

**Response to queries on " REQUEST FOR PROPOSAL/LIMITED TENDER ENQUIRY  
For hiring of Resources for Setting up of Cloud Centre of Excellence (CCoE) "  
Ref: SBI/GITC/DC&C/2024/1182 Dated: 09.08.2024**

Sl No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank Response
1	2	Schedule of Events Date and Time of opening of Technical Bids	16:30 hours on 26.08.2024	16:30 hours on 30.08.2024. Request to increase the bid submission time to 30-.08.2024	Please refer Corrigendum No. 1
2	2	Schedule of Events Bid Submission	NA	It is assumed that all formats (vertical ppt, landscape ppt, pdfs, etc.) of Technical and Commercial Bid response are acceptable	Documents should be uploaded as pdf in EPTL portal.
3	9	Section 3 - Definitions; Sub-point vii.	"Services" means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include provision of technical assistance, training, certifications, auditing and other obligation of Service Provider covered under this RFP.	What is the scope of work of auditing in this engagement?	The auditing involves assessment of the cloud deployment alongwith the auditing of CSP platform wherever applicable.
4	38	Appendix "E" - Scope of Work and Payment Schedule - Role Wise requirements table- 1. "Senior Cloud Architect"	Define and monitor guardrails. Define and monitor cloud Standards and best practices.	By "Monitor", our understanding is "Periodic review and update". Please confirm. If yes, at what intervals the reviews will be carried out?	The monitoring involves continuous monitoring of the cloud services upon which the applications are deployed. The cloud practitioner should ensure that the cloud standards and Industry best practices are adopted in designing, development, deployment and day-to-day operations support of the applications deployed in the public cloud.
5	38	Appendix "E" - Scope of Work and Payment Schedule - Role Wise requirements table- 1. "Senior Cloud Architect"	Provide Support and update to Application teams (Customers of Cloud) through one-to-one interaction, Phone Line, Email and ticketing too including liaising with application team and provide automated infrastructure data to help optimize the application.	Please elaborate on the expectation from 'Provide Support'? As per our understanding, this support means any changes in the policies, guardrails, guidelines, etc. that may be required by application teams. Please confirm if our understanding is correct.	Please refer the RFP.
6	38	Appendix-E - Description of Services - Cloud Security Consultant	Secure Cloud Adoption & Migration Includes compliance, threat assessment, and security controls.	Are bidders expected to define security controls for the bank or modify the existing controls (if needed)?	The bidders to ensure that the cloud security controls to be adopted for cloud migration should align with the regulatory guidelines and the policies of the Bank.
7	38	Appendix-E - Description of Services - Cloud Security Consultant	Manage Cloud Threats & Incidents Cover, incident response plans, threat monitoring, and user training	What is the scope of work of managing cloud threats and incident covers?	Please refer the RFP.
8	39	Appendix "E" - Scope of Work and Payment Schedule - Role Wise requirements table- 1. "Change Manager"	Support potential applications for cloud migration.	Please elaborate on the expectation from 'Support'? As per our understanding, "Support" means any changes in the policies, guardrails, guidelines, etc. that may be required for smooth migration of applications to cloud. Please confirm if our understanding is correct.	Please refer the RFP.
9	39	Appendix "E" - Scope of Work and Payment Schedule - Role Wise requirements table- 2. "Description of Deliverables"	Documentation creation and updation: Vendor has to prepare a comprehensive documentation and update should happen on T+5 days basis.	Is there a list of documents? What is the definition of term "T"? Are we expecting update every 5 days or submission within 5 days of committed date?	If there is any change in the existing documentation, the vendor is required to ensure that the necessary changes are updated in the documentation after 5 days from the day(T) of approval.
10	40	Appendix "E" - Scope of Work and Payment Schedule	Use reusable deployment packages that align with security, compliance, and management policies.	Please elaborate on reusable deployment packages. We understand that reusable deployment packages mean that policies, standards, and guidelines developed can be reused in all deployments across the bank.	The reusable deployment packages refers to the npm packages, component libraries, and code repositories which when reused should ensure that it aligns with the security, compliance and management policies as guided by the regulators and the Bank policies.
11	40	Appendix "E" - Scope of Work and Payment Schedule	Maintain a functional cloud independent platform in alignment with operational procedures.	Please elaborate on the scope of "maintain a functioning cloud independent platform". We understand that the support for the platform is not in	CCOE team should ensure that the operational functions of the applications being deployed to cloud should not be dependent on any one particular CSP.
12	40	Appendix-E - (5) Integration / Migration Requirements with existing systems	Bidder should be able to provide support for integration of various clouds with on premises infrastructure.	Which different clouds are currently leveraged by SBI? Is there any prioritized cloud(s) as per integration plan for year one?	The information will be shared with successful bidder.
13	40	Appendix-E - (6) MIS Report Generation requirement	b) Dashboard requirements as required by Bank	Is the tool identified for Dashboard creation?	The standard tools as per the CSPs to be leveraged.
14	41	Appendix "E" - Scope of Work and Payment Schedule	Cloud Migration Planning and Execution: Developing migration strategies, assessing workloads for suitability, and executing migrations.	As per our understanding, we believe Bidder's are expected to develop the migration strategies which will be used across the bank for assessing workload suitability and executing migrations. Please confirm if our understanding is	The understanding is correct.
15	41	Appendix- E - Core Deliverables of the CCOE Team	Cloud Security Framework: Implementing robust security measures, including identity and access management (IAM), data protection, threat detection, and incident response.	As per our understanding, we believe Bidder's are expected to define the security framework which will be implemented across the bank by SBI. Please confirm if our understanding is correct	The understanding is correct, the implementation should be as per the guidelines of the regulators and the policies of the Bank.

16	41	Appendix- E - Core Deliverables of the CCOE Team	Cloud Cost Management: Developing strategies for optimizing cloud spending, including cost allocation, budgeting, and chargeback mechanisms Cloud Financial Management: Implementing financial management processes, including budgeting, forecasting, and cost optimization	As per our understanding, we believe Bidder's are expected to define the framework for Cloud Cost and Cloud Financial Management which will be implemented across the bank by SBI. Please confirm if our understanding is correct. We understand cost management is a key focus area for SBI and the description of current 4 resource profiles do not include skills around cloud cost management. Will there be requirement of additional resource who will be working on Cloud Cost Management and Cloud Financial Management areas?	This is related to the cost and financial management from the application perspective. The CCoE team should develop strategies to ensure that cost allocation, budgeting ,chargeback mechanisms are in place and to be enforced for the projects.
17	41	Appendix- E - Core Deliverables of the CCOE Team	Cloud Operations and Support: Providing support for cloud environments, including monitoring, troubleshooting, and incident management	As per our understanding, we believe Bidder's are expected to define the framework for Cloud Operations and Support which will be implemented across the bank by SBI. Please confirm if our understanding is correct.	The understanding is correct. The framework should be as per the guidelines of the regulators and the policies of the Bank.
18	41	Appendix- E - Core Deliverables of the CCOE Team	Cloud Skills and Training: Developing and delivering training programs to build cloud expertise within the organization.	Are the resources expected to conduct the training programs/sessions or the scope will only includes train the trainer? Please confirm the number of training sessions required.	The Bidder CCoE team should ensure the frequent training programs are conducted among themselves and also to the end users.
19	48	Appendix-I - Other terms and Penalties	Incomplete documentation: Penalty of 1% of Monthly payout if document not found to be created/updated/low quality.	Please elaborate on the assessment criteria for the documentation and what will be considered a document to be a low-quality document? Is there any reconciliation period for feedback update and document version revision, before the penalty clause will apply?	Please refer RFP.
20	72	ANNEXURE-D - ESCALATION MATRICES	Column "Response/Resolution Time"	We understand that this is an indicative table and will require modification as per mutual discussion between the successful bidder and bank.	No change, as per RFP
21	33	Appendix-B	The bidder, if participating as Channel Partner of any OEM, then OEM should have a support center and level 3 escalation (highest) located in India. For OEMs, directly participating, the conditions mentioned above for support center remain applicable.	If we are not participating as Channel Partner of any OEM, does this Criteria applies to us?	No change, as per RFP
22	37	Appendix No E	Scope Of Work & Payment Schedule	Where this CCOE will be hosted? Private or Public Cloud?	Both public and private.
23	23		29 sub-contracting is not permitted.	Kindly dilute the subcontracting Clause.	No change, as per RFP
24	32	Appendix-B, Sr. No. 4	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) in the past (At least 3 client references for similar projects i.e. related to Cloud Center of Excellence (CCoE) are required). Proven experience in setting up CCoEs, including case studies and client testimonials preferably in BFSI.	We wish to highlight that not all companies in India are on cloud, especially not in the public sector. Even the ones that have adopted cloud and have deployed applications and services on cloud, are yet to establish a Cloud Center of Excellence. We request the Bank to please amend the clause as below:  "Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India/Globally."	Please refer Corrigendum No. 1
25	35	Appendix-C, Technical & Functional Specifications	Bidder has to comply with all the required functionalities as per Appendix C in order to qualify on technical and functional specifications	Please confirm that we only need to submit our compliance against each of the criteria and there is no requirement of submission of any supporting documents.	No change, as per RFP
26	42	Appendix-F, Indicative Price Bid	Indicative price bid	The indicative price bid format only has columns for quantity and rate. There is no column for duration. How will we arrive at the TCO without multiplying the quantity and the rate with the duration?	Please refer the RFP.
27		General	RFP Category	The eligibility criteria does not mention the category of vendors for whom this RFP is published. Please let us know which Category of vendors can participate in this RFP.	Please refer to the Clause 1.i Invitation to Bid.  This Request for Proposal/Limited Tender Enquiry (hereinafter referred to as "RFP/LTE") has been issued by the Bank on behalf of SBG for procurement of skilled resources from the Empaneled Vendors with the Bank for providing niche technology resources for various applications and IT initiatives of the Bank (Reference - RFP No. SBI/GITC/IT-Partner Relationship/2023/2024/1042 Dated: 22.09.2023)