Request for Proposal (RFP)
For
Program DRISHTI
(Data Re-engineering for Insights and Strategic Transformation Initiative)

RFP No : SBIL/2024-25/D&I/001 Dated 26/11/2024

Corrigendum 3

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SBI LIFE INSURANCE COMPANY LTD., having its registered office at "Natraj", M. V. Road & Western Express Highway Junction, Andheri (East), – Mumbai 400 069 and its Central Processing Centre at 8th Level Seawoods Grand Central, Tower 2, Plot No R-1, Sector 40, Seawoods, Nerul Node, Navi Mumbai- 400706.

SI No.	Query	SBI Life response
1	(1) As mentioned in the Target Architecture Diagram Encryption , DLP , Tokenisation & Masking capabilites & controls are already deployed in the existing environment. If Yes Please confirm whether bidder can re-use these existing capabilities for **Both On Premises & Cloud** Environment	We expect the bidder to procure, configure and provide tools for classify, tokenize, encryption with key management and mask the data before moving it to cloud. The solution should be able to handle on-prem as well as cloud data. Choose the tools for the given purpose as applicable
2	(1) We understand that bidder need to Procure & Implement IAM , Tokenisations , Masking & DLP solutions for proposed Target state architechture . 2) Pls confirm us Do Bidder need to procure IAM , Tokenisations , Masking & DLP solutions for both on premises & cloud environment	We expect the bidder to procure, configure and provide tools for classify, tokenize, encryption with key management and mask the data before moving it to cloud. The solution should be able to handle on-prem as well as cloud data. Choose the tools for the given purpose as applicable
3	Please provide the detailed list existing Data Security Tools which need to be integrated	These tools include ITSM, DAM, LDAP / Active directory, Access monitoring tools. Exact tool names will be provided to the selected bidder

4	W.r.t daily Archival Volumes provided in Corrigendum 1-pg 5, We understand the below is overall daily archival volume from the all the scope systems, please let us know the daily archival volume to be considered from all the in-scope databases for sizing and solution.	The daily archival volumes provided in Corrigendum 1-pg 5 are for reference purpose only, to understand the volume of data that is getting generated on a daily basis. The Bidder to make required assumptions for estimation using the same.
5	Please let us know the number of databases from which the data needs to be ingested using CDC tool. We will also need to know the database OEM (Oracle, SQL Server etc.) and version to consider the right CDC tool for SBIL.	Please consider that at least 60% of the databases will need CDC Setup. Please refer to SoW page 4, section 1.2.1 Current Data Landscape and Challenges, for further details regarding the OEM
6	Please let us know the number of source database cores on which CDC needs to be ingest as some of the CDC tools does the sizing, costing based on the # of cores of source db.	Please consider Approximately 100 Cores for this purpose
7	Also, what is the peak hourly log size for CDC to be considered (MBs/GBs)? This will help us size the CDC appropriately.	Please consider that an additional 40%-50% of the daily archival volumes to be the peak log size for CDC

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8	Please provide some data volume Guidance or # of masters (Customers/Agents/Policies etc.) for Master Data Services on Cache DB.	We expect the bidder to estimate this based on their understanding of life insurance business in India
9	Can we leverage the Oracle EULA licenses for any of our metadata repositories?	Yes, the Oracle EULA can be leveraged
10	Please let us know from how many sources are we envisaging to ingest the data from streaming sources (Kafka)	Please consider that at least 10%- 15% of the sources will require data streaming
11	Please let us know the data volume and percent of data to be ingested using Kafka?	Please consider that atleast 10%- 15% of the sources will require data streaming
12	Is SBI Life having an existing DRM tool which can be reused by the bidder?	SBI Life currently has Perpetuuiti Continuity Patrol as its current DRM tool which can be reused

13	1. Please define what is covered in 1st go-live. Is it build phase- platform go-live with all components installed and available for access? 2. Please provide clear demarcation of different phases expected by SBI Life.	We expect the bidder to provide the release plan. Go-Live would be any business capabilities enabled and available in production on the new platform.
14	Is this expected for data lakehouse platform? Generally UI/UX is in terms of BI tool which is already existing?	The UI and over UX of the new data platform will include various functionalities such as Data Quality Dashboards & Reporting, Data lineage reporting, Security access console, DataOps Console etc. The UI/UX of the new data platform is not limited to reporting interface only
15	RTO- 4 hrs for DB restoration and access, 6 hrs for ETL processing post restroration of DB? Is the understanding correct?	In the case that both the DB & ETL have failed, the restoration should work in parallel i.e the total restoration duration is 6 hours if both the DB and ETL have failed.
16	Please share internal architecture of existing Analytics HDFS/Hadoop system that needs to be migrated. Please provide inputs on how are the jobs currently orchestrated there and which tech stack used?	To be disclosed to the selected bidder
17	What part of Existing Analytics HDFS/Hadoop ecosystem should be migrated on cloud? Only Storage/Data or also Compute/Code/Workflows?	The entire existing HDFS/Hadoop ecosystem should be migrated on cloud

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18	Please provide approx. current data and Data processing Code/Workflow volumetric of HDFS Ecosystem	Please refer to corrigendum 1
19	As SBI already have AWS Landing zone setup, please clarify whether AWS direct connect is setup already or whether needs to be setup by Selected SI as part of the RFP Scope	Either AWS direct connect or to setup landing zone, there won't be any efforts required from SI side
20	W.r.t "Penalty on Availability: RPO (Recovery Point Objective)" SLA , please provide more context of the "RPO" parameter , whether this is related t to N/W Infra or Database Or AI/ML Models or Cloud Analytics or On Prem Raw Object Storage Hardware? Please also provide example with illustration for "Up to 45" Mins threshold. Also for this SLA, What is the ceiling on the penalty amount?	The RPO will include all the required components that need to be restored back to service as part on the new data platform

21	Why are certain SLAs listed for existing On-Prem estate e.g. MIS DB related "RTO" SLA ? Are SIs expected to take care of RTO for existing On-Prem Estate also? e.g. Penalty on Availability: RTO (Recovery Time Objective) MIS DB – Up to 4 hours	Yes, since the existing data marts and MIS ecosystem will have to be tweaked to build the Data warehouse architecture the On-Prem RTO SLA will be taken care by the bidder
22	W.r.t Penalty for Non-Compliance to Support SLAs, Severity P3 ticket resolution SLA is listed as 24h -==> Is this to be considered as one continuous block of 24 Hrs or is it to be considered as 8 Business Hrsx 3 days? Please clarify	Please consider a continuous block of 24 hours, for acknowledgement
23	Please clarify what is the maximum Penalty Cap/Ceiling for each of below areas:A. support (Operate) phase SLAs based on monthly invoicing B. Implementation Services SLAs (based on milestones for various releases)C. HW/SW Platform Cost	To be discussed with the selected bidder

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24	For any problems that are related to Existing Platform/Code Quality/Defects/ Architecture/ N/W Infra issues or inherited issues from As-is Estate, how do SBI Life plan to segregate issues during Implementation phase for DRISTHI Program while applying SLAs for SIs?	The selected bidder will have to take up the entire data platform including re-use/as-is data estate. The bidder should consider performing due diligence and as-is system understanding as part of the scope
25	Do you have benchmarks defined for Proposed Hardware sizing as part of Target State Architecture ? e.g. # of Transactions/Queries to support, # of parallel queries for BI/Reports, # of CDC queues or Streaming data queues etc.	Please refer to the RFP for the volumetric provided any other additional details will be disclosed to the selected bidder
26	There is no limitation of liability clause in the service agreement for service provider, wanted to check if you would be OK to include same?	Limitation of Liability has been defined in Para 3.4 of the Service Agreement Format