

Sr. No	RFP Reference	Query	SBI Life Response
1	-	<p>We went through the RFP and had a few questions about the scope. It says UX and UI design and development of PWA is the scope, but the application clearly needs a robust backend.</p> <p>1. So does the backend already exist? 2. Who will do backend integration? Or is that and CMS part of the requirement? 3. If integration is necessary then will APIs be provided? 4. There is a requirement for a Chatbot.. have they identified which one? 5. Hosting.. who does? 6. Service requests – does there need to be an interface for SBI to check and respond? So admin interface?</p>	<p>>>Its totally UX and UI development project. Service library and backend are in place . >>Chatbot is already in place . Integration will be at the back end >> Hosting will be taken care by SBI Life >> Service Request integration will be carried out by SBI Life.</p>
2	The solution architecture should be able to address the future scalability requirements	What is the volume of user expected post implementing the solution with 10 Year growth of user base.	Existing base of users is around 1 million plus , expected growth of 20-25% on the same
3	Page 5 The bidder shall lead redesign of the user experience, by developing a deep understanding of the existing user interface (including what is working well as less well), go forward plans for new features and functions, and recommendations based on own evaluation and team/ user feedback	Kindly elaborate on the requirements 1) Existing functionality present - complete list 2) New features envisaged - complete list 3) Current User base - type and volume 4) Current Technology 5) Interfacing systems	1. Existing functionality in Easy Access can be seen post download from Google play store. 2. Complete feature list will be shared post vendor selection. 3. 1 million plus 4. HTML 5 & J Query 5. Integration work will be done by SBI Life IT in co-ordination with selected vendor
4	Page 6: The solution architecture should be able to address the future scalability requirements	Kindly elaborate on scalability requirements	UI/UX should be customizable to address future needs
5	-	1. We will need the dummy customer access to the site 2. If access not available please share the overall detailed site map. 3. Please confirm if we want to cover all the sections and pages under https://mypolicy.sbilife.co.in/ i.e. many of the links are routed to different sites/micro sites. For e.g https://nav.sbilife.co.in/Index.aspx , Buy SBI Policy, etc.	We can't provide dummy ID. High level functionality scope is already shared .
6	We are looking at completely overhauling the existing application that we have, through the development of an entirely fresh application that will serve the needs of existing as well as prospective customers.	Can we look at the existing application in order to get more clarity on Scope of work	Existing application can be downloaded from Google Play store . We can't provide dummy ID. High level functionality scope is already shared .
7	The look and feel of the application should be the same on any device interface, with same functionalities and in line with the brand guidelines and design elements	Will SBIL share Branding guidelines?	Yes

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8	The bidder shall collaborate with SBI Life internal IT teams at all stages, to integrate the UI/UX designs and navigations with the rest of the solution	Is there any other existing solution which needs integration with this proposed solution	Yes, for real-time access to policy related information, integrations with several existing applications and data base needs to be done, which will be done by SBI Life at the back end.
9	The bidder shall lead redesign of the user experience, by developing a deep understanding of the existing user interface (including what is working well as less well), go forward plans for new features and functions, and recommendations based on own evaluation and team/ user feedback	Is there any existing solution/application being used for which we can do study of current features and functionality	Yes the existing application for customers is Easy Access. This can be downloaded from Google playstore
10	The solution should support the Web browsers viz. Internet Explorer 8 & above and Android/IOS.	Support of PWA is limited , as mentioned in RFP it needs to be supported on IE8	Not required.
11	The solution should comply with Cyber Security norms and information security policy of SBI LIFE, as is amended from time to time. The bidder should provide relevant documents / declaration to this effect to SBI Life	We will enable OWASP standard norms for Application security, if SBIL have any Software compliance Specification same can be shared to enable during development stage	Software compliance Specification shall be shared during development stage
12	The solution architecture should be able to address the future scalability requirements	Who are targeted end users for the said app apart from customer and guest	The application is meant only for customers(existing & New) and guest users
13	Vault for upload of important documents and digital signatures	Will there be integration with Any DMS ??	SBI life have own document management system API are in place
		Will there be integration with DSA- Digital signatory Authority ?	Not required.
		Will this feature be open for guest login also?	No this feature will not be available for guest login
14	Creating service requests (for certain set of post issuance services and claims)	We would need more information on this	The service request numbers will be created post receipt of any policy servicing or claims request received through the solution.This would be linked to the existing CRM next application.The number can be used for tracking the processing stage of the request.
15	Customer Engagement related functionalities. These will be dynamic and open to modifications based on the requirements identified by the organization from time to time.	We would need more information on this	The customer engagement functionalities are required to keep the customer active on the application throughout the policy journey. These may be related to the financial or health related needs of customer, interactive videos, simulations using gamification etc which may be introduced or removed as per changes in the company requirements (dynamic)

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16	-	Any Integration with existing systems ?? For login/Authentication/Document Management/ IMS- Incident Management tool? Or any other . Pls confirm	API integration in coordination with SBI Life IT team.
17	-	Existing System data migration required?	Not Applicable
18	-	Existing System Database and technology stack??	Not Applicable
19	-	Implementation Method - Onsite /offshore ??	Onsite
20	-	Any expected Time period to go live	Estimated time frame is expected as input from bidders as per RFP requirement. The timelines will be fixed based on inputs received as part of the bidding process
21	-	Publishing Application on Play store /IOS store will be part of SOW??	Will be managed by SBI Life IT team
22	List of Design Certifications	Does the certifications mandatory?	No
23	List of Design Thinking Certifications	Does the certifications mandatory?	No
24	RFP Clause no: 5.1 Two- Stage Bidding Process: This RFP evaluation will be a Techno Commercial evaluation and final selection, which will have weightage of 70:30 (Technical: Commercial) ratio	Please share scoring criteria for technical bids	This cannot be shared
25	RFP Clause no 15:The Successful bidder shall be required to execute an SLA	The T & C's of SLA & Penalties would be mutually discussed and accepted between the parties	Will be done post vendor selection during preparation of the agreement and SLA.
26	Sr no 3	Kindly share payment terms of the services	Will be finalized post selection and during agreement phase
27	Commercial Proposal: The above rate would be valid for a period of three (3) years from the date of signing the contract.	We request bank to change to validity of price to 180 days which would be same as bid validity	The Commercial Proposal validity shall remain for 12 months from the date of signing contract
28	16. Time lines for completion and penalty The selected bidder shall complete the scope of work in all respects within the stipulated time of the communication advising the Bidder to commence work to the designated official of SBIL (Date of handover). Failure to hand over the completed project will attract penalty	please elaborate more on the penalty clause mentioned in RFP (Page No. 11, point No. 16).	Penalties will be decided after mutual discussion at the time of signing of contract with the selected bidder.