

Query	SBM Response
Number of documents to be issued (Debit, Credit, Statements, Reports),	No of PDFs Generated: 497510 No of E-Statements Generated: 175091 No of PS Files generated : 270
Source systems for raw data (Core Banking, AS400, HP Exstream),	<u>For CS, Exstream App</u>
Type of page formatting required,	A4 format
Types and sources of marketing information,	Marketing to respond
Workflow requirements and number of workflows to be generated,	To keep same as current
Whether the solution provider must route information to printers, email systems, and archiving platforms.	Yes
Whether service providers are required to generate PIN mailers and print on specialized A4 sheets,	NO
Whether PIN mailers are currently printed on dot matrix or laser printers,	printed on DOT matrix
Whether the document is provided as a PDF,	NO
Whether the document is password-protected,	YES
Whether email delivery to clients is required,	NO
Capability to print high-quality color marketing campaigns — kindly confirm whether the bank intends to apply this functionality directly, as this will impact mailing system configuration and may allow for cost optimization (e.g., omission of insert feeders).	Intend to print marketing campaign as and when required. Some campaign will be inserted in statement as well as for display in branches or marketing purpose.
Support for A3 feeders — kindly confirm if this is a requirement or a possible error, as current mailing technology typically supports A4 sheets for C4 envelopes.	A3 is optional not compulsory. We are currently using only A4 sheets inserts.
Digital replenishment (minimum 7 digits) — kindly advise whether a 6-digit figure would be acceptable.	We are currently using 7 digits replenishment on our franking machines. 6 digits replenishment is a limitation as we will have to replenish more often.
	IT Security Recommendations:

<p>There are several instances where certain IT security requirements may not be directly applicable to a printing and mailing solution. EO would appreciate the opportunity to validate these with the bank's IT team.</p>	<ol style="list-style-type: none"> 1. Solution should be able to encrypt data in transit and at storage level. All communication to and from the solution shall be encrypted. 2. Solution shall reside in separate private LAN with restricted specific access only 3. All on required ports shall be disabled 4. All default credentials shall be disabled and new SBM std credentials shall be created 5. Solution shall support Automatic image Overwrite 6. Rolebase access control supported – Access control through PIM/PAM. 7. Support pull print 8. All logs shall be routed to our SIEM 9. Make use of tamper evident packaging 10. Solution shall be PA DSS certified.
<p>Requirement to print 1,100,000 pages within a 10-day period, we kindly request clarification on how frequently this peak period occurs during the year.</p>	<p>The peak of 1.1m pages occur twice per year (Jan and July)</p>
<p>For Printing Machine:</p> <ol style="list-style-type: none"> 1. What are the application data sources? 2. Composition systems - which ones? 3. Mainframe/Host servers- which ones? 	<ol style="list-style-type: none"> 1. HP Extreme / Finacle 2. Not Applicable 3. there are freeflow server annex to each printer which control all printing
<p>For Mailing & franking Machine:</p> <ol style="list-style-type: none"> 1. How much hours do you work per day? 2. You say 50,000 inserting per day, how much sheets? 3. How many man power will operate it? 4. Will you fold A3 also? 5. What is the number of A4 per envelope? 6. What will be the monthly volume you need to insert? 	<ol style="list-style-type: none"> 1. We operate around 10 hr daily for 2.5 weeks during Half year run. 2. Around 100,000 printings daily 3. Two mailing operators (we had helpers previously but now OIC and printing operator helps to move boxes) during half year run. Off peak we have only 1 mailing operator 4. NOT applicable 5. Minimum 2 to maximum 8 sheets per envelopes are inserted on mailing machines. Statements having 9 sheets to 150 sheets are process manually. 6. For half year run, we process on average 350,000 envelopes, and monthly on average 50,000 envelopes