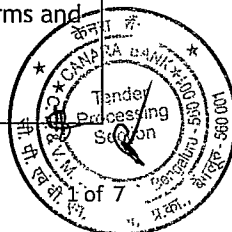
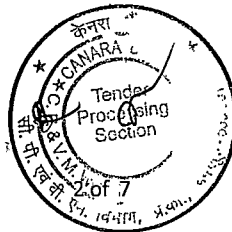


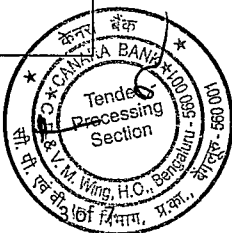
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Pre Bid Bidder's Query	Bank's Response
1	NA	General	General	General	Please provide details of current mobile banking system (including architecture, products/platform details, integration details (standard followed), Infra details (where it is hosted?). Is this built both for Android & IOS separately?	Infrastructre and Architecture details will be shared with the successful bidder. However Apps are available on Android as well as iOS platforms
2	NA	General	General	General	What is the existing CRM system used?	Details will be shared with the successful bidder.
3	NA	General	General	General	What is the existing analytical platform?	Details will be shared with the successful bidder.
4	NA	General	General	General	What is the existing data lake platform?	Details will be shared with the successful bidder.
5	NA	General	General	General	Do we have details around the system used for Data lake/DWH ?	Details will be shared with the successful bidder.
6	NA	General	General	General	How many different web platforms and mobile apps are being considered in this RFP	Presently 4 Mobile Banking applications, any future mobile banking application bank intends.
7	NA	General	Technical Specification	Internal General	How can we integrate with these platforms while building the new application? Is there any standard defined? If there any API available to consume	RFP Scope is self explanatory, Bidder to comply with RFP terms and conditions.



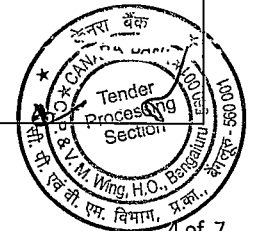
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Pre Bid Bidder's Query	Bank's Response
8	NA	General	Technical Specification	General	Are there APIs available for multi channel messaging?	Bank will provide channels to send out SMS, Whatsapp, Email, RCS through existing or future vendors. Vendor has to supply capability to send push and in app notification by direct integration with FCM/APNS or any future Message delivery system bank intend to use/subscribe.
9	NA	General	Technical Specification	General	What are the 10 customer journeys, you are looking to build during 1st year?	Data can't revealed bidder to comply with RFP Terms and conditions
10	NA	General	Technical Specification	General	Is migration of content to the newly built platform in scope?	Bank shall provide the existing messaging/email/ etc. templates, creative etc. as and when required



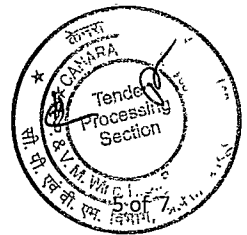
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Pre Bid Bidder's Query	Bank's Response
11	NA	General	Technical Specification	General	If yes, what is the size of data to be migrated?	Vendor can reverse engineer the scale of the bank's operations and potential infrastructure capabilities
12	NA	General	Technical Specification	General	What kind of data migration in scope, Documents (PDF, Word documents), Images, Videos, etc.	Files of all different formats will be provided
13	NA	General	Technical Specification	General	How many concurrent users on an average use the mobile application?	Bank can't provide the required data
14	NA	General	Technical Specification	General	Is there any preference for hosting platform?	Bank is not having any preference. But bidder to comply Cloud Specific requirements as per RFP Annexure- 17.
15	NA	General	Technical Specification	General	What is the minimum hosting requirements?	RFP Scope is self explanatory, Bidder to comply with RFP terms and conditions.
16	NA	General	Technical Specification	General	What is the expected growth in usage?	Bank can't provide the required data, Bidder to comply with RFP Terms and conditions.



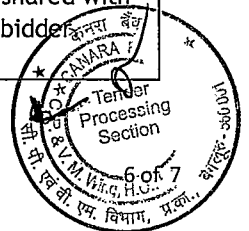
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Pre Bid Bidder's Query	Bank's Response
17	NA	General	Technical Specification	General	What is the expected system availability. Is there a DR system which should in place.	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions.
18	NA	General	Technical Specification	General	Is data tokenization required during transit or activation.	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions.
19	NA	General	Technical Specification	General	What are the key attributes or behaviors you want to use for segmentation and personalization?	Same shall be varying from case to case basis. Details will be shared with the successful bidder as and when required.
20	NA	General	Technical Specification	General	What is the current state of data quality and completeness ?	Details will be shared with the successful bidder.
21	NA	General	Technical Specification	General	Is there existing content management system in place which can use for content creation ?	Bidders proposed platform to have inbuilt content and createv management capabilities.
22	NA	General	Technical Specification	General	What is the current Mobile SDK size?	Details will be shared with the successful bidder.
23	NA	General	Technical Specification	General	Bank shall be preparing data driven customer segmentation - Besides data collection from the app, what are the current key data sources that we need to consider in scope. Please provide a small introduction to the type of data along with the source name.	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions.



Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Pre Bid Bidder's Query	Bank's Response
24	NA	General	Technical Specification	General	What are the systems used for Grievance portal and feedback portal? Is the bidder expected to track and collect the data from these systems?	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions.
25	NA	General	Technical Specification	General	Is the Bank currently collecting data about customer interactions from ATM kiosks and IVRs or is it an expectation from the bidder to collect?	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions.
26	NA	General	Volumetric	General	We need information on the volume to be considered for sizing & estimation. We need the following inputs - - Total number of active customer profiles - Total traffic (in terms of page/screen views) on the web & app properties per month - Total storage for assets in the CMS - Total number of use base projected (Monthly, Daily, Concurrent)	Details will be shared with the successful bidder.



Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Pre Bid Bidder's Query	Bank's Response
27	NA	General	General	General	What all languages are available of current mobile app ? Why do you need support for following languages: English, Hindi, Bengali, Kannada, Gujarati, Malayalam, Tamil, Telugu, Oriya, Punjabi, Marathi?	Bidder to comply with RFP terms and conditions.
28	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2. Penalties/Liquidated Damages	2. Penalties/Liquidated Damages clause:	Penalties/Liquidated Damages clause: 2.6. If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.	Penalties/Liquidated Damages clause: 2.6. If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.	Bidder to comply with RFP terms and conditions.
29	NA	General	General	General	Data Governance and Security: Is there any documents which has list of all the controls and policies listed?	Details will be shared with the successful bidder.
30	NA	General	Campaign	General	Is there an existing CRM layer for the data to flow for campaign?	Details will be shared with the successful bidder.



Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Pre Bid Bidder's Query	Bank's Response
31	NA	General	Campaign	General	What level of data we can use for personalization?	Details will be shared with the successful bidder.
32	NA	General	Campaign	General	How streaming data and real time data from app handled currently?	Details will be shared with the successful bidder.
33	NA	General	Campaign	General	Is there an existing set-up for campaign delivery and which channel?	Yes. Bank is having multiple chanel
34	NA	General	Campaign	General	Do we have any limitation to capture response/interaction from customers?	Bidder to comply with RFP terms and conditions.
35	NA	General	General	General	QCBS:weightage as per RFP is 30 Technical and 70 commercial, is this correct or vice versa	RFP Clause is self explanatory, Bidder to comply with RFP terms and conditions.
36	NA	General	General	General	Submission is through GEMS ?	Yes , Bidder to sbmit the bid through GeM portal only.

Date:10.09.2024
place:Benguluru

Handwritten Signature
Deputy General Manager
Tender Processing Section
100 006
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