



**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
1	2	SCHEDULE OF EVENTS	2	Bid Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from Bank's website <a href="https://sbi.co.in/web/sbi-in-the-news/procurement-news">https://sbi.co.in/web/sbi-in-the-news/procurement-news</a> from <b>15<sup>th</sup> June 2024</b> to <b>8<sup>th</sup> July 2024</b>	2	Bid Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from Bank's website <a href="https://sbi.co.in/web/sbi-in-the-news/procurement-news">https://sbi.co.in/web/sbi-in-the-news/procurement-news</a> from <b>15<sup>th</sup> June 2024</b> to <b>15<sup>th</sup> July 2024</b>
			6	Last date and time for Bid submission	Upto <b>5:00 PM</b> on <b>8<sup>th</sup> July 2024</b>	6	Last date and time for Bid submission	Up to <b>5:00 PM</b> on <b>15<sup>th</sup> July 2024</b>
			8	Date and Time of opening of Technical Bids	<b>3:00 PM on 9<sup>th</sup> July 2024</b> Authorized representatives of Bidders may be present online during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives.	8	Date and Time of opening of Technical Bids	<b>3:00 PM on 16<sup>th</sup> July 2024</b> Authorized representatives of Bidders may be present online during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives.
2	13	SCOPE OF WORK	The Bank may, at its sole discretion, provide remote access to its information technology system to IT Service Provider through a secured Virtual Private Network (VPN) in order to facilitate the performance of IT Services. Such remote access to the Bank's information technology system shall be subject to the following: i. Service Provider shall ensure that the remote access to the Bank's VPN is performed through a laptop/desktop			<b>A. Access to SBI Network:</b> The Bank may, at its sole discretion, provide remote access to its information technology system to IT Service Provider through a secured Virtual Private Network (VPN) in order to facilitate the performance of IT Services. Such remote access to the Bank's information technology system shall be subject to the following: i. Service Provider shall ensure that the remote access to the Bank's VPN is performed through a laptop/desktop ("Device") specially allotted for		



			<p>(“Device”) specially allotted for that purpose by the Service Provider and not through any other private or public Device.</p> <ul style="list-style-type: none"> <li>ii. Service Provider shall ensure that only its authorized employees/representatives access the Device.</li> <li>iii. Service Provider shall be required to get the Device hardened/configured as per the Bank’s prevailing standards and policy.</li> <li>iv. Service Provider and/or its employee/representative shall be required to furnish an undertaking and/or information security declaration on the Bank’s prescribed format before such remote access is provided by the Bank.</li> <li>v. Service Provider shall ensure that services are performed in a physically protected and secure environment which ensures confidentiality and integrity of the Bank’s data and artefacts, including but not limited to information (on customer, account, transactions, users, usage, staff, etc.), architecture (information, data, network, application, security, etc.), programming codes, access configurations, parameter settings, executable files, etc., which the Bank representative may inspect. Service Provider shall facilitate and/ or handover the Device to the Bank or its authorized representative for investigation and/or forensic audit.</li> <li>vi. Service Provider shall be responsible for protecting its network and subnetworks, from which remote access to the Bank’s network is performed, effectively against unauthorized access, malware, malicious code and other threats in order to ensure the Bank’s information technology system is not compromised in the course of using remote access facility.</li> </ul>	<p>that purpose by the Service Provider and not through any other private or public Device.</p> <ul style="list-style-type: none"> <li>ii. Service Provider shall ensure that only its authorized employees/representatives access the Device.</li> <li>iii. Service Provider shall be required to get the Device hardened/configured as per the Bank’s prevailing standards and policy.</li> <li>iv. Service Provider and/or its employee/representative shall be required to furnish an undertaking and/or information security declaration on the Bank’s prescribed format before such remote access is provided by the Bank.</li> <li>v. Service Provider shall ensure that services are performed in a physically protected and secure environment which ensures confidentiality and integrity of the Bank’s data and artefacts, including but not limited to information (on customer, account, transactions, users, usage, staff, etc.), architecture (information, data, application, security, etc.), access configurations, parameter settings, executable files, etc., which the Bank representative may inspect. Service Provider shall facilitate and/ or handover the Device to the Bank or its authorized representative for investigation and/or forensic audit.</li> <li>vi. Service Provider shall be responsible for protecting its network and subnetworks, from which remote access to the Bank’s network is performed, effectively against unauthorized access, malware, malicious code and other threats in order to ensure the Bank’s information technology system is not compromised in the course of using remote access facility.</li> </ul> <p><b>B. Access to Service Providers Cloud Network:</b></p> <ul style="list-style-type: none"> <li>i. Service Provider shall ensure that only its authorized employees/representatives access the Device.</li> <li>ii. Service Provider shall be required to get the Device hardened/configured as per the prevailing standards and policy.</li> </ul>
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					<p>iii. Service Provider and/or its employee/representative shall be required to furnish an undertaking and/or information security declaration on the Bank's prescribed format before such remote access is provided.</p> <p>iv. Service Provider shall ensure that services are performed in a physically protected and secure environment which ensures confidentiality and integrity of the Bank's data and artefacts, including but not limited to information (on customer, account, transactions, users, usage, staff, etc.), architecture (information, data, network, application, security, etc.), programming codes, access configurations, parameter settings, executable files, etc., which the Bank representative may inspect.</p> <p>v. Service Provider shall be responsible for protecting its network and subnetworks, from which remote access to the Bank's tenancy is performed, effectively against unauthorized access, malware, malicious code and other threats in order to ensure the Bank's data is not compromised in the course of using remote access facility.</p>																
3	42	Appendix-A BID FORM (TECHNICAL 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>	Removed																	
4	46	Appendix-B Bidder's Eligibility Criteria	<table border="1"> <thead> <tr> <th>S. No.</th> <th>Eligibility Criteria</th> <th>Compliance (Yes/No)</th> <th>Documents to be submitted</th> </tr> </thead> <tbody> <tr> <td>7.</td> <td>Client references and contact details (email/landline/ mobile) of customers for whom</td> <td></td> <td>Bidder should specifically confirm on their letter</td> </tr> </tbody> </table>	S. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted	7.	Client references and contact details (email/landline/ mobile) of customers for whom		Bidder should specifically confirm on their letter	<table border="1"> <thead> <tr> <th>S. No.</th> <th>Eligibility Criteria</th> <th>Compliance (Yes/No)</th> <th>Documents to be submitted</th> </tr> </thead> <tbody> <tr> <td>7</td> <td>Client references and contact details (email/landline/ mobile) of customers for whom the</td> <td></td> <td>Bidder should specifically confirm on their letter head in this regard as per <b>Appendix-N</b></td> </tr> </tbody> </table>	S. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted	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 <b>Appendix-N</b>	
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			<p>the Bidder has executed similar projects in India. <i>(Start and End Date of the Project to be mentioned)</i> <i>(At least 2 client references are required)</i></p>		<p>head in this regard as per <b>Appendix-N</b></p>		
		17	<p>Bidder should have data center, disaster recovery center, high availability zones across data centers located in India only</p>		<p>Self-declaration on the company letter head.</p>		
<p><b><u>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. Bidder to note the followings:</u></b></p>							
			<p>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 &amp; Industry, Govt. of India with the technical bid.</p> <p>ii. 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 SI No 3 to 5 and 13 to 16 in table above.</p> <p>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.</p>				
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5	75	Appendix-E Scope of Work and Payment Schedule	1	Description of Product/Services	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: <ul style="list-style-type: none"> <li>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.</li> <li>Attrition period: - It is to be ensured that, resources should continue in project for the duration of the contract</li> <li>Replacement if any, of the resource should be provided within 15 days. Bank will charge penalty for nonavailability of resources.</li> <li><b>All resources deployed on the project will work from onsite as required at the location specified by the Bank.</b></li> <li>Knowledge Transfer: - All new resources should have 30 days evaluation time and the billing of resources will start after completion of evaluation period.</li> <li>Bank has right to reject the services of bidder resources anytime during the period of contract.</li> <li>Bank at its discretion shall change the number of resources required for the project however total number of deployed resources should not exceed 40 at any point in time.</li> </ul>	1	Description of Product/Services	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: <ul style="list-style-type: none"> <li>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.</li> <li>Attrition period: - It is to be ensured that, resources should continue in project for the duration of the contract</li> <li>Replacement if any, of the resource should be provided within 15 days. Bank will charge penalty for nonavailability of resources.</li> <li><b>All resources deployed on the project will work onsite as defined in Appendix-U1, at the location specified by the Bank.</b></li> <li><b>SBI will provide 15-day notice for any increase or decrease in the resources deployed by the bidder during the post-implementation phase.</b></li> <li>Knowledge Transfer: - All new resources should have 30 days evaluation time and the billing of resources will start after completion of evaluation period.</li> <li>Bank has right to reject the services of bidder resources anytime during the period of contract.</li> <li>Bank at its discretion shall change the number of resources required for the project however total number of deployed resources should not exceed 40 at any point in time.</li> </ul>



6	79	Appendix-E Scope of Work and Payment Schedule	<table border="1"> <thead> <tr> <th>SI No</th> <th>Particulars</th> <th>Requirements/ Remarks</th> </tr> </thead> <tbody> <tr> <td>7</td> <td>Integration / Migration Requirements with existing systems</td> <td>B. Migration: iv. <b>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.</b></td> </tr> </tbody> </table>	SI No	Particulars	Requirements/ Remarks	7	Integration / Migration Requirements with existing systems	B. Migration: iv. <b>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.</b>	Removed
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7	157	Appendix - K : Service Level Agreement - Annexure G - Transition & Knowledge Transfer Plan	<p><b>9. Transfer of Software</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>(a) Source Code (with source tree) and associated documentation;</li> <li>(b) application architecture documentation and diagrams;</li> </ul>	<p><b>9. Transfer of Software</b></p> <p>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:</p> <ul style="list-style-type: none"> <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>						



		<ul style="list-style-type: none"> <li>(c) release documentation for functional, technical and interface specifications;</li> <li>(d) a plan with allocated resources to handover code and design to new development and test teams (this should include architectural design and code ‘walk-through’);</li> <li>(e) Source Code and supporting documentation for testing framework tool and performance tool;</li> <li>(f) test director database;</li> <li>(g) test results for the latest full runs of the testing framework tool and performance tool on each environment; and</li> </ul> <p><b>11. Transfer of Service Management Process</b></p> <p>11.1 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement Service Provider shall deliver to the Bank:</p> <ul style="list-style-type: none"> <li>(a) a plan for the handover and continuous delivery of the Service Desk function and allocate the required resources;</li> <li>(b) full and up to date, both historical and outstanding Service Desk ticket data including, but not limited to:                         <ul style="list-style-type: none"> <li>(1) Incidents;</li> <li>(2) Problems;</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>(d) supporting documentation for testing framework tool and performance tool;</li> <li>(e) test results for the latest full runs of the testing</li> </ul> <p><b>11. Transfer of Service Management Process</b></p> <p>11.1 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement Service Provider shall deliver to the Bank:</p> <ul style="list-style-type: none"> <li>(a) a plan for the handover and continuous delivery of the Service Desk function and allocate the required resources;</li> <li>(b) full and up to date, both historical and outstanding Service Desk ticket data including, but not limited to:                         <ul style="list-style-type: none"> <li>(1) Incidents;</li> <li>(2) Problems;</li> <li>(3) Service Requests;</li> <li>(4) Changes;</li> </ul> </li> </ul>
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			<p>(3) Service Requests;                  (4) Changes;                  (5) Service Level reporting data;</p> <p>(c) a list and topology of all tools and products associated with the provision of the Software and the Services;</p> <p>(d) full content of software builds and server configuration details for software deployment and management; and</p> <p>(e) monitoring software tools and configuration.</p> <p><b>13. Transfer of Service Structure</b></p> <p>13.2 6 (six) months prior to expiry or within 2 (two) weeks’ notice of termination of this Agreement Service Provider shall deliver to the Bank a full, accurate and up to date version of the following, as a minimum:</p> <p>(a) archive of records including:                  (1) Questionnaire Packs;                  (2) project plans and sign off;                  (3) Acceptance Criteria; and                  (4) Post Implementation Reviews.</p> <p>(b) programme plan of all work in progress currently accepted and those in progress;</p> <p>(c) latest version of documentation set;</p>	<p>(5) Service Level reporting data;</p> <p>(c) a list and topology of all tools and products associated with the provision of the Software and the Services;</p> <p><b>13. Transfer of Service Structure</b></p> <p>13.2 6 (six) months prior to expiry or within 2 (two) weeks’ notice of termination of this Agreement Service Provider shall deliver to the Bank a full, accurate and up to date version of the following, as a minimum:</p> <p>(a) archive of records including:                  (1) Questionnaire Packs;                  (2) project plans and sign off;                  (3) Acceptance Criteria; and                  (4) Post Implementation Reviews.</p> <p>(b) programme plan of all work in progress currently accepted and those in progress;</p> <p>(c) latest version of documentation set;</p> <p>(d) all documentation to support the services with any documentation for ‘workarounds’ that have taken place;</p>
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			<p>(d) Source Code (if appropriate) and all documentation to support the services build tool with any documentation for ‘workarounds’ that have taken place;</p> <p>(e) Source Code, application architecture documentation/diagram and other documentation;</p> <p>(f) Source Code, application architecture documentation/diagram and other documentation for Helpdesk; and</p> <p>(g) project plan and resource required to hand Service Structure capability over to the new team.</p>	<p>(e) application architecture documentation/diagram and other documentation for Helpdesk; and</p> <p>(f) Project plan and resource required to hand Service Structure capability over to the new team.</p>																												
8	207	Appendix-U 1 TEAM REQUIREMENTS	<table border="1"> <thead> <tr> <th>Role</th> <th>Responsibilities (indicative; non exhaustive)</th> <th>Availability during implementation phase</th> <th>On-site requirement</th> <th>Hyper care</th> <th>On-site requirement during Hypercare</th> </tr> </thead> <tbody> <tr> <td>Client Relationship Manager</td> <td> <ul style="list-style-type: none"> <li>Leads the overall project delivery, providing day-to-day leadership and collaborating with the project teams</li> <li>Responsible for maintaining regular client communication</li> </ul> </td> <td>As required</td> <td>As required</td> <td>As required</td> <td>As required till the end of the contract period</td> </tr> </tbody> </table>	Role	Responsibilities (indicative; non exhaustive)	Availability during implementation phase	On-site requirement	Hyper care	On-site requirement during Hypercare	Client Relationship Manager	<ul style="list-style-type: none"> <li>Leads the overall project delivery, providing day-to-day leadership and collaborating with the project teams</li> <li>Responsible for maintaining regular client communication</li> </ul>	As required	As required	As required	As required till the end of the contract period	<table border="1"> <thead> <tr> <th>Role</th> <th>Responsibilities (indicative; non exhaustive)</th> <th>Availability during implementation phase</th> <th>On-site requirement during implementation phase</th> <th>Availability during Hyper care</th> <th>On-site requirement during Hyper care</th> <th>Availability during post-implementation phase</th> <th>On-site requirement during post implementation phase</th> </tr> </thead> <tbody> <tr> <td>Client Relationship</td> <td> <ul style="list-style-type: none"> <li>Leads the overall project delivery, providing day-to-day leadership and collaborating with the project teams</li> </ul> </td> <td>As required</td> <td>As required</td> <td>As required</td> <td>As required by the bank</td> <td>As required till the end of</td> <td>As required by the bank</td> </tr> </tbody> </table>	Role	Responsibilities (indicative; non exhaustive)	Availability during implementation phase	On-site requirement during implementation phase	Availability during Hyper care	On-site requirement during Hyper care	Availability during post-implementation phase	On-site requirement during post implementation phase	Client Relationship	<ul style="list-style-type: none"> <li>Leads the overall project delivery, providing day-to-day leadership and collaborating with the project teams</li> </ul>	As required	As required	As required	As required by the bank	As required till the end of	As required by the bank
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				<ul style="list-style-type: none"><li>Addresses any concerns or issues regarding their experience with the product</li><li>Facilitates decision making and ensures successful delivery of the project</li><li>Ensures timely deliverables while meeting quality standards</li></ul>						Man ager	<ul style="list-style-type: none"><li>Responsible for maintaining regular client communication</li><li>Addresses any concerns or issues regarding their experience with the product</li><li>Facilitates decision making and ensures successful delivery of the project</li><li>Ensures timely deliverables while meeting quality standards</li></ul>					contract period	
				<ul style="list-style-type: none"><li>Tracks key milestones and ensures adherence to the committed timelines</li><li>Provide status updates to the client team on a weekly/monthly/quarterly basis</li><li>Highlights potential risks and works with the implementation team to identify mitigation mechanisms</li><li>Oversee post-implementation team and coordinate with them for application</li></ul>	Full time	Full time	Full time	Full time till the end of the contract period		Proje ct Man ager (PM O)	<ul style="list-style-type: none"><li>Tracks key milestones and ensures adherence to the committed timelines</li><li>Provide status updates to the client team on a weekly/monthly/quarterly basis</li><li>Highlights potential risks and works with the implementation team to identify mitigation mechanism</li><li>Oversee post-implementation team and</li></ul>	Full time	Full time	Full time	Full time	Full time till the end of contract period	As requi red by the bank



				monitoring, infrastructure and security monitoring, and other support as needed by the bank.														coordinate with them for application monitoring, infrastructure and security monitoring, and other support as needed by the bank.	
			Functional Lead	<ul style="list-style-type: none"> <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 required	-	-										<ul style="list-style-type: none"> <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>	
			Technical/Integration Lead	<ul style="list-style-type: none"> <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 requirements, etc. to safeguard</li> </ul>	Full time	As required	Full time	As required											<ul style="list-style-type: none"> <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>



				<ul style="list-style-type: none"> <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-implementation phase.</li> </ul>											
			Solution Architect	<ul style="list-style-type: none"> <li>Ensure that design decisions (functional – integrations) are in line with SBI’s requirements</li> <li>Oversees implementation to ensure business</li> </ul>	Full time	As required	As required	As required							
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				<ul style="list-style-type: none"> <li>Guides the development team as required to successfully deliver the project</li> </ul>																
				<ul style="list-style-type: none"> <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, 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>	Full time	As required	Full time	As required												
				<ul style="list-style-type: none"> <li>challenges are being resolved</li> <li>Guides the development team as required to successfully deliver the project</li> </ul>																
				<ul style="list-style-type: none"> <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 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 issues that may arise.</li> </ul>	Full time	As required by the bank	Full time	As required by the bank												



				issues that may arise.														
				<ul style="list-style-type: none"> <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> </ul>	Full time	As required	As required	As required	Testing Lead	<ul style="list-style-type: none"> <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> </ul>	Full time	As required by the bank	As required	As required by the bank	-	-		
				<ul style="list-style-type: none"> <li>Responsible for quality assurance process beyond testing phase</li> <li>Establishes quality standards and processes</li> </ul>	Full time	As required	Full time	As required	QA Lead	<ul style="list-style-type: none"> <li>Responsible for quality assurance process beyond testing phase</li> <li>Establishes quality standards and processes</li> <li>Ensure adherence to development standards, risk</li> </ul>	Full time	As required by the bank	Full time	As required by the bank	-	-		







			<ul style="list-style-type: none"> <li>Ensures configuration of customized reports</li> <li>Ensures reliability of information presented in reports</li> </ul>										
		Security Advisor	<ul style="list-style-type: none"> <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>	Part time	As required	As required	As required						
		Extended	<ul style="list-style-type: none"> <li>Supports the leads (technical</li> </ul>	Full time	Full time	Full time	Full time						
			presented in reports										
			Security Advisor	<ul style="list-style-type: none"> <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 required	As required by the bank	As required	As required by the bank				-	-
			Extended Team (multiple team members as required)	<ul style="list-style-type: none"> <li>Supports the leads (technical lead/data migration lead/testing lead etc.) on respective activities</li> <li>Ensure at least one team member is</li> </ul>	Full time	Full time	Full time	Full time				-	-



			Team (multiple team members as required)	lead/functional lead/data migration lead/testing lead etc.) on respective activities															
			Post implementation L1 team	<ul style="list-style-type: none"> <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 occurring issues for users and other platform user profiles (Admin, Faculty, content creator, etc)</li> </ul>	Part time only during pilot	Onsite only during pilot	Full time	Full time during hyper care and 2 additional months post hyper care	Post implementation L1 team	<ul style="list-style-type: none"> <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 occurring issues for users and other platform user profiles (Admin, Faculty, content creator, etc)</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 months post hyper care			
			Post implementation L1 team	<ul style="list-style-type: none"> <li>Any issues that cannot be resolved by the L1 team</li> </ul>	Part time only	Onsite only during pilot	Full time	Full time till the end of the	Post implementation L2 team	<ul style="list-style-type: none"> <li>Any issues that cannot be resolved by the L1 team</li> <li>Includes troubleshooting for issues escalated by the level 1 support team                             <ul style="list-style-type: none"> <li>Analyzing error messages and system logs</li> <li>Resolving issues related to learning content, assisting</li> </ul> </li> </ul>	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 contract period			



			<p>n L2 team</p> <ul style="list-style-type: none"> <li>• Includes troubleshooting for issues escalated by the level 1 support team</li> <li>○ Analyzing error messages and system logs</li> <li>○ Resolving issues related to learning content, assisting with troubleshooting for multimedia and interactive elements for all types of users</li> <li>○ Addressing issues related to third-party integrations</li> <li>○ Troubleshooting data exchange, learner master data issues within internal systems</li> <li>○ Addressing errors with viewing and downloading reports</li> <li>• The L2 team will be responsible for examining quarterly system releases and evaluating their impact on the platform.</li> <li>• The L2 team in collaboration</li> </ul>	during pilot			contract period			<p>with troubleshooting for multimedia and interactive elements for all types of users</p> <ul style="list-style-type: none"> <li>○ Addressing issues related to third-party integrations</li> <li>○ Troubleshooting data exchange, learner master data issues within internal systems</li> <li>○ Addressing errors with viewing and downloading reports</li> <li>• The L2 team will be responsible for examining quarterly system releases and evaluating their impact on the platform.</li> <li>• The L2 team in collaboration 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</li> </ul>						
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				<p>platforms to resolve the issue</p> <ul style="list-style-type: none"><li>• Includes resolving issues escalated from Level 2</li><li>○ SSO failure</li><li>○ Hardware, Server, Storage and network issues</li><li>○ Integration issues</li><li>• L3 team will also be accountable for managing minor workflow changes</li></ul>					
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