



PRE-BID CLARIFICATIONS

Annexure

Pre-Bid meeting for the aforesaid RFP was held online through Microsoft Teams Meeting on February 17, 2022 at 11 am. Based on discussions with the Bidders during the meeting and queries sent by the Bidders, following clarifications may please be noted:

1. The queries as received from various Bidders are tabulated below. SIDBI's response / comments to these queries is given in the last column of the table:

S. No.	Page/ Section No. in RfP	Description	Bidder(s) Query	SIDBI's Response
1	Page: 20 Section: 4.1. Project Scope - Project Scenario	Placed below are the details of the approximate number of static/ dynamic pages and total number of approximate change requests per month for the websites. However, in future this may change based on requirements of SIDBI and will not have any impact on the commercial quote/ cost to SIDBI.	1. In the mentioned pages for each website are for Single Language or the count indicates the total number of pages in the website (including Hindi & English)? Please clarify 2. What kind of Change Requests will be required to consider by client? Please Specify.	1. As per Government requirements, SIDBI's website is maintained in both Hindi & English versions. The pages mentioned there in the RFP refers to each version separately. Accordingly, any change/updation in either of the version, the same change/updation will be carried out in the other version of SIDBI website. 2. Change request can be of any type as per requirement of the Bank.
2	Page: 22 Section: 4.3. Objective	SEO-based strategy and (iv) digital branding solutions (Twitter, Facebook, YouTube, Instagram, LinkedIn, Flickr, Scribd, etc.). Further, Creation of smart content for Wikipedia and other referral sites about SIDBI, its top management, etc.	1. Please provide exact activities with approximate numbers per month/year to be performed by the bidder either as individual or with collaboration with Some agency.	SEO shall be a ongoing activity throughout the contract period. SEO Strategy shall be discussed with the selected service provider for implementation.
3	Page: 22 Section: 4.3. Objective	As part of outsourcing, Service Provider is required to maintain, develop & support these websites. Content management of the websites	1. Please provide the list of MIS reports required to provide to SIDBI.	The list of MIS reports are in the form of, below mentioned items, but is not limited to this list and can be



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		will be managed and monitored by the service provider. Service Provider should log all the activities of support and maintenance and provide MIS to SIDBI on monthly		expanded based on requirement, including SEO requirements: <ol style="list-style-type: none"> 1. Page counts-dynamic/static 2. capturing documents downloaded, 3. date wise page content updation details/track, sessions, etc. 4. SIDBI most Page visits 5. Page exits 6. Load time 7. Page hits 8. Social Channels - Followers
4	Page: 22 Section: 4.4. Detailed Scope of Work	3. The service provider shall depute a Project Manager who will be the single point of contact for the Bank throughout the project cycle. Replacement of Project Manager, if any, should be informed to Bank at the earliest. There should also be a well-defined Escalation Matrix, which need to be submitted to SIDBI by the selected service provider.	1. We assume that Project Manager will not be required to depute onsite at Mumbai. SP can depute Project Manager at their location (offsite). Please confirm 2. If Project manager required to depute onsite then please let us know the location and period of deputation.	1. Deputation of project manager is not mandatory at SIDBI office (onsite). However, the bidder must have a registered office at Mumbai, on the day of bid submission, to facilitate urgent discussions between service provider and senior management, face to face, as per need. 2. Not applicable.
5	Page: 23 Section: 4.4. Detailed	6. Audit of Website is conducted on periodic basis . Selected Service Provider will be required	1. We assume that only security audit will be required to conduct on periodic basic. Please	Audit of Website w.r.t. Security, WCAG etc. is undertaken by SIDBI on periodic



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	Scope of Work	to undertake compliance of the observation of the auditor as and when advised. Any audit/security enhancement should be carried out by the service provider at no additional cost to the bank.	confirm 2. How many security audits will be required to carried out during entire project tenure (i.e. 3 years)? 3. If other than security audit will be required to conduct for the websites then please let us know.	basis. Selected Service Provider will be required to undertake compliance of the observation reported by the auditor as and when advised, in a time bound manner. Any enhancement due to observations should be carried out by the service provider at no additional cost to the bank.
6	Page: 23 Section: 4.4. Detailed Scope of Work	7. All locators (various SIDBI offices) should have google map integration with directions and address. The locators need to be geo location enabled, wherein the user will be by default shown the location that the user is accessing the website from.	1. We assume that API for the google map integration will be provided by client. Please confirm 2. If not then please let us know number of triggers for google map integration will be required to consider per year.	APIs may be provided by SIDBI or else service provided shall arrange for the same on chargeable basis.
7	Page: 24 Section: 4.4. Detailed Scope of Work	22. Admins to receive SMS/E-mail alerts immediately in case of any emergency or unauthorized access.	1. We assume that APIs for SMS/Email alerts will be provided by SIDBI/ Client. Please confirm? 2. If not, then let us know the approximate number of SMS/year required to trigger.	1.APIs for SMS and email shall be provided by SIDBI. 2. Not applicable.
8	Page: 24 Section: 4.4.1. Detailed Scope of Work - Website Maintenance	2. Hosting of SIDBI provided content in eBook format.	1. Do you want a vendor to create the e-books from the content provided by SIDBI? 2. In which format the data will be provided	1. Service provider should ensure that the platform is compatible to host eBook or any other format of document. SIDBI shall provide e-Book



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			to SP (Service Provider)? 3. We assume that ready-to use content including infographics (if any) will be provided to SP. Please confirm 4. How many e-books per month needs to be created? Please specify numbers with approximate pages per e-book	to be hosted. 2. 2,3,4 not applicable.
9	Page: 24 Section: 4.4.1. Detailed Scope of Work - Website Maintenance and Uploading requirements on the SIDBI Websites	4. Maintenance/ additions/ updation in Contents (static & dynamic) and Graphics etc. of websites.	1. We assume that ready-to use content and graphics will be provided to SP. Please confirm 2. How many e-books per month needs to be created? Please specify numbers with approximate pages per e-book	1. Ready to use content would be provided. However, updations may include incorporation of graphics, which is to be developed by the service provider. 2. Not applicable
10	Page: 27 Section: 4.4.3 Shifting of Website(s):	4.4.3 Shifting of Website(s): Migration of the websites from the current website hosting data centre to other data centre may be required as one-time activity. Service Provider needs to coordinate with the website hosting service provider(s) and ensure the availability of the websites. Such requirements will be taken-up as and when required and effort estimation for such requirement will be arrived	1. We assume that Migration of the websites from the current website hosting data center to other data center will be considered under change request? Please confirm	Migration of website shall be on Change Request basis.



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		after mutual discussion and agreement between Service Provider and SIDBI.		
11	Page: 31 Section: Minimum Eligibility Criteria - Point No. 3	Criteria: The service provider should be in business of designing, development and maintenance of websites with experience in India for last 2 (two) years as on date of issue of this RfP.	1. To get better and qualitative service provider/bidder on board, We suggest you to make below changes in this <i>clause</i> : The service provider should be in business of designing, development and maintenance of websites with experience in India for last 10 (ten) years as on date of issue of this RFP.	No change
12	Page: 31 Section: Minimum Eligibility Criteria - Point No. 3	Criteria: The service provider should have experience of designing, development and maintenance of at least three (3) responsive Websites out of which any one website should be interactive, bilingual and should meet success criteria of latest WCAG standards. Documents to be Submitted as a Proof: Copy of Work order/ agreement along with certificate from customers towards development / maintenance of website. A certificate/report towards latest WCAG success criteria Compliance of website is also to be Submitted	1. To get better and qualitative service provider/bidder on board , we suggest you to make below change clause: The service provider should have experience of designing, development and maintenance of at least ten(10) responsive Websites out of which any THREE website should be interactive, bilingual and should meet success criteria of latest WCAG standards.	No change
13	General	Training	1. Total how many users need to be trained?	1. Website content management need



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			2. We assume that training need to be provided at single location- Mumbai? Kindly confirm or correct us 3. If training is required at multiple locations then please provide list of locations for training. 4. We assume that required infrastructure for training will be provided by Client. Kindly confirm.	to be managed by the selected bidder. 2,3,4 not applicable.
14	General	On-site Resource Deployment	1. We assume that no resource needs to be deployed onsite during entire project period (i.e. 3 years). Please confirm? 2. If above is not the case then kindly share the complete details related to how many resources need to be deployed at which location.?	1. Onsite deputation of resource is not part of scope. Deputation of project manager is not mandatory at SIDBI office (onsite). However, the bidder must have a registered office at Mumbai, on the day of bid submission, to facilitate urgent discussions between service provider and senior management, face to face, as per need. 2. Not applicable.
15	General	Bid Submission time	1. We request you to provide at-least 7-8 working days time to submit the bid once you share the replies to our queries.	No change
16	General	You have given a condition of an office in Mumbai as an Eligibility criteria. In the digital age physical office is not of much relevance as everything		No change



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		happens over Internet and we have been handling our clients successfully.		
17	General	Due to Seal Bid (Hard copy submission), It will take some time to reach tender. Hence, Please extend the tender for 2 weeks.		No change
18	Page: 31 Section: 5.4-point# 2	The service provider should be in the business of designing, developing, and maintenance of websites with experience in India for the last 2 (two) years as of the date of issue of this RFP.	However, our organization was incorporated on 21st July 2022 as the given criteria cannot be furnished as it's been only 1.6 years. So, it's a humble request to kindly exempt us with a minimum of 2 years' experience.	<u>Revised Minimum Eligibility clause (5.4.2):</u> The service provider should be in the business of designing, developing, and maintenance of websites with experience in India for the last 2 (two) years as of the date of issue of this RFP. However, Small, Micro and Start-up service providers should be in the business of designing, developing, and maintenance of websites with experience in India for the last 1 (One) year as of the date of issue of this RFP. <u>Documents to be submitted as a proof:</u> <ul style="list-style-type: none"> • Copy of Work order/ agreement along with certificate from customers in India. • DPIIT startup registration for startups.
19		We further request you to exempt the above criteria as part of the initiative taken by the Ministry of Finance, Government of India vide circular no No. F .20/2014-PPD(PI.) (Circular attached) with the subject – - "Relaxation of Norms for Startups Medium Enterprises in Public Procurement regarding Prior Experience - Prior Turnover criteria."		



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				<ul style="list-style-type: none">• Udyam registration certificate for MSEs
20	Page: 31-32 Section: 5.4. Minimum Eligibility Criteria (Table point no.6)	The Service provider should have an office registered in India along with office in Mumbai/Navi Mumbai/Thane	Please amend the clause as if service provider does not have a registered office in Mumbai/Navi Mumbai/Thane at the time of bidding, then after selection as a successful bidder, they should open their support office within 30 days of award of contract. An undertaking can be taken in this regard	Proper office setup in Mumbai/Navi Mumbai/Thane is required, on the day of bid submission, to facilitate urgent discussions between service provider and senior management, face to face, as per need.
