li> <li>escalated by the</li> <li>level 1 support</li> <li>team</li> </ul> </li> </ul>	Full time during pilot	Full time during pilot	Full time	Full time during hyper	Full time till the end of contract	Full time till the end of contr
	Post implem	<ul> <li>Faculty, content creator, etc)</li> <li>Any issues that cannot be resolved by the</li> </ul>	Part time	Onsite only during	Full	Full time till the end of	L2 team	<ul> <li>Analyzing error messages and system logs</li> <li>Resolving issues related to learning</li> </ul>				care	period	act perio d
	entatio	L1 team	only	pilot		the		content, assisting						



	n L2 • Includes	during	contract	with		
t	team troubleshooting	pilot	period	troubleshooting		
	for issues			for multimedia		
	escalated by the			and interactive		
	level 1 support			elements for all		
	team			types of users		
	<ul> <li>Analyzing error</li> </ul>			<ul> <li>Addressing issues</li> </ul>		
	messages and			related to third-		
	system logs			party integrations		
	• Resolving issues			<ul> <li>○ Troubleshooting</li> </ul>		
	related to			data exchange,		
	learning content,			learner master		
	assisting with			data issues within		
	troubleshooting			internal systems		
	for multimedia			<ul> <li>Addressing errors</li> </ul>		
	and interactive			with viewing and		
	elements for all			downloading		
	types of users			reports		
	<ul> <li>Addressing issues</li> </ul>			• The L2 team will		
	related to third-	5		be responsible for		
	party integrations			examining		
	<ul> <li>Troubleshooting</li> </ul>	,		quarterly system		
	data exchange,			releases and		
	learner master					
				evaluating their		
	data issues within	1		impact on the		
	internal systems			platform.		
	<ul> <li>Addressing errors</li> </ul>			• The L2 team in		
	with viewing and			collaboration with		
	downloading			the L3 team shall		
	reports			be responsible for		
	• The L2 team will			coordinating with		
	be responsible for	r		the STU team at		
	examining			SBI to decide		
	quarterly system			whether to		
	releases and			incorporate or		
	evaluating their			exclude the newly		
	impact on the			released features.		
	platform.			• If the decision is		
	• The L2 team in			made to		
	collaboration			incorporate the		



		<ul> <li>with the L3 team shall be responsible for coordinating with the STU team at SBI to decide whether to incorporate or exclude the newly released features.</li> <li>If the decision is made to incorporate the releases or new features into the platform, the L2 team (with L3 as required) shall be responsible for rolling out the features and making necessary modifications to the platform</li> <li>L2 team will take on the releases/features.</li> <li>Any issues that</li> </ul>				Full time	Post impl eme ntati on L3 team	releases or new features into the platform, the L2 team (with L3 as required) shall be responsible for rolling out the features and making necessary modifications to the platform • L2 team will take on the responsibility of training the SBI L1 team on the new releases/ features. • Any issues that cannot be resolved by the L2 team • Should possess expertise in technology platforms to resolve the issue • Includes resolving issues escalated from Level 2 • SSO failure • Hardware, Server, Storage and network issues	Full time during pilot	Full time during pilot	Full time	Full time during hyper care	Full time till the end of contract period	Full time till the end of contr act perio d
	Post implem entatio n L3 team	cannot be resolved by the L2 team • Should possess expertise in technology	Part time only during pilot	Onsite only during pilot	Full time	till the end of the contract period		<ul> <li>Integration issues</li> <li>L3 team will also be accountable for managing minor workflow changes</li> </ul>						

## Corrigendum-I for RFP Ref: SBI/GITC/HRMS/2024/2025/1156 Dated: 15/06/2024



		platforms to				
		resolve the issue				
		<ul> <li>Includes</li> </ul>				
		resolving issues				
		escalated from				
		Level 2				
		<ul> <li>SSO failure</li> </ul>				
		<ul> <li>Hardware,</li> </ul>				
		Server, Storage				
		and network				
		issues				
		<ul> <li>Integration issues</li> </ul>				
		• L3 team will also				
		be accountable				
		for managing				
		minor workflow				
		changes				

Page 21 of 21