

**Pre-Bid Query Response for RFP No. SBI/GITC/Platform Engineering-I/2024/2025/1203 dated 10-09-2024**

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
1	14	10.(i)(g)	A copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.	We are partnership firm, so can we provide the details board resolution certificate with details of the signatory	No change in RFP clause.  All documents as per RFP to be submitted .
2	23	28	Right To Audit	Right to Audit be restricted to specific areas and personnel involved in delivering services to the bank. Please confirm	No change in RFP clause.
3	37	Scope of work	NA	Please provide us with the details of the current VPN setup and working across the global offices of the bank.	6000+ VPN users are accessing VPN services of the bank. Geographical details will be shared with successful bidder. Helpdesk team requires to provide L1 support to end users.
4	37	Scope of work	NA	what are current volume of L1 queries along with there categories	On an average helpdesk team receives 50 queries per shift.
5	37	Scope of work	NA	What is the total number of VPN users, preferably broken down by geographic region?	6000+ VPN users are accessing VPN services of the bank. Geographical details will be shared with successful bidder.
6	37	Scope of work	NA	Is there any location-specific requirement for deploying these resources?	Presently the resources are to be deployed at GITC Navi Mumbai, as per bank requirement. However, any changes to the location shall be as per Bank requirement, which will be notified to the successful bidder, during the contract period.
7	37	Scope of work	NA	Does bank has any designated areas of operation for L1 resources? Like restriction workspace within bank's premise	Presently the resources are to be deployed at GITC Navi Mumbai, as per bank requirement. However, any changes to the location shall be as per Bank requirement, which will be notified to the successful bidder, during the contract period.

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8	37	Scope of work	NA	<p>1. Does the bank expect the bidder to establish a communication center for L1 resources?</p> <p>2. If not, will the bank provide the necessary infrastructure to support L1 operations?</p> <p>3. If yes, then please provide us with the details of the network details.</p>	<p>1.As per RFP, so far, this is not required.</p> <p>2.Bank will provide necessary infrastructure to support L1 operations.</p> <p>3.Details will be shared with the successful bidder.</p>
9	37	Scope of work	NA	What are the expected SLAs for L1 services?	As specified in the RFP.
10	37	Scope of work	NA	What is the current arrangement with L2 and L3 service providers? Is the agreement directly with the bank or with a third-party provider?	This arrangement is for L1 services only.
11	37	Scope of work	NA	Are there any OEM agreements in place for 24/7 support?	Not applicable for L1 services.
12	37	Scope of work	NA	Does the bank have all the necessary training materials to onboard the L1 team?	Yes.
13	37	Scope of work	NA	Will there be a transition period from the incumbent support provider? If so, what is the expected duration for the transition and service overlap?	Yes. 1 Week.
14	37	Scope of work	NA	Will the bank provide all the necessary software to effectively deliver services? If not, could you specify the required software?	Yes.
15	37	Scope of work	NA	How many applications are hosted on the VPN, and what SLAs exist for L2 and L3 support?	This arrangement is for L1 services only.
16	37	Scope of work	NA	What level of data sharing will occur with the team, particularly in relation to the Data Processing Agreement (Schedule 2)?	Support activities will include internal data of VPN users. Details will be shared with successful bidder.
17	37	Scope of work	NA	Please confirm the assumption of working hours. Bank is looking for support for 24 hours for all working days of the bank.	Details are mentioned in the Scope of Work in the RFP.