

**REQUEST FOR PROPOSAL
FOR PROCUREMENT OF CASH MANAGEMENT SOLUTION**

Ref: SBI/GITC/CMP & SCFU/2023-24/961 dated: 03/08/2023

Bank's Response to the Queries by the Bidder

SL No	RFP Page No	RFP Clause No / Section / Particular aspect	Existing Clause	Bidder Query	Bank Response
1	Query Response Pg 24	Sr. No. 74 3.5 Backup & Recovery	<p>Bank's RFP clause: The Data replication should happen from Primary site to all DR sites on real time to keep them synchronized. Expected performance metrics are: RTO (Real Time Objective): 15 minutes. RPO (Real Point Objective): 0 minutes.</p> <p>Vendor query: Does the bank propose to have active active across DC and DR with 0 RPO?</p> <p>Bank's response: As of now, Bank's DC in Navi Mumbai (Rabale) and Hyderabad (Gachibowli) are available for proposed solution. Going forward Bank will make available Near Site at both locations. The application/solution should be able to run in Active-Active mode across all four data centers and public cloud. The database should be in Active-Active mode at both data centers viz. PR & NR and DR & NDR. Based on available latest technologies, Bidder shall also ensure Active-Active database across cities and public cloud.</p>	<p>Since right now as per Bank's inputs, there is a bandwidth limitation between these 2 sites, please confirm that the Bank accepts Active-Standby Database across these 2 sites and that Active-Active can be explored when the round trip latency is < 5ms between these 2 sites.</p>	<p>Refer to the Pre-bid responses dated 05.09.2023 which are self - explanatory.</p>

2	Query Response Pg 24	Sr. No. 74 3.5 Backup & Recovery	<p>Bank's RFP clause: The Data replication should happen from Primary site to all DR sites on real time to keep them synchronized. Expected performance metrics are: RTO (Real Time Objective): 15 minutes. RPO (Real Point Objective): 0 minutes.</p> <p>Vendor query: Does the bank propose to have active active across DC and DR with 0 RPO?</p> <p>Bank's response: As of now, Bank's DC in Navi Mumbai (Rabale) and Hyderabad (Gachibowli) are available for proposed solution. Going forward Bank will make available Near Site at both locations. The application/solution should be able to run in Active-Active mode across all four data centers and public cloud. The database should be in Active-Active mode at both data centers viz. PR & NR and DR & NDR. Based on available latest technologies, Bidder shall also ensure Active-Active database across cities and public cloud.</p>	<p>In which tentative month of the 7 year contract will the Near Sites at both locations be available?</p> <p>Because these sites are non-existent as of now, please confirm how will:</p> <p>A) the environment configuration and application deployment fees will be discovered for these additional sites? Because the current fees quoted rightly do not consider these costs to keep Bank's current costs correct and low. B) the additional scope of work get captured for these additional sites? Because the current scope of work considered does not consider these non-existent sites. C) the applicable SLAs will be derived for these additional sites?</p>	Refer to the Corrigendum III dated 16.09.2023 Point No. 3
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3	Query Response Pg 24	Sr. No. 74 3.5 Backup & Recovery	<p>Bank's RFP clause: The Data replication should happen from Primary site to all DR sites on real time to keep them synchronized. Expected performance metrics are: RTO (Real Time Objective): 15 minutes. RPO (Real Point Objective): 0 minutes.</p> <p>Vendor query: Does the bank propose to have active active across DC and DR with 0 RPO?</p> <p>Bank's response: As of now, Bank's DC in Navi Mumbai (Rabale) and Hyderabad (Gachibowli) are available for proposed solution. Going forward Bank will make available Near Site at both locations. The application/solution should be able to run in Active-Active mode across all four data centers and public cloud. The database should be in Active-Active mode at both data centers viz. PR & NR and DR & NDR. Based on available latest technologies, Bidder shall also ensure Active-Active database across cities and public cloud.</p>	<p>Can the Bank please help interpret Active-Active context for application?</p> <p>In the context of the current 2 DC setup of Navi Mumbai and Hyderabad, is it that the user traffic will be distributed or routed to both the sites?</p> <p>A1) If not, does the Bank feel this should be changed to Active-Passive?</p> <p>B1) If yes, then what will be the criteria or traffic routing policies for distributing traffic in active-active manner between the 2 sites? Is it client's geo-location or site's workload at that time or a specific fixed % of the total traffic etc.?</p> <p>In the context of the futuristic 4-DC setup where the 2 additional sites of NR and NDR may primarily be setup for strengthening the zero RPO achievement, will these 2 Near Sites also be serving traffic in an active-active manner?</p> <p>A2) If not, does the Bank feel this should be changed to Active-Passive?</p> <p>B2) If yes, then what will be the criteria or traffic routing policies for distributing traffic in active-active manner between the 2 sites? Is it client's geo-location or site's workload at that time or a specific fixed % of the total traffic etc.?</p>	Traffic Routing Approach to be provided by the Bidder as per the Technology Supported.
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4	Query Response Pg 24	Sr. No. 74 3.5 Backup & Recovery	<p>Bank's RFP clause: The Data replication should happen from Primary site to all DR sites on real time to keep them synchronized. Expected performance metrics are: RTO (Real Time Objective): 15 minutes. RPO (Real Point Objective): 0 minutes.</p> <p>Vendor query: Does the bank propose to have active active across DC and DR with 0 RPO?</p> <p>Bank's response: As of now, Bank's DC in Navi Mumbai (Rabale) and Hyderabad (Gachibowli) are available for proposed solution. Going forward Bank will make available Near Site at both locations. The application/solution should be able to run in Active-Active mode across all four data centers and public cloud. The database should be in Active-Active mode at both data centers viz. PR & NR and DR & NDR. Based on available latest technologies, Bidder shall also ensure Active-Active database across cities and public cloud.</p>	<p>Bank has preferred the use of its Meghdoot on-premise Private Cloud for hosting the solution.</p> <p>What is the anticipated role or usage of Public Cloud for the proposed solution?</p> <p>Can the Bank please help interpret Active-Active context between its on-premise Private Cloud and Public Cloud?</p> <p>Is it that the user traffic will be distributed or routed to both - the on-premise Private Cloud and the Public Cloud?</p> <p>A3) If not, does the Bank feel this should be changed to Active-Passive?</p> <p>B3) If yes, then what will be the criteria or traffic routing policies for distributing traffic in active-active manner between the 2 sites? Is it client's geo-location or site's workload at that time or a specific fixed % of the total traffic etc.?</p>	<p>At present Deployment is to be done on private cloud. Traffic Routing Approach to be provided by the Bidder as per the Technology Supported.</p>
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5	Query Response Pg 24	Sr. No. 74 3.5 Backup & Recovery	<p>Bank's RFP clause: The Data replication should happen from Primary site to all DR sites on real time to keep them synchronized. Expected performance metrics are: RTO (Real Time Objective): 15 minutes. RPO (Real Point Objective): 0 minutes.</p> <p>Vendor query: Does the bank propose to have active active across DC and DR with 0 RPO?</p> <p>Bank's response: As of now, Bank's DC in Navi Mumbai (Rabale) and Hyderabad (Gachibowli) are available for proposed solution. Going forward Bank will make available Near Site at both locations. The application/solution should be able to run in Active-Active mode across all four data centers and public cloud. The database should be in Active-Active mode at both data centers viz. PR & NR and DR & NDR. Based on available latest technologies, Bidder shall also ensure Active-Active database across cities and public cloud.</p>	<p>Can the Bank please help interpret Active-Active context for Database?</p> <p>In the context of the current 2 DC setup of Navi Mumbai and Hyderabad, will the Bank provision the Oracle RAC multi-node cluster locally at each of its 2 DCs i.e. Navi Mumbai and Hyderabad?</p> <p>Further, is it that the Navi Mumbai and Hyderabad database instances will serve R/W at the same time?</p> <p>A1) If not, please confirm that across Navi Mumbai and Hyderabad, only one site will serve R/W traffic and that the other side - while being fully synced using Oracle Active Data Guard - is only for DR with Zero RPO.</p> <p>B1) If yes, then which Oracle database technology is the Bank planning to leverage for having R/W databases to achieve active-active between these far distant sites?</p> <p>In the context of the futuristic 4-DC setup where the 2 additional sites of NR and NDR may primarily be setup for strengthening the zero RPO achievement, please confirm whether the round trip latency between each new Near Site will be less than 5 ms from the respective existing site.</p>	Refer to the Pre-bid responses dated 05.09.2023 which are self - explanatory.
6	Query Response Pg 65	Sr. No. 252 Technical Query	<p>Vendor query: Does bank have Oracle license?</p> <p>Bank's response: Please refer to the Corrigendum II dated 05.09.2023 (Point No. 21). All other terms and conditions shall be as per the RFP.</p>	<p>Please confirm that under its license agreement with Oracle, the Bank will provide the following license components that may be required to comply with the Bank's expectations:</p> <ol style="list-style-type: none"> 1) Database EE 19c 2) Diagnostics Pack 3) Tuning Pack 4) Data Masking and Subsetting Pack 5) Real Application Cluster 6) Active Data Guard 7) Partitioning 8) Advanced Security <p>In case, if we are missing any component, please confirm that the Bank will provide based on learnings during the course of the requirements discussions as well as during the course of Bank's expansion of the future requirements.</p>	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).

7	Query Response Pg 65	Sr. No. 252 Technical Query	Vendor query: Does bank have enterprise grade monitoring tools like Dynatrace or AppDynamics? Bank's response: Bidder should provide APM tool for monitoring.	In the onsite Monitoring Resource skill set, Bank has asked for Dynatrace skill set - by which we interpret that Bank has Dynatrace license which can be extended to the CMP solution - which in turn will help keep the costs low for the Bank instead of the bidder sourcing another APM tool and creating a complex environment to manage. Please confirm that the Bank will provide the Dynatrace APM tool to integrate with the new CMP solution.	Refer to the Pre-bid responses dated 05.09.2023
8	Query Response Pg 101	Sr. No. 420 Architecture 1.12	Bank's RFP clause: The system should be available for setup on Development, Staging/ Pre-Production, and other testing environments. Vendor query: How many different environments are to be considered besides DC/NDC/DR/NDR ? For such non production environment, is there any specific sizing guidelines / load to be considered or can it be given based on standard practices. Bank's response: "Production Environments: DC, NDC, DR, NDR Non Prod environments: UAT (20% of Prod), PreProd (30 % of Prod), Demo (10% of Prod)."	If yes, can the Bank confirm these future sites of NDC and NDR are only for the zero RPO requirement and these environments are with similar storage volumes as the parent sites but with minimal or no compute?	Refer to the Pre-bid responses dated 05.09.2023 All environments will have same specifications. Application should be able to function any of these sites independently.
9	Query Response Pg 101	Sr. No. 420 Architecture 1.12	Bank's RFP clause: The system should be available for setup on Development, Staging/ Pre-Production, and other testing environments. Vendor query: How many different environments are to be considered besides DC/NDC/DR/NDR ? For such non production environment, is there any specific sizing guidelines / load to be considered or can it be given based on standard practices. Bank's response: "Production Environments: DC, NDC, DR, NDR Non Prod environments: UAT (20% of Prod), PreProd (30 % of Prod), Demo (10% of Prod)."	RFP pg 230 Appendix S mentions the environments as below: Production environments- PR and DR production setup. Non- production environments – DEV, SIT, UAT, Performance testing, Demo and Pre-Prod environments. Can the Bank please confirm the exact final list of non-prod environments along with their size in relation to Prod? Can the Bank please confirm whether the environments for the currently non-existent sites of NDC and NDR need to be sized at this stage? If no, can the Bank please correct its ask?	Refer to the Corrigendum III dated 16.09.2023 Point No. 3

10	Query Response Pg 101	Sr. No. 422 3.4 Backup & Recovery	<p>Bank's RFP clause: Real time backup and replication of data should be available between DC and DR site. Database at all data center sites should be in sync.</p> <p>Vendor query: Since the DC and DR are typically hosted out of different seismic zones, the latency between them does not allow to go for synchronous replication. Can the Bank confirm if the latency provided by the Bank between the sites will be <5ms round trip to allow sync replication.</p> <p>Bank's response: As of now, Bank's DC in Navi Mumbai (Rabale) and Hyderabad (Gachibowli) are available for proposed solution. Going forward Bank will make available Near Site at both locations. The application/solution should be able to run in Active-Active mode across all four data centers and public cloud. The database should be in Active-Active mode at both data centers viz. PR & NR and DR & NDR. Based on available latest technologies, Bidder shall also ensure Active-Active database across cities and public cloud.</p>	<p>This is a very important question from the bidder and very relevant to know for giving compliance to the RFP.</p> <p>Oracle Active Data Guard for Active-Active configuration uses synchronous redo transport. And as per Oracle: <i>"In general Oracle sees customers having greater success with synchronous redo transport when round trip network latency is less than 5ms, than when latency is greater than 5ms"</i>.</p> <p>Please refer the url https://www.oracle.com/technetwork/database/availability/sync-2437177.pdf</p> <p>Hence, we request the Bank to please confirm the round trip latency between the Navi Mumbai and Hyderabad sites.</p>	Refer to the Pre-bid responses dated 05.09.2023 which are self - explanatory.
11	Query Response Pg 6 & 11	Volumes	Bank given volumes across different sections of the documents namely the RFP and the Bank's response to bidder's queries.	<p>Based on volumes shared by the Bank in RFP Pg 80, 118 & 119 and Query Response Pg 6 & 11, we have captured all the given volumes in a single sheet enclosed herewith.</p> <p>We request the Bank to please review and confirm that this is correct because we will be basing our hardware sizing on the same - keeping in mind the 70% utilization threshold.</p>	Refer RFP document.
12	Corrigendum Pg 5	Sr. No. 15	<p>Service Provider should provide adequate onsite resources 24 * 7 * 365/(366) in the Bank's premises at GITC Mumbai / Navi Mumbai / Hyderabad / or any other location as per the Bank's requirement. The resources must be proficient in OS, Database, Middleware, Network and Monitoring Tool.</p> <p>Further, the service provider should have adequate resources at the locations to provide technical and operational support.</p>	<p>Earlier clause had mentioned the name Dynatrace which we were keeping in mind while factoring the resource. This name is now removed in the revised clause.</p> <p>Please confirm whether monitoring tool to be provided by the Bank is Dynatrace or any other.</p> <p>If any other, then please provide the name so that we can explore for a relevantly skilled resource because APM is a very important skillset in a cloud-native, microservices architecture and more so for a very very high transaction volume workload of SBI.</p>	Refer to the Pre-bid responses dated 05.09.2023

13	Corrigendum Pg 6	Sr. No. 17	Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.	Can the bidder host and manage its cloud-native application entirely on either bidder-owned or Bank-owned subscription of AWS or Azure as per the bidder's technology stack matrix?	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).
14	Corrigendum Pg 6	Sr. No. 17	Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot . The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot . It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.	Referring to pg 4 of the said Annexure B, we will leverage Bank's Red Hat OpenShift Container Platform for container orchestration . Please confirm that the bidder should not include the cost of this license in the bid.	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).
15	Corrigendum Pg 6	Sr. No. 17	Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot . The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot . It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.	Referring to pg 4 of the said Annexure B, we will leverage Bank's Red Hat Quay for container registry . Please confirm that the bidder should not include the cost of this license in the bid.	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).
16	Corrigendum Pg 6	Sr. No. 17	Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.	Referring to pg 4 of the said Annexure B, we will leverage Bank's Red Hat OpenShift Service Mesh for inter-microservice communication and security . Please confirm that the bidder should not include the cost of this license in the bid.	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).

17	Corrigendum Pg 6	Sr. No. 17	<p>Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section</p> <p>Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.</p>	<p>Referring to pg 4 of the said Annexure B, we will leverage Bank's Red Hat Integration's Red Hat 3Scale API Management for API Gateway.</p> <p>Please confirm that the bidder should not include the cost of this license in the bid.</p>	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).
18	Corrigendum Pg 6	Sr. No. 17	<p>Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section</p> <p>Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.</p>	<p>Referring to pg 4 of the said Annexure B, we will leverage Bank's Red Hat Integration's Kafka for streaming.</p> <p>Please confirm that the bidder should not include the cost of this license in the bid.</p>	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).
19	Corrigendum Pg 6	Sr. No. 17	<p>Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section</p> <p>Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.</p>	<p>Referring to pg 4 of the said Annexure B, we will leverage Bank's Red Hat Integration's Messaging for queues.</p> <p>Please confirm that the bidder should not include the cost of this license in the bid.</p>	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).
20	Corrigendum Pg 6	Sr. No. 17	<p>Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section</p> <p>Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.</p>	<p>Referring to pg 4 of the said Annexure B, we will leverage Bank's Red Hat OpenShift Secrets for application credentials management.</p> <p>Please confirm that the bidder should not include the cost of this license in the bid.</p>	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).

21	Corrigendum Pg 6	Sr. No. 17	Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.	Referring to pg 4 of the said Annexure B, we will leverage Bank's Red Hat OpenShift OpenJDK for runtime . Please confirm that the bidder should not include the cost of this license in the bid.	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).
22	Corrigendum Pg 6	Sr. No. 17	Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.	Referring to pg 4 of the said Annexure B, we will leverage Bank's Red Hat OpenShift distributed tracing (comes default in Service Mesh) for tracing . Please confirm that the bidder should not include the cost of this license in the bid.	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).
23	Corrigendum Pg 6	Sr. No. 17	Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.	Referring to pg 4 of the said Annexure B, we will leverage Bank's Red Hat OpenShift Container Platform Logging for log aggregation . Please confirm that the bidder should not include the cost of this license in the bid.	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).
24	Corrigendum Pg 6	Sr. No. 17	Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.	Referring to pg 5 of the said Annexure B, we proposed to leverage Bank's PostgreSQL for one of our database . Please confirm that the Bank's PostgreSQL deployment provides for the required enterprise level support to help meet the Bank's RFP's SLAs of 15 min RTO, zero RPO and 99.5% daily uptime.	Bidders are free to choose the database keeping in view the volumetric for contract period and Bidder should mention the same in the Bill of Material. Also, Refer to the Corrigendum II dated 05.09.2023, Point No. 17 (Roles and Responsibilities).

25	Corrigendum Pg 6	Sr. No. 17	<p>Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section</p> <p>Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.</p>	<p>Referring to pg 5 of the said Annexure B, we will leverage Bank's Oracle DBaaS for one of our database.</p> <p>Please confirm that the bidder should not include the cost of the following license in the bid.</p> <ol style="list-style-type: none"> 1) Database EE 19c 2) Diagnostics Pack 3) Tuning Pack 4) Data Masking and Subsetting Pack 5) Real Application Cluster 6) Active Data Guard 7) Partitioning 8) Advanced Security 	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).
26	Corrigendum Pg 6	Sr. No. 17	<p>Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section</p> <p>Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.</p>	<p>We will leverage Bank's existing Dynatrace for APM.</p> <p>Please confirm that the bidder should not include the cost of this license in the bid.</p>	Refer to the Pre-bid responses dated 05.09.2023
27	Corrigendum Pg 6	Sr. No. 17	<p>Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section</p> <p>Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.</p>	<p>We will leverage Bank's existing VMware Avi for ingress controller.</p> <p>Please confirm that the bidder should not include the cost of this license in the bid.</p>	Refer to the Corrigendum II dated 05.09.2023 (Point No. 27).

28	Corrigendum Pg 6	Sr. No. 17	Refer Annexure B of this document for Revised PRIVATE CLOUD DEPLOYMENT section Page 1 Bank's recommended approach for proposed solution Infra is to utilize Meghdoot. The Bank recommends the vendor to leverage all the current and future upgrades of HW, SW & tools in Meghdoot. It is preferable that vendor to leverage other than SaaS based services /tools for proposed solution. However, the final decision in this regard will be at the Bank's Discretion.	We will leverage Bank's existing YONO Business Platform's Identity Provider for Client SSO -assuming that it is OIDC/OAuth2.0 compliant. Please confirm that the bidder should not include the cost of this license in the bid.	YONO Business Platform is OAuth 2.0 compliant.
29	24	26. Services-iv	Bidder shall provide and implement patches/ upgrades/ updates for hardware/ software/ Operating System / Middleware etc. as and when released by Service Provider/ OEM or as per requirements of the Bank, in a timely manner. Bidder should bring to notice of the Bank all releases/ version changes.	Since the deployment is on Private Cloud Infrastructure owned by the bank and under warranty / AMC by the Bank, can we expect the Bank to manage the patching / upgrade / updates of the hardware / software / OS as and when required - either to keep the cloud infra updated for security reasons or to support the application performance? And can we expect that the Bank will execute the said activity in discussion with the bidder to avoid any disruption in the application uptime or performance? Bidder will own the patching / upgrades / updates for any component supplied by the bidder and will execute the said activity in discussion with the Bank.	Refer to the Corrigendum II dated 05.09.2023, Point No. 17 (Roles and Responsibilities)
30	25	26. Services-iiiv	Bidder shall provide maintenance support for Hardware// Software/ Operating System/ Middleware over the entire period of contract.	Since the deployment is on Private Cloud Infrastructure owned by the bank and under warranty / AMC by the Bank, can we expect the Bank to manage the patching / upgrade / updates of the hardware / software / OS as and when required - either to keep the cloud infra updated for security reasons or to support the application performance? And can we expect that the Bank will execute the said activity in discussion with the bidder to avoid any disruption in the application uptime or performance? Bidder will own the patching / upgrades / updates for any component supplied by the bidder and will execute the said activity in discussion with the Bank.	Refer to the Corrigendum II dated 05.09.2023, Point No. 17 (Roles and Responsibilities)
31	26	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	vi. In the event of system break down or failures at any stage, protection available, which would include the following, shall be specified. (a) Diagnostics for identification of systems failures (b) Protection of data/ Configuration (c) Recovery/ restart facility (d) Backup of system software/ Configuration	Since the deployment is on Private Cloud Infrastructure owned by the bank and under warranty / AMC by the Bank, can we expect the Bank to own and execute the said activities / services. Bidder will own the said activity for the application and any other component supplied by the bidder.	Refer to the Corrigendum II dated 05.09.2023, Point No. 17 (Roles and Responsibilities)

32	82	3.6	The solution proposed should ensure regular backup on both online and offsite locations	Since the bank is providing the Private Cloud facility along with the Infrastructure, can we expect that the Backup Tool along with Backup storage and Tape Drives / Consumables, if any, along with the managed services for the same is provided by bank?	Refer to the Corrigendum II dated 05.09.2023, Point No. 17 (Roles and Responsibilities)
33	82	3.8	Backups taken in offsite location has to be preserved in a secured location with limited and restricted access to bank's personnel.	Since the bank is providing the Private Cloud facility along with the Infrastructure, can we expect that mentioned activity is done by the bank?	Refer to the Corrigendum II dated 05.09.2023, Point No. 17 (Roles and Responsibilities)
34	90	10.11	System should be deployable on secured and hardened infrastructure including Application, OS, Database, load balancers, middleware (e.g. web servers tomcat, WebSphere etc.) as per Bank's IS policy	Can the Bank confirm that the hardening by the Bank will also include compliance to the application requirement in terms of versions of the components that will be shared with the bid response?	Refer to the Corrigendum II dated 05.09.2023, Point No. 17 (Roles and Responsibilities)
35	108	Technical Expectations	Monitoring and Support- System to enable monitoring of all transactions and files for Ops team. System should be monitorable at component level and required telemetry, logs should be available for quick response & resolution as per defined SLAs.	Since the bank is providing the Private Cloud facility along with the Infrastructure. Can bidder assume that the Monitoring tool is also provided. Please confirm the EMS and APM tool bank will provide for the same.	Refer to the Pre-bid responses dated 05.09.2023
36	Query Responess	Help desk	basis multiple query responses provided by SBI	Hope help desk will be taken care by the bank. as the price bid template does not have a place holders to price help desk (L1 support) cost	Refer to the Pre-bid responses dated 05.09.2023 and RFP document.
37	RFP sections	Eligibility and evaluation criteria	across different criteria's	Can we submit an international implementation and whether scoring will be taken in to consideration?	No change in RFP terms
38	RFP sections	Eligibility and evaluation criteria	across different criteria's	can we provide implementation proof prior to 5 years, and whether scoring will be taken in to consideration?	No change in RFP terms
39	113	Description of Product/Services	"All feature customisation, enabling, disabling, and parameterisation during the contract period to be ensured by successful bidder / OEM without any additional cost to the Bank.	oes it mean that the vendor has to provision for every customization that bank would need in the next 7 years without having knowledge of such customization and how will the vendor for such customization. Hence request the bank to remove this. Just for record, Bank has already asked the vendor for a provision for 2000 person days per year for 5.5 years to cover for any eventualities that bank might need for changes and hence we request this condition to be removed.	The cost of customization should be included in the price bid as given in Appendix F of RFP document. The Bank will not pay any additional customization costs.

40	RFP/Corrigendum//Query Responsess	Payment Terms	Payment terms	<p>As per the payment terms for License the first instalments of payments is coming only after Go live of MVP1 to the vendor. License is not linked to implementation and we would request the bank to provide full license fee upfront.</p> <p>Again for Implementation also, vendors get paid only after MVP1 goes live. It is a common practice globally and in other Govt institutions in India to have some advance and interim payments provided towards implementation. Request the bank to consider this and change the payment terms.</p>	No change in RFP terms
41	RFP/Corrigendum//Query Responsess	SLA & Penalties	SLA & Penalties	Penalties should be applied only towards the implementation as any risk associated is towards the implementation and hence we request all penalties be applied only on implementation and not on License.	No change in RFP terms
42	RFP/Corrigendum//Query Responsess	Fees/compensation	Penalty or damages, if any, recoverable from Service Provider shall be recovered by the Bank through a credit note or revised invoices. In case Service Provider fails to issue credit note/ revised invoice, the Bank shall have right to withhold the payment or set-off penal amount from current invoices	We request that any penalties, if at all they arise, be adjusted against service credits and not against the invoices/credit notes and any payments should not be withhold for set-off for the same.	No change in RFP terms
43	Appendix F	Sr. No. 1	Cost of Software Solution license (Perpetual) as per specification	<p>Should Appendix F serial number 1 include the cost of the 3rd party tech stack components also which the Bank will not supply?</p> <p>If Appendix F serial number 1 is to include the total cost, will the Bank need the individual costs for the separate software line items to be mentioned in the Price Bid?</p> <p>Initially, we thought this should be mentioned in Appendix S but now, post corrigendum, Banks has revised Appendix S mentioning "Amount in Commercial Bid Only" for Unit and Total cost.</p> <p>But there is no place in the Appendix F Price bid to mention the individual costs for the separate software line items. So, how would the Bank get to know the individual costs for the separate software line items?</p>	Refer to the Corrigendum III dated 16.09.2023 Point No. 3
44	Appendix F	Sr. No. 2	Installation/ Commissioning/ Implementation cost (including configuration, customization & development)	Should Appendix F serial number 2 include the cost of the environment deployments also or will the Bank own the same as per bidder's prescribed sizing and configuration details?	Refer to the Corrigendum III dated 16.09.2023 Point No. 3

45	Appendix F	Sr. No. 5	Onsite support (30 resources required for application support and infra management) L2 Support Lead (2) L2 Support Member(16) Infra Team Lead (1) DB Admin (3) OS Admin (3) Middleware Admin (3)	Is Security Specialist role headcount missed here? Or is it mentioned erroneously in the Bill of Material appendix i.e. Appendix S?	Security Specialist Role is also required as part of Application Support Team for Audit Observations Closure
46	Appendix F	Sr. No. 6	Change requests rate (per man day)\$: 2000 man days per year (For 5.5 years from MVP 2 go Live)	Should it be "For 6.5 years from MVP 1 go Live" instead of "For 5.5 years from MVP 2 go Live"?	If Bank requires any CR during MVP 1 Go Live to MVP 2 Go Live, same rate will be considered.
47	Appendix F		The actual number of resources can have a variation of +/- 25%. 100% Infra resources required after Go Live, 50% Application support resources will be required after MVP-1 and 100% after MVP 2	What would be the basis of the "+/- 25% variation in the actual number of resources?	No change in RFP terms
48	Appendix F		The actual number of resources can have a variation of +/- 25%. 100% Infra resources required after Go Live, 50% Application support resources will be required after MVP-1 and 100% after MVP 2	Does the go-live in the phrase "100% Infra resources required after Go Live" refer to MVP1 go-live or MVP2 go-live?	Please refer Corrigendum II dated 05.09.2023 Point No. 21
49	Appendix F		The actual number of resources can have a variation of +/- 25%. 100% Infra resources required after Go Live, 50% Application support resources will be required after MVP-1 and 100% after MVP 2	Please confirm the total count and duration of the Infra resources and the Application support resources if their duration is to be different. Is it as below:	Incomplete query
50	Appendix F		For future requirements price will be discovered based on <u>above quotes</u> .	Will cost escalation due to inflation be considered?	No change in RFP terms
51	Appendix F		Note: Bank reserves the right to provide the licenses available with the Bank under Enterprise Unlimited Licensing agreement (EULA) to the Successful Bidder. The Successful Bidder shall be required to provide the discount (to be deducted from the invoice) for such licenses as provided by the Bank equivalent to the amount quoted for such licenses in their Price Bid.	How will the Bank come to know the amount quoted by the bidder for such licenses? Initially, we thought this should be mentioned in Appendix S but now, post corrigendum, Banks has revised Appendix S mentioning "Amount in Commercial Bid Only" for Unit and Total cost. But there is no place in the Appendix F Price bid to mention the individual costs for the separate software line items.	Refer to the Corrigendum III dated 16.09.2023 Point No. 3
52	Appendix F		Note: Bank reserves the right to provide the licenses available with the Bank under Enterprise Unlimited Licensing agreement (EULA) to the Successful Bidder. The Successful Bidder shall be required to provide the discount (to be deducted from the invoice) for such licenses as provided by the Bank equivalent to the amount quoted for such licenses in their Price Bid.	If the Bank supplies the license, please confirm that deploy, integrate (with bidder's help), operate and support scope will completely shift to the Bank's ownership?	Refer to the Corrigendum III dated 16.09.2023 Point No. 3
53	Appendix S	Bill of Material for Resources		Is the column titled Count (A) for the count of the Bank's prescribed number of resources or is it the Bidder's count of additional resources?	Refer to the Corrigendum III dated 16.09.2023 Point No. 3

54	Appendix S	Bill of Material for Resources		How and where is the Total cost (A*B*12*7) to be used by the Bank for comparison?	Refer to the Corrigendum III dated 16.09.2023 Point No. 3
55	Appendix S	Bill of Material for Resources		Assuming 7 stands for years, why this is multiplied by 7? Because 100% Infra and 50% App resources are interpreted to be required for 6.5 years from MVP1 go-live and 50% App resources are interpreted to be required after MVP2 go-live. So, is 7 the correct multiplied here?	Refer to the Corrigendum III dated 16.09.2023 Point No. 3
56	Appendix S	Bill of Material for Resources		There is a role of Security Specialist which is not covered in the Appendix F Price bid. Is this required?	Security Specialist Role is also required as part of Application Support Team for Audit Observations Closure
57	Appendix S	Notes	2. The bidder is required to on-board role wise additional skills and resources, if necessary, to meet the scope of RFP, timelines and milestones during the entire duration of the cash management project without any additional cost to the Bank.	Is the given table in Appendix S for additional resources as deemed by the bidder over and above the Bank's prescribed 30 resources? If yes, how and where is this Total cost used for comparison? If no, then what is the meaning of the term "w/o any additional cost to the Bank"?	Bidder as per their understanding can quote with a +/- 25% variation in the # of resources from the 30 resources required by bank. Bank would pay the bidder basis those quoted number of resources only. Payment for additional resources for any additional needs is as per bank's prerogative
58	Appendix S	Notes	3. <<Any other role>> Please mention specific roles along with details. Please add the roles as per the requirement.	Is the Bank accepting roles over and above its prescribed roles? If yes, where are the costs for the same to factored in the price bid - when the bank says "w/o any additional cost to the Bank"?	Bidder as per their understanding can quote with a +/- 25% variation in the # of resources from the 30 resources required by bank. Bank would pay the bidder basis those quoted number of resources only. Payment for additional resources for any additional needs is as per bank's prerogative

59	173	18.3	<p>In the event the bank terminates the Agreement in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner, as it deems appropriate, software or services similar to those undelivered and subject to clause 21 Service Provider shall be liable to the Bank for any excess costs for such similar software or services. However, Service provider, in case of part termination, shall continue the performance of the Agreement to the extent not terminated.</p>	<p>We request for modification of this clause to restrict it to only pre defined events of step in or in case any material breach is not cured within agreed time and with step out rights and costs defined.</p>	<p>No change in RFP terms. Refer to the Pre-bid responses dated 05.09.2023.</p>
60	29	34	<p>The maximum aggregate liability of Service Provider, subject to clause 34.(iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/ Agreement shall not exceed the total Project Cost.</p>	<p>The maximum aggregate liability of Service Provider, subject to clause 34 (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this Agreement shall not exceed the amount paid under this Agreement during the twelve (12) month period prior to the event giving rise to such liability total Project Cost.</p>	<p>No change in RFP terms. Refer to the Pre-bid responses dated 05.09.2023.</p>
61	29	34 iii) d)	<p>The limitations set forth in Clause herein shall not apply with respect to: (d) Regulatory or statutory fines imposed by a government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.</p>	<p>We are not agreeable to accept unlimited liability towards noncompliance of laws which are applicable to the Bank but not applicable to Edgeverve's line of business. We are agreeable to comply with applicable laws to the extent required to perform the services under the agreement, however, such laws/compliances specific to Bank shall be intimated and expressively listed to Edgeverve, any changes thereto shall also be intimated to Edgeverve and costs for implementing such compliances shall be borne by Bank.</p>	<p>No change in RFP terms. Refer to the Pre-bid responses dated 05.09.2023.</p>

62	180	25.7	<p>ENTIRE AGREEMENT: The following documents along with all addenda issued thereto shall be deemed to form and be read and construed as integral part of this Agreement and in case of any contradiction between or among them the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority:</p> <p>(i) This Agreement; (ii) Annexure of Agreement; (iii) Purchase Order No. _____ dated _____; and (iv) RFP Ref No. _____ dated _____;</p>	<p>ENTIRE AGREEMENT: The following documents along with all addenda issued thereto shall be deemed to form and be read and construed as integral part of this Agreement and in case of any contradiction between or among them the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority:</p> <p>(i) This Agreement; (ii) Annexure of Agreement; (iii) Purchase Order No. _____ dated _____; and (iv) RFP Ref No. _____ dated _____;</p>	No change in RFP terms. Refer to the Pre-bid responses dated 05.09.2023.
63	217	6	<p>The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.</p>	<p>Edgeverve submits that we are not agreeable to this clause. Hence, request deletion of the same.</p>	No change in RFP terms. Refer to the Pre-bid responses dated 05.09.2023.
64	114	5.1	<p>Comprehensive warranty / AMC from the OEM for all the components of the Software should be available for the entire contract period at the bidder's own cost.</p>	<p>Edgeverve submits that we are agreeable to provide warranty for 30 days.</p>	No change in RFP terms. Refer to the Pre-bid responses dated 05.09.2023.
65	165	12.6	<p>Service provider hereby grants the Bank a fully paid-up, irrevocable, unlimited, perpetual, exclusive license throughout the territory of India or abroad to access, replicate, modify and use Software licensed/developed including its upgraded versions available during the term of this Agreement by Service provider as part of this engagement, including all inventions, designs and trademarks embodied therein perpetually.</p>	<p>Since the Software is proprietary to Edgeverve, therefore Edgeverve will grant a limited, personal, non-transferable, non-exclusive, and revocable license to Bank to use solely in the territory during term of the Agreement. Hence, Edgeverve would like to suggest a re-look at this clause.</p>	No change in RFP terms. Refer to the Pre-bid responses dated 05.09.2023.