RFP Question Log – Attachment 2

Sun Life

Intelligent Document Processing RFP

Question Log

Please use the following template to submit Vendor questions within the specified time period as defined in section 4. All Vendor questions should be forwarded to Sun Life's Sourcing Manager identified in section 3.1, with a copy to Procurement@sunlife.com

Please ensure the appropriate RFP question is referenced when submitting your questions for further review (i.e Section 6.2.1):

#	RFP Question #	Vendor Question	Sun Life Response
1	5.2	The link to the supplier code of conduct is a dead link and I can not get questions from my legal team until this is made available.	**https://www.sunlife.com/content/dam/sunlife/regional/global-marketing/documents/com/slf-supplier-code-of-conduct.pdf**
2	9.1 & 9.2	Will vendors need to populate the Reference Template or Security Questionnaire at this stage of the RFP process?	For their initial RFP response, Vendors may provide anonymized references, in case study format. Finalist vendor(s) participating in subsequent reviews will be asked to provide reference names/contact details for verification. All vendors should complete Security Questionnaire, *unless they have previously conducted a security review with Sun Life in the previous 12 months*
3	7.1.4	What renewal increase cap is acceptable to Sunlife if underlying licensing remains the same?	Vendors should propose a cap for subsequent term(s) and is considered part of the pricing in proposal
4	7.2.1	Pricing for these terms is dependent on a number of factors can you provide guidance on the following: 1. Minimum number of pages for initial contract 2. Maximum number of pages for initial contract 3. Split of pages by currently license category For example: Sunlife requests pricing for a minimum of 23M pages and the option for up to	Expected initial ratio of Classification/Separation (ONLY) vs. Classification/Separation AND Extraction operations is 4 : 1 Today, only 20% of pages are Extracted (which includes Classification/Separation), while 80% are Classified/Separated, only.

		45M with 30% of pages being classification only and 70% being classification and extraction.	We endeavour to improve this ratio in the future, but we should estimate costs on the current ratio. A ramp-up period should be considered in pricing, (multi-year, tiering, etc.). Pricing models should be proposed by Vendors which reflect incremental progress towards 45 M pages annual target volume
5	7.2.2	Deployment costs (one-time implementation services) are entirely dependent on the use case and complexity of delivery. Can you provide specifics on the use cases, integrations, business rules, etc. to use as a framework for estimated implementation services?	Deployment of a base solution, which can accommodate the entire capacity as described herein should be included in the proposal. Consulting to implement our workflows will be considered separately. Vendors should include hourly rates and likely partner participation for typical implementations of this size. Workflow process migration/transition costs are not requested as part of this RFP, however, they will factor into discussions with finalist Vendors (shortlist).
6	7.2.1	What is the overall strategy for contracting a superior IDP tool over the existing solution selected during the RFP? Will the organization be contracting for the full 45 million pages, only contracting for a small subset of pages for a specific business unit etc?	The intent is to have the selected solution accommodate all needs/capacity as described. The velocity and final quantity of volumes migrated is TBD, dependent upon the chosen solution capabilities and a strategy which will be defined in partnership with the selected Vendor.
7	7.2.2	What is the overall timeline you are projecting for moving off of the existing solution to a new platform?	It depends on the scope of the solution which is upgraded, transitioned, or replaced, and achievable

			onboarding velocity, believed to be between 1-3 years.
8	7.2.1 & 6.2.1.1	In multiple places of the RFP 500K daily pages are mentioned while only 45M annual pages are processed. Which represents the actual annual number of pages to be used for licensing and infrastructure planning?	45M/year is the aggregate annual volume, and 500K represents a potential peak day in the year (surge volume to be considered in solution), *once all upgrades or migrations have completed.* Typical daily volumes range from 150K-250K.
9	6.2.1.1	45M pages per year, with a normal distribution across 260 working days represents a daily average of 173,000 pages with an 8 hour work day average of 21.6K pages per hour. We would normally give infrastructure recommendations based on this average and then separate recommendations for peak loads, Is this acceptable and assumptions correct for base processing analysis?	See answer in #8.
10	13.2	How many different layouts or variations are currently in production usage today?	Structured Documents: 650 different layouts, based on production/current use today. Unstructured Documents: At least 1500 different layouts (classified/separated, but not extracted today, but desired) Sun Life anticipates significant growth (both structured & unstructured documents), so a larger number should be considered
11		Do we have permission to share this RFP with potential solution/project partners that are on Sun Life's approved vendor list for this effort?	Vendors who intend to utilize third party partners as part of their proposed solution may share the relevant sections of the RFP document with those partners. If those partners do not have a direct relationship with Sun Life, they should first review section eight of the

			RFP (Contract Terms and Conditions) and determine if there are any conditions that would be an obstacle to that partner establishing a business relationship in the future. Vendors who engage a Partner to participate in the RFP response, regardless of participation level, still retain ultimate accountability for the RFP response.
12	5.2.1	In section 5.2 of the RFP – screenshot below – is there any update on enabling access via the link to be able to get the Supplier Code of Conduct .pdf to read? The link is broken ("Page not Found error"):	See response in #1
13	6.1.1.5	Please provide additional details on the requirement "Can provide custom Imprinting by using lookups".	*For vendors providing capture as part of their IDP solution, the following is a description of the existing function required:* During the pre-scan process, a DB table lookup will retrieve a reference number. This reference number is then imprinted on the document by the scanner. The document is then scanned by the scanner, and this reference number is included in the image as captured.
14	6.1.11.1	The item "Can provide a built-in quality assurance process (step/module) and interface" implies HIL QA validation, correct?	Yes, this is a correct assumption.
15	6.2.6.6	Please elaborate on the essential elements required on "Provides out of the box framework for performance testing".	We require the ability to benchmark workflow task performance, and then subsequently compare, post-changes, (i.e. retesting to

			detect performance impact of changes)
16	**7.2.1**	In section **6.2.1.1** You show volumes of: • 500,000 pages daily, with 80,000/hr peak • 45 million pages annually So, for pricing considerations in Section 7, we want to confirm that those volumes of 500k pages daily are a sometime single event. Confirming again, that the total annual volume is 45 million. Is that correct? Regarding these 45 million pages – do you have a number of documents that this comprises? (Example 4.5 million documents at 10 pages per document)?	Yes, 500K pages for a peak day. Yes, 45M pages per year (total). Roughly translates to roughly 22M docs averaging 2 pages in length (for all LOBs). NOTE: Document length varies by LOB, form, etc.
17	General	What are the specific use cases/pain points to be solved using the IDP solution?	Per RFP: • Shorten the development cycle and reduce the development cost of building models to extract data from structured, semi-structured, and unstructured documents • Achieve very high levels of accuracy and automation in classification, separation, and extraction of machine and handprint documents, enabling straight through processing of documents and reducing human-in-the-loop expenses. We expect to leverage user-based learning and other advanced capabilities to address changed and new documents.

18	General	Can Sun Life share sample documents of varying types for assessing feasibility and required complexity of models?	Vendors are welcome access blank structured and semi-structured forms from Sun Life public facing websites. These are representative of a large segment of the documents we process in IDP.
19	General	What are the fields to be extracted from these documents?	Typical fields for extraction include text, check boxes, radio buttons, tables, etc.
20	General	What are the different types of interfaces and integrations required?	Please review the business and technical requirements sections of the RFP for details.
21	General	What's the ratio of structured, semi-structured and unstructured documents in terms of volume?	Sun Life estimates that 25% of documents are structured, 65% are semi-structured, and 10% are unstructured.
22	General	For the target IDP solution, does Sun Life have a preference for a pre-built or customized and tailored solution?	We do not have a preference. The solution that delivers the best results, with an acceptable level of effort and risk is what Sun Life is focused on.
23	General	Will there be any requirement for the solution to handle Protected B / CCCS Medium classified data?	Yes. Sun Life requires the ability to identify documents as being part of a protected class. The solution must be capable of enforcing authorization rules that only allow approved operators from accessing those protected classes.
24	General	Will there be any requirement for the solution to detect, redact, and manage PII or PHI? manage PII?	Sun Life would like to have the ability detect and redact PII and/or PHI as a capability. See RFP requirements 6.1.6.5 and 6.2.7.12
25	General	What is the estimated number of HIL workflows?	There are 18 major document workflows at Sun Life, each requires HIL.
26	General	Does the system need to handle historical documents (older version of current documents, no longer used documents)? If yes, how much history is being processed and how many documents versions are estimated to exist?	Yes, multiple version of documents must be handled. It is very common for Sun Life to receive forms from clients that have been completed on versions of the form that are several iterations old. Example: the Group Retirement Enrollment workflow receives

			approximately 400 variations of enrollment forms every year. Variations include form modifications for different plan sponsors (company), and older versions of forms. All of these forms are similar, but have differences that must be considered for classification and extraction.
27	General	Can SunLife please provide Total Number of Pages Percentage of pages with text Percentage of pages with Tables Percentage of pages with Forms Percentage of pages with Querie Percentage of pages with invoices and receipts Percentage of pages with Identity documents Percentage of pages with Signatures No of document to be analyzed Average character count per document Estimated number of workflows Type of API Call: Synchronous or Asynchronous	Sun Life does not have statistical data to provide in response to this question. We do have significant volumes of pages with text, tables, forms, invoices, receipts, and signatures. The average length of a document at Sun Life is two pages. Sun Life has 18 major workflows for intaking documents today. The type of API call would be dependent on the process it was supporting.
28	General	To have time to prepare a comprehensive, quality response, will Sun Life grant a one-week extension to the proposal due date?	Sun Life has agreed to adjust the due date of ALL Vendor RFP responses to April 13, 2023, 5:00 PM EDT.
29	1.3	Is there a specific objective for how much you want to 'Shorten the development cycle and reduce the development cost of building models'?	Development cycles and costs vary depending on the specific use case. Sun Life is looking for vendors to demonstrate how their solution builds a new document extraction workflow, and explain how it improves on legacy methods like using locators.
30	1.3	Is there a specific target for accuracy 'Achieve very high levels of accuracy in classification and extraction of machine and hand print documents '?	Sun Life desires accuracy levels of greater than 90% for both classification and extraction of structured and semi-structured documents.
31	2.1.14	What is the estimated number of HIL workflows?	Sun Life has 18 major workflows. Each requires HIL.

32	5.1	Can Sun Life provide example instances of type of noise and artifacts they would like to have removed from images? If possible, would Sun Life be able to provide samples of documents that they have encountered with significant noise or artifacts requiring removal? If removal is achieved, is there a desired level of removal to achieve (i.e. 90%, 100%?)	Sun Life will provide a set of sample documents for demo purposes to the vendors selected to present. Image clean up should address human readability and usability use cases (e.g. text but also graphics, charts, pics)
33	6.1.1.3	How many estimated document types (use cases) are required to be ingested for OCR?	Please see the answer to question #27.
34	6.1.2.15	Can Sun Life define what it means by back-file conversions?	A backfile is essentially any saved paper or digital file within SLF. Backfile conversion replaces these documents with digital copies and applies IDP – or may just apply IDP to existing files.
35	6.1.2.5	Can Sun Life define what it means by custom imprinting?	Please see the answer to question #13.
36	6.1.4.8	What is I, I+T and A format?	Image only, Image plus Text, Archive format.
37	6.1.5	Does Sun Life require that the cleaned image/document outputted back, or that the processing tool can handle these different aspects? If the former, what purpose would the cleaned document serve?	The expected path for documents: Capture; IDP; storage in Content Management. In this process the cleaned image will be the one sent to the Content Management system (FileNet).
38	6.1.5.1	Is an interface required or auto pre-processing will suffice for cleanup?	Our current solution requires HIL to validate and modify documents that Image Cleanup tool gets wrong (ie. Page rotation). We expect that there needs to be an interface in the process.
39	6.1.6.6	Does the requirement mean retrieving images from a folder?	This requirement is to retrieve a document from an ECM tool, files share, or other location using a web service call.
40	6.1.9.18	Can Sun Life provide a list of third party data sources?	The data sources could be any relational database, API calls, or even simple source like a .csv file.

41	6.1.9.6	What does multi-line list and pair data mean? Is it a key-value pair?	An example is a line of data consisting of Name, Phone#, Name, Phone#, etc.
42	6.1.11.1	Can Sun Life please clarify what is meant by "built-in quality assurance process"?	These are prebuilt but configurable processes and modules to monitor quality, detect and correct errors, and route to operators (HIL) when necessary.
43	6.1.12.6	Can Sun Life provide an example of what it means by "document conflict"?	Refers to a process that identifies conflicts between an annotated document and the model being trained.
44	6.1.14.10	Can Sun Life elaborate what's meant by ad hoc & pre-defined messaging? Where is this messaging coming from and going to?	Messaging can originate at any step of the ingestion process as an alert of an issue, notification (e.g. of a NIGO requiring correction), request for review and approval. It may go to a submitter, an operator in the workflow, or a downstream LOB participant. These may be ad hoc – unique messages created by user – or pre-defined (possible error notification)
45	6.1.14.18	Please clarify on what the third party sources are, and what types of interactions are taking place	See question #40
46	6.2.1.9	What are the expected performance test metrics?	Please see the expected throughputs for processing (annual, daily, hourly, peaks) in the RFP.
47	6.2.4.11	What are the examples and differences of simple, medium and complex documents?	Simple: single page, machine print, structured forms Medium: multi page, semi structured form, table data Complex: multi page, semi or unstructured forms, hand print, high number of form variations
48	6.2.6.4	Can we get more information as to what the automated test building experience would look like? How would Sun Life define a fairly easy experience with building automated test cases?	A developer could provide a set of test documents and select a workflow for testing. The process could be scheduled using DevOps tools. Testing should not update trained models.
49	6.2.7.2	Can Sun Life expand on the WAN acronym?	This is a reference to the Sun Life WAN (Wide Area

			Network) in section 7 (Security) and refers to security across multiple Domains in the WAN.
50	6.3	With regards to incident management, does Sun Life have any preference over tools (eg: Jira)?	Sun Life utilizes Service Now for major incident management, and Jira for Operations management.
51	9.2	Our solution is cloud-based and meets the requirements of several industry-standard security standards and thresholds, including SOC types 1, 2, 3, PCI-DSS, HIPAA/HITECH, FedRAMP, GDPR, FIPS 140-2, and NIST 800-171. Documentation of adherence to these standards is available to SunLife. If a vendor proves that they are compliant with the above standards, is it necessary to provide the Security Questionnaire in response?	Refer to the answer to question #2.
52	Section 6.2, subsection 1, question 1	Please provide a breakdown of the 150 users: scan operators, image QA, HIL indexing/verification/validation, administrators/supervisors, etc.?	Scan – 16 QA – 6 HIL – 108 Admin - 20
53	Section 6.1, subsection 3, question 11	Number of OCR/ICR/OMR templates deployed in the current capture system?	Sun Life's largest document workflows has 10 OMR profiles, and uses two different OCR profiles. This workflow does not use ICR. There are a number of other workflows that utilize AWS Textract to extract checkboxes and perform OCR, ICR, etc.
54	Section 6.1, subsection 1, question 1	Number of applications/LOBs deployed for the current capture system? Number of document classes?	The current capture/IDP system processes documents for all LOB's at Sun Life. There are 18 major document processes, each exporting to different document classes in the FileNet ECM.
55	Section 6.1, subsection 1, question 1	Type of extraction being performed today: OCR, ICR, bar code (1D & 2D), OMR, handwriting?	Sun Life is performing all of these extraction types today.
56	Section 6.1, subsection	What software tools have been deployed for data	Sun Life uses Kofax KTM and AWS Textract.

	1, question 1	extraction? document classification?	
57	Section 6.1, subsection 1, question 1	% of accuracy achieved today on individual extraction methods?	Sun Life desires that a solution will achieve very high levels of accuracy and automation in classification, separation, and extraction of machine and handprint documents, enabling straight through processing of documents and reducing human-in-the-loop expenses. Also see 6.2.4.11
58	Section 6.1, subsection 1, question 1	% of page volume requiring handwriting extraction?	Sun Life estimates that approximately 75% of documents include some hand print on them. Many documents are a mix of machine and hand print.
59	Section 6.1, subsection 1, question 1	% of forms designed for ICR?	A minimal number of Sun Life forms are designed specifically with ICR in mind.
60	Section 6.1, subsection 1, question 1	% of documents being manually indexed?	More than 75% of documents require some manual indexing.
61	Section 6.2, subsection 1, question 4	Preferred deployment: On Prem, Public Cloud, Private Cloud, Hosted?	Sun Life prefers to deploy in a private cloud environment that meets our security and performance requirements.
62	Section 6.2, subsection 1, question 4	Please confirm if OpenShift Container Platform (OCP) is an accepted container platform at Sun Life and if so, is AWS RedHat OpenShift Services on AWS (ROSA), Microsoft Azure RedHat OpenShift (ARO) or IBM RedHat OpenShift Kubernetes Service (ROKS) managed platform service options for deployment ?	AWS EKS is supported for workloads that are suitable for single tenancy. OpenShift is only provided as an on-prem Managed shared container platform. OpenShift will be subject to resource quotas due to multi tenancy nature of the platform. In our limited experience workloads that require significant resources for activities such as training a model, might get impacted by the resource quotas. IBM's managed Kubernetes service is also not an option given the privacy and security concerns around the data.

63	**13.2**	How many different layouts or variations are currently in production usage today?	Please refer to the answer to question #10.
64	**1.2,2.x**	Confirming not all vendors need to be able to provide scanning capabilities	Yes, if vendors do not provide scanning, they would need to interface with Kofax Capture in the medium term. As indicated in the RFP: • IDP vendors are not required to provide a capture solution with capture capabilities (such as image capture and scanner management) • But all vendors may propose a capture solution – a solution to update or replace the currently deployed Kofax Capture and Kofax KTM. Such solutions may include third party partners. Any proposed solutions should include pricing. • All vendors should explain how their proposed IDP integrates with Sun Life's future capture solution, whether an updated or replaced Kofax Capture and KTM, or an alternative capture solution.
65	**5.13**	What is the request for replacing hole marks	Replace image of hole punch marks or other paper damage with white or other appropriate colour.
66	**9.23**	Can you elaborate on the desired outcome with a specific example?	Requirement is "*Can automatically select the best OCR results if multiple OCR options are offered.*" Example: 2 engines are used, employing different approaches. Engine #1 has low confidence and Engine #2

			has high confidence. Automatically select #2's output. Select #1 if situation is reversed.
67	**9.24**	Please provide an example	Voting: there are 3 engines applied to a difficult document. 2 of the 3 have high confidence on the same output, while the third has a different output or is not confident. Majority wins. Cascade: Chain engines together from fast and simple to slower and more "intelligent". If simple engine #1's output is good, go to next step. If it's not good (not confident), go to engine #2, and repeat until successful or fail and go to human.
68	**10.4**	Are you asking for the ability to define accuracy differently for each field? Or define accuracy at the field level rather than document level?	Sun Life would like to be able to measure accuracy at both the field and document level.
69	**14.9/10**	Can you elaborate on the desired use case here?	See answer to question #44
70	**15.8/12**	What types of alerts for what types of issues?	Sun Life requires alerts on system process and performance, with a focus on issues threatening processing performance.
71	**6.2.4.9**	Can you elaborate on what your desired use case is here?	Sun Life requires details error handling information to assist with troubleshooting. Sun Life prefers to use Splunk for log handling.
72	**8.1**	Can Sun Life provide required SLA information for vendor support?	Please provide your available levels and SLA's for product support.
73	**Service Levels 8**	We don't use any tools for active monitoring today, what types of tools are you looking to support?	Sun Life currently uses Reveille Monitor and APM for monitoring.
74	**Service Levels 9**	What support SLAs for an on-premises application are you looking to ensure compliance of?	Please provide your available levels and SLAs for product support.

77	1.2	1.2 - What volume, or % of these 45 million pages of paper, fax, and electronic sources are run through Kofax Capture? Through KTM?	Kofax Capture Percentages Paper – 44% Fax – 16% Email – 17% XML – 21% Other – 2% Kofax KTM Percentages The majority of the volume that is processed through KTM begins as paper. We do not have exact figures to report.
78	1.2	Since the size & scope of this project may dictate a phased approach, and assuming Sun Life undertakes a phased approach, what volumes and business unit applications would you like to start with first?	Please see answer to question #4. There are 18 major document flows to migrate, timing and sequence are to be determined.
79	6.2.1.31	What SSC locations outside of Canada will be supported in the first phase of this project and later phases?	A Sun Life Center in India will be the first location outside of Canada to be included. In later phases we will include the US, Ireland, and Bermuda.
80	6.1.9.22	What legacy systems or line of business policy admin systems are currently in place now?	Sun Life does not expect the IDP solution to interface directly with a policy admin system. Images will always be exported to FileNet and extracted data will be exported as XML, JSON, or other standard formats.
81	7.2.1	For pricing it assumed that pricing provided would be for the entire volume of 45 million pages mentioned in 1.2; will this be bought up front or staggered? If staggered over what period is the current Sun Life vision? Also, if staggered or phased-in over a period of time, then please provide appropriate volumes of documents per phase so that pricing to be provided will be appropriate.	Please see the answer to question #4.

82	7.2.2	Pricing – It is assumed that pricing within the RFP currently represents the software subscription price for the 1, 3, or 5 years stated and does not include implementation costs, correct?	Correct. Implementation costs will be estimated at a later phase of the RFP negotiations. See answer to question #5.
83		It is understood that we do not need to present an option for capture and that our solution is to integrate with your current capture process which meets business needs. True?	Please see answer to question #64.
84		We are going to be submitting with a partner who would be the integrator of the solution. It is understood that we will be the Lead Supplier and that because we are already a Supplier, any previous responses to Supplier Questionnaires will still hold. Is that true?	A separate security review is not immediately required for the integrator partner. Should the solution be chosen by Sun Life, a security review for the partner will be required.
85		There are instances where current product investments that Sun Life has made will be part of the IDP solution. For example, Sun Life owns various Information Protection and Governance solutions under Microsoft 365 E3. If Sun Life has not deployed those solutions, is the expectation that we will be required to price out full enterprise deployment of already owned solutions to support IDP? In our opinion, that would have implications with other security strategies at Sun Life and may be a dependency that will impact this project.	The RFP is requesting pricing for the licensing of the solution, not the deployment. If there is licensing that is part of your solution that Sun Life already owns, please indicate this in your response. You can also indicate any dependencies you have identified.
87		Is content migration part of the scope?	There is no content to be migrated. Workflows from existing version/solution will be moved, but are not

			requested for estimation here (post solution-identification). Content which flows through the solution will be retained long term within the FileNet Repository.
88		Does content include handwritten documents?	Yes. See answers in #17, #30, #47
89	6.1 #4 Export	Discusses exporting to other platforms. Would a RESTful API to documents and metadata in the new system remove the requirement to copy the same data to other systems? If not, should updates and deletes be considered as well?	See answer #95
90	6.1 #9 Extraction #19	Can Sun Life provide a set of sample forms along with a few edge cases demonstrating cross-outs, etc.?	See answer #18
91	6.1 #12 Machine Learning and Human in the Loop (HIL) #6	Can Sun Life provide additional details regarding the following requirement: "Can review document conflicts in each model"?	See answer #43
92	6.1 #7 Security #15	Can Sun Life provide additional details on the following requirement: "Can customize role management for end user groups using workstation permissions"?	Delineation of role-based access within workflows, based on sensitivity or residency requirements. (e.g. use of an offshore or onshore role for management for GOV/NON GOV processing; HIL) For clarification, "workstation permissions" refers to AD Groups and/or AD User credentials. Also see answer to question #23.
93		Is there a proposed project completion date at this time? If so, what is driving that date?	A deadline to complete the project has not been determined. Implementation of a solution is expected to begin in Q4 2023.

94		Are net-new documents going into the system only or is there a migration effort that needs to be considered? If there is migration, can Sun Life provide details on source systems, document counts and source content sizes?	There is no requirement to migrate documents, only new documents will flow through the IDP system. All documents processed through the IDP will be stored in our content management platform, or other existing Sun Life repositories.
95		Our solution is based on storing content in SharePoint Online. It is our understanding Sun Life is already using SharePoint Online. Would the current Sun Life SharePoint information architecture support this effort?	Any IDP solution must utilize FileNet as the primary end repository, preferrable via a direct integration (see RFP for FileNet versions). A minority of documents will need to be sent to other locations including file shares, SharePoint, etc.
96		Our assumption is that Sun Life's current capture solution addresses all capture requirements and that our IDM solution will integrate with that.	Yes, correct assumption. Per the RFP, we will consider IDP solutions which can integrate with the existing capture solution, and will also consider solutions which include capture capabilities, medium to longer term.
97		The new platform will be the CMS for all IDP documents. Are there any other legacy document repositories that will be connected or searchable from the new platform? If so, what are they?	The new platform will **not** be the CMS for IDP documents. See answers to questions #95, #94, #89.
98		Microsoft will be presenting an Azure based solution, not AWS. We would like to understand if AWS is a sole requirement. In the past, Sun Life infrastructure teams have dismissed Microsoft Azure based solutions, even after securing the RFP (see SAP General Ledger project). Will Azure be considered with equality as AWS and if awarded, will Sun Life commit to deploying on Azure if it is the best solution for Sun Life? Note, RDS, EKS and S3 are not "typical IDP	Sun Life strategic direction prefers Cloud solutions. While Sun Life currently has a large AWS footprint within a private Cloud context, Sun Life is also very much open to growing other private cloud infrastructure within Azure, if this is foundational to the solution proposed. As such, any references to vendor-proprietary capabilities in requirements should be considered in the comparable equivalent context (for

		requirements" In our opinion they are instantiations of a technology that supports elements of an IDP. Microsoft has services in Azure that can exceed IDP requirements including AI services that other providers do not have.	example, AWS S3 ~ Azure Storage)