

Sr No	Query Raised	Response/Clarification from SBI Life
1	What are the campaign tools available with SBI Life?	Currently, SBI Life do not have any campaign tools.
2	Is SBI Life going to provide the tool to execute the survey via different channels or we need to consider the tool?	SBI Life is looking forward for a platform for NPS & C-Sat survey feedback management.
3	Will calling also be a mode for NPS?	Currently, we are not looking at Calling as a mode of NPS. However, we may consider the same in future.
4	Will Social Media listening tool be provided by SBI Life?	SBI Life do not have Social Media tool currently. However, Participant with Social Media tool will have added advantage.
5	Do you want us to provide cloud infrastructure? OR do you have one that you will give us access to?	Participant need to have its own cloud infrastructure.
6	Do you have any existing dashboard tools, e.g. Power BI; or do you want us to build a custom dashboard?	SBI Life is looking forward for a platform for NPS & C-Sat survey feedback management. Dashboard would be part of platform.
7	Do you have an existing NPS software and will we be given access to it, or we need to build it?	SBI Life is looking forward for a platform for NPS & C-Sat survey feedback management.
8	Do we need to propose the costing for sending the survey communication on different channels? Eg. SMS, Calling, etc.	In current set-up, cost for sending survey on different channels is borne by SBI Life.
9	Which CRM tool / solution do you have?	SBI Life is using CRMNext as CRM tool.
10	Some of the InfoSec requirements may not be applicable to us (e.g. SOC2 Type 2 certification is not mandatory for our domain as we handle non-sensitive data, since Customer PII is not moved out of the SBI Life premises). Can we put down “Not Applicable” as a response in the ITSec checklist for cases like these?	Request you to respond with "Not Applicable" in case any control is not applicable along with appropriate justification for the same.
11	Can we get an understanding of the expected average monthly volume of the number of requests that will be triggered across projects?	The expected average monthly volume of the number of requests that will be triggered across projects are 6 to 7 Lakhs.
12	Calling as mode of channel for survey communication, would it be team of people calling the customer or IVR for capturing survey feedback?	Currently, we are not having calling as mode of communication, going forward it may be included as mode of communication which will be either person-based calling or IVR depending on requirements from SBI Life.
13	Is Bitly link mandatory or any other customize brand options can be made available?	In current set up we are using Bitly link for NPS feedback survey, however interested participants may propose the alternate solutions in technical proposal, if any
14	Is tokenization mandatory or alternative without tokenization can be considered?	In current set up the tokenization process is used for NPS feedback survey, however interested participants may propose the alternate solutions in technical proposal, if any
15	Under hierarchy management, if the person is transferred would NPS be calculated as person based or branch based?	NPS shall be considered based on touch point/branch & will not change based on person.
16	Please elaborate on loop closure mechanism. How would it work?	An auto service request is created in CRM for identified detractors which are then assigned to contact centre for calling & closure of feedback queries. Participants requires a tool in place which need to be integrated with CRM for service request creation. Participant may also suggest any alternative for loop closure under the platform.
17	Please elaborate on capability to store the historic data.	The selected participant should be capable of storing SBI Life NPS related data which is available in existing platform.
18	Can you define what would be outsourcing that is required, would it be completely outsourced or require a platform?	We are looking for collaborated platform between participant and SBI Life which should be as per requirement of SBI Life.

19	The requirement for data to be hosted in India. Is it mandatory? As per IRDAI Guidelines, PII/sensitive data not to be shared outside India however the PII data is tokenized does still it is mandatory?	Basis the IRDAI guideline " With reference to the Electronic maintenance of core business records, records shall be hosted within India. " and SBI Life Information Security Requirements for Third Party Document V3.3 clause 9.10.9 " SBIL's core business records and PII (Personally Identifiable Information) hosted on cloud shall strictly reside on servers located only within Indian territory and shall ensure compliance with applicable Indian data sovereignty measures, regulatory circulars and guidelines issued from time to time."
20	How many systems shall be integrated with the platform?	To start with we need integration with our CRM and further participant may require to integrate with 3-4 systems/applications of SBI Life.
21	Number of Dashboard Users required to be defined.	We required access for 35,000 dashboard users approximately.
22	Ability of recognizing survey device such as Smart Phone, Feature phone, tablets & desktop versions. Want to know any specific reason of this requirement & do SBI Life need SDK integration?	SBI Life wants to have an analysis of android & non-android users ratio which shall give brief view of reach out of customer base. SDK integration is not required for this process.
23	Number of Social Media platform & do you have any tool? Do you want integration with your systems/vendors?	SBI Life has social media handles at Facebook, Twitter, Instagram, LinkedIn, YouTube etc. Participant need to have a tool to integrate with SBI Life systems.
24	The CSP should not be subject to any foreign laws, at with respect of the servers and data hosted in India. CSP should not be under obligation of any legal or compliance requirement of any country other than India as far as SBI Life data is concerned. (Annexure VI B). Is this mandatory requirement?	This is mandatory requirement.
25	The CSP should not have a legal obligation of sharing data under a foreign law that would include a gag order? Is this a mandatory requirement?	This is a mandatory requirement.
26	Will SBI Life sign a NDA for sharing cloud security document?	Yes. SBI Life will be having a mutual NDA in place.
27	Can OEM sub-outsource the activities mentioned under the scope of RFP?	No