

RFP for Payment Platform & Related Services

Queries & Responses - RFP for Payment Platform & Related Services

Pre-Bid Meeting held on 06th September, 2023

Sr No	Queries from Participants	Response
1	Request the bank to extend the Bid submission date by 15 days from the date of publishing the pre-bid clarifications on website.	We will not be able to change the date of submission.
2	As our financials for the FY 2022-23 are yet to be audited, request SBIL to accept the provisional financials.	We can consider provisional financial statement for 2022-23.
3	Trust the NDA is to be provided only by the successful bidder. Also confirm whether the NDA is to be provided on Rs. 100 Non-Judicial stamp paper or on Bidders letterhead.	Along with tech-proposal, NDA can be submitted in letter head with authorized signatory.
4	Request SBIL to provide the current daily number of transactions and daily volume of transactions.	Approximately 10000 per day.
5	Request SIL to provide the numbers and volume of transactions projected for the next three years.	Approximately 20000 transactions per day
6	Request SBI to list the gateways that they are looking to integrate via this platform	At present SBI epay, Billdesk, Worldline should be integrated. In future any payment gateway is added by SBIL those PGs also should get integrated
7	Request SBI to list the gateways that they are looking to integrate via this platform for one time & recurring transactions	At present SBI epay, Billdesk, Worldline should be integrated. In future any payment gateway is added by SBIL those PGs also should get integrated
8	While vendor can provide reports, the TATs may differ on Quantum of data being processed, hope SBI team is okay with this	TAT is 2 working days. Only in case exceptions, TAT should not go beyond 5 working days
9	We are ISO27001 compliant & adhere to all regulations set forth by regulator. Anything over and above will have to be mutually discussed & agreed upon	All questions in Annexure VII (information sec) to be adhered.

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10	This information is confidential to our functioning and cannot be provided unless there is some legal/ regulatory requirement to do so. Request SBI team to kindly relax this clause or share relevant legal data points for this request.	(Query pertains to Page No. 10. point No.7p - Technical Proposal). Given information is required to be disclosed in the given format.
11	We cannot allow for any audit rights other than the regulator as per the guidelines, request SBI to please relax this clause	(Query pertains to Page no. 16 point no.15.9- Right to verification) The participants shall provide right to IRDAI/Cert-In/CERT-Fin/any other law enforcement agencies /SBI Life or its empaneled information security auditor to conduct security assessment / review/ audit of the application(s) and its interfaces with other systems & its IT infrastructure, business processes & operations etc. as well as locations from where SBI Life's and/or it's policy holder's information will be accessed & processed.
12	Indemnity is unilateral in the agreement this is a deviation from our standard process. Request SBI team to make it unilateral	(Query pertains to Page no. 16 point no.15.9- Right to verification) The indemnity clause is mandatory. We can discuss at the time of agreement
13	Request SBI team to make it applicable both ways	(Query pertains to Page no. 19 point no.15.23- solicitation of employees). Can be discussed at the time to agreement.
14	The PAPG Guidelines of 2020 are superseding the Payment and Settlement Act 2007 from RBI. As per the new guidelines, RBI has released a list of entities who have received the In Principal Approval for PA business. We are assuming that being part of this list would suffice. Do confirm? (Also, as a "Platform Integrated Services" there would not be any role of settlement and fund movement here)	<i>(Query pertains to Page no. point vii) The PAPG guidelines 2020 of RBI is applicable.</i> <i>For Platform Integrated Services there would not be any role of settlement and fund movement.</i>
15	Is this data to be limited to Platform Integrated Services to manage Multiple Payment Gateways?For example company could have Clients in other business such as PG/PA or any other TSP related business. Should we increase the same while sharing the data or remove and share?	<i>(Query pertains to Page no.10 point e)</i> Yes. The volumes required for Platform Integrated Services only.

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16	What would be the definition of "provider" in this clause? Does it refer to downstream payment gateway/aggregator?	Provider is the payment platform service provider. We need dashboard for visibility on the platform services.
17	Does the term 'Several merchants' refer to the different policy issuance and renewal channels/platforms of SBIL?	Several merchants refer to multiple payment gateways being used SBIL.
18	<p>The Platform Integrated Service Provider is dependent on the downstream Payment Gateway for status of the transaction. In case the downstream PG changes a status from Failure to Success, the same would be communicated to SBI Life with a server to server call.</p> <p>There would also be handling done of Late Success cases using Auto Refund feature.</p> <p>Need confirmation that this arrangement would be okay.</p>	<p>(Query pertains to Page no. 21 Annexure 1 point no.17) Once final status of the transaction is posted, it should not be changed later.</p> <p>Changes from failure to success can only be allowed on the same day. Post this there should be auto refund.</p>
19	<p>The table asks for Client wise data. Sharing Client wise data will be a breach of our Confidentiality Agreement with existing merchants. Can we restrict this to Aggregate data for the Financial Years instead of Client wise data?</p> <p>Also we'll be sharing the Client names and references separately</p>	<p>(Query pertains to Page no. 24 Annexure 3 chapter 3)</p> <p>Instead of client name, please mention as client-1, client-2 etc.</p>
20	In the Table there are 2 columns - 'Volume of Transactions' and 'Out go' which we don't have visibility on. Is it okay if it is left blank in the Commercial proposal?	<p>(Query pertains to Page 28 Annexure IV A)</p> <p>Total outgo not required. If you have slab wise rate, please mention accordingly.</p>
21	Whether any proof has to be attached.	<p>(Query pertains to Page 36 Annexure VIII)</p> <p>Yes. Supporting documents should be submitted</p>