

Amendments in the RFP

Page Number	Point	Clause	Bidder's Query	Response by SBI Life to Bidder's Query with Amendments.
4	a. RFP Page #4 - Time Schedule Table	Date of Submission of Proposals	Multiple bidders requested to extend the Proposal submission date by 1 week.	As per RFP, the Proposal submission date was mentioned as 16-Mar-2023 . The date has been revised to 21-Mar-2023 .
13	RFP Clause #30 - Payment Milestone & Annexure -9 - SLA Page #5, point #11.	Payment will be Quarterly in arrears after submission of the penalty calculation sheet and review of the services	Multiple bidders requested to change this clause as "Monthly in Arrears"	Clause has been changed as below - Payment will be Monthly in arrears after submission of the penalty calculation sheet and review of the services
1	Annexure 10 - Commercial Template	Commercial Template	Number of resources mentioned for DC Support Operation: L1 resources = 8 L2 resources = 4 Number of resources mentioned for DR L1 resources = 4	Number of resources mentioned for DC Support Operation: L1 resources = 5 L2 resources = 7 Number of resources mentioned for DR L1 resources = 3 L2 resource = 1
12	27. Duration and Condition of Engagement & Pg 13. 28. Terms and Conditions	27. h. SBIL reserves the right to re-negotiate the prices 28. d. SBI Life reserves the right to re-negotiate the prices in the event of change in the international market prices.	Request deletion of this clause	Accepted to remove 28.d point
13	27. Duration and Condition of Engagement	i. SBI Life reserves the right to renew the contract for an additional period of the one or after completion of the first year period, at the same rate as is mutually agreed upon by SBIL and the Bidder in the commercial format.	Bidder request that extension should be on mutually agreed terms and conditions	Clause changed as below - i. SBI Life reserves the right to renew the contract for an additional period after completion of the contract period , at the same rate as is mutually agreed upon by SBIL and the Bidder.

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15	44. Time lines for completion and penalty	The selected bidder should be on-board on OR before 1st May 2023 with the required engineers to commence transition work. Failure in transition for supplying adequate required resources will attract penalty as below: i. Penalty of 1% of full order value per week to be levied on the service provider in case of delay beyond delivery date mentioned in purchase order for IT FMS Digital Infra dept sections	Bidder request below modification: i. Penalty of 1% of total value of transition full order value per week to be levied on the service provider in case of delay beyond delivery date mentioned in purchase order for IT FMS Digital Infra dept sections. Bidder requests that Penalty should be capped at 5% of the total transition value	This clause has been revised as below - The selected bidder should be on-board on OR before 1st May 2023 with the required engineers to commence transition work. Failure in transition for supplying adequate required resources will attract penalty as below - i. Penalty of 1% of transition period value per week to be levied on the service provider in case of delay beyond delivery date mentioned in purchase order for IT FMS Digital Infra dept sections
8	9. Project Transition	a. Bidder should have to arrange their resources in 60 days prior to the last date of existing service provider.	Kindly let us know the last date of the existing service provider, this is required from a resource planning & readiness perspective	18h June 2023 for DC and Network Scope. Other scopes are in active support and decided as per transition.
20	54. Information Security Requirements:	The Bidder shall provide right to SBIL or its empaneled vendors to audit / conduct security review of the center/processing facility where the services will be carried out from while designing the required deliverable/output.	Is SBI Life looking at a remote delivery model where the support staff will be delivering from the bidder's premises?	Informed all bidders in pre-bid meeting, to ignore this clause as it is not relevant to this RFP.
20	54. Information Security Requirements:	iii. The Bidder shall have secure connectivity to the SBI Life's central data center in active fail-over mode and to disaster recovery center.	Is SBI Life looking at a remote delivery model where the support staff will be delivering from the bidder's premises? If so, will SBI Life provide the required bandwidth connectivity between the bidder's premises to the DC/DR facilities?	Informed all bidders in pre-bid meeting, to ignore this clause as it is not relevant to this RFP.

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20	54. Information Security Requirements:	The Bidder shall provide right to SBIL or its empaneled vendors to audit / conduct security review of the center/processing facility where the services will be carried out from while designing the required deliverable/output.	Is SBI Life looking at a remote delivery model where the support staff will be delivering from the bidder's premises?	Informed all bidders in pre-bid meeting, to ignore this clause as it is not relevant to this RFP.
20	54. Information Security Requirements Point #28 (iii)	iii. The Bidder shall have secure connectivity to the SBI Life's central data center in active fail-over mode and to disaster recovery center.	Is SBI Life looking at a remote delivery model where the support staff will be delivering from the bidder's premises? If so, will SBI Life provide the required bandwidth connectivity between the bidder's premises to the DC/DR facilities?	Informed all bidders in pre-bid meeting, to ignore this clause as it is not relevant to this RFP.
1	Point #5 Annexure -1 Bidder's Eligibility Criterion -Compliance Grid FMS.	The participant should be a profit making entity. It should not have incurred / reported losses during any of the last 3 financial years .	Request to change the term as : The participant should be having positive networth during the last Three financial years.	Bidders were informed during pre-bid meeting to consider below clause - Participating bidder must be a profit making organization in any 2 out of consecutive last 3 financial years .
18	54. Information Security Requirements Point #6	Prior to finalization of order, the Bidder shall allow SBI Life Security Team or its empaneled Bidders to inspect and check the designated framework/services proposed fo SBI Life and undertakes necessary corrective actions as may be suggested by SBI Life prior to or during the implementation.	Bidder requests for a deletion of this provisions since there is no implementation in scope.	Informed all bidders in pre-bid meeting, to ignore this clause as it is not relevant to this RFP.
6	Skill set of Resources	PM Resource	We understand the PM is shared resource, However as per CNS document the releant expereince is 8+ years . Where as the other documents says 15+ years. Please confirm the years of experince for PM	Bidders were informed during pre-bid meeting to consider as below - PM resource required experience is 15+ years

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1	Point #3 Annexure -1 Bidder's Eligibility Criterion -Compliance Grid FMS.	The Bidder should be a profit making entity. The bidder must be a profitable organisation in 2 years out of past 3 financial years. Average Annual turnover of Rs. 100 Crores in last 3 financial years	Considering this point as good to be accepted.	Bidders were informed during pre-bid meeting to consider as below - The Bidder should be a profit making entity. The bidder must be a profitable organisation in 2 years out of past 3 financial years. Average Annual turnover of Rs. 100 Crores in last 3 financial years
1	Point #5 Annexure -1 Bidder's Eligibility Criterion -Compliance Grid FMS.	The participant should be a profit making entity. It should not have incurred / reported losses during any of the last 3 financial years.	Please delete these clause, as above clause in Annexure 1 (Page 1, Pont 3) "The bidder must be a profitable organisation in 2 years out of past 3 financial years" is contradicting to this clause.	Bidders were informed during pre-bid meeting to consider as below - The Bidder should be a profit making entity. The bidder must be a profitable organisation in 2 years out of past 3 financial years. Average Annual turnover of Rs. 100 Crores in last 3 financial years
8	RFP Page #8, Clause #9 - Project Transition	Bidder should have to arrange their resources in 60 days prior to the last date of existing service provider	Can you please share the last date or the contract end date with the existing service provider ? Basically what will be the date from contract signing as we be requiring minimum 3-4 months time period to onboard resources for certain skill sets for & complete takeover.	18h June 2023 for DC and Network Scope. Other scopes are in active support and decided as per transition.