

**Responses to the Pre bid queries to the "RFP for Procurement of Solution and Services for Bharat Bill Payment System (BBPS) Implementation"**

**RFP Ref: SBI/GITC/CGM(C&O)INB&CMP/2019/597 dated 04.05.2019 & CORRIGENDUM- II DATED 27.05.2019**

**Note:** The responses mentioned herein are for understanding purpose only and the Bank will not entertain any disputes based on this responses. Bidders should refer Corrigendums for actual changes with respect to the published RFP.

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's responses
1	Corrigendum II	Corrigendum II Page 5	In case of Management of Bank's existing Bill payment System, Bidder has to provide end-to-end support for the same without additional cost to the Bank. Indicative list of Technology stack used in Bank's existing system is defined in "Annexure- E: Broad scope of work: Project Implementation Plan – Part- B	<p>Query : Do we need manage the Banks existing bill payment system?</p> <p>Request bank to remove the clause since the as the code is written by some other vendor, the bidder is not able to understand the code, modify/customize and also take responsibility of future bugs because of this source code.</p>	No Change in existing Clause of RFP.

2	Corrigendum II : Page 12		<p>5. Background of Existing Customer Relationship management (CRM) of the Bank:</p> <p>Bank has implemented CRM solution for integrated management of Sales, Service and Marketing activity relating to a customer. The functionalities include Lead management module for different business segments, case management, Customer 360 for one view of customer of all segments, product recommendations, offering through campaigns, Contact Centre integrations, etc. CRM has existing integration with a large number of systems including LOS, LLMS, OCAS, CBS, etc</p>	<p>Query: Above said functionality is available in Banks existing CRM, please explain the role of BBPS system here?</p>	<p>Kindly refer Corrigendum for CRM integration details. Background information provided on CRM is for understanding purposes.</p>
3	Corrigendum II : Page 18		<p>6. DevOps tools to be deployed by the Bidder as part of the solution and No additional cost will be incurred by the Bank in this regard, including cost of licenses.</p>	<p>Query: shall we use open source devops tools ? like git,jenkins, dockers and selenium?</p>	<p>Refer Corrigendums and RFP for details.</p>
4	Corrigendum II : Page 18		<p>7. Solution should support integration with Backup solutions like Commvault and EMC Networker. The solution list is only indicative and Bank is free to choose any Backup solution for integration. Bank will not bear any additional cost for the same.</p>	<p>Query: Backup solution will integrate at OS level, what support is required from Application?</p>	<p>Backup solution integration, support, monitoring, etc., will be responsibility of the Bidder.</p>
5	Corrigendum II : Page 19		<p>8. OEM Support for all the above technology stack will only be provided by the Bank but end-to-end responsibility to coordinate with OEM for activities/ issues will be of the Bidder.</p>	<p>Query: Do Bank is expecting OS level security patch update and management will be take care by Biller ?</p>	<p>Yes</p>