



Pre-Bid Meeting on 27/08/2018 - Clarifications
Request for Proposal for SIDBI Website Redesign, Maintenance, Development and Support
314/2019/1375/HO1/ITV dated August 20, 2018

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	SIDBI Response
1	60	Clause 1 of Annexure I	Annexure I – Eligibility Bid – Covering Letter (To be submitted on Service Providers Company letter head)	1) Since our company fall in the category of MSME so as per the tender we are exempt from EMD and tender fees. But the clause 1 of annexure 1 states that “we are hereby submitting our proposal along with all the requisite EMD, tender fee and other documents as desired by the Bank.” Hence considering our exemption of EMD and tender fee, can we eliminate “ EMD, tender fee and other” from the clause 1? Else suggest way forward.	Please refer to section 2.1 of RfP, MSEs are exempted from furnishing tender fee and earnest money deposit (EMD) and please attach relevant certificate and reference of the same may be given in the covering letter.
2	89	Sl. No. 4, Annexure XVIII	Annexure XVIII – Technical Bid RfP No. 314/2019/1375/HO1/ITV dated August 20, 2018	2) In Annexure XVIII, in Sr. No. 4; do we need to submit information in the bid asked in “Evaluation Parameter” or is it for the presentation part only?	No details are required to be submitted along with the bid against Sr.No. 4 of Annexure XVIII.
3	19	4.2	Features & Functionality of existing websites - User Login & Registration System	What type of users? What exactly needed for user registration? After Registration / Login what all the features available or to be provided? If flow for this feature available it would be better to understand. Please clarify in detail.	No development with respect to registration is expected from the bidder.
4	19	4.2	Features & Functionality of existing websites - Admin Module	What all the features needed for Admin Module? Whether it is only to maintain dynamic contents? Please Clarify.	Admin module for CMS.
5	19	4.2	Features & Functionality of existing websites - Employee Log-in	This is an external URL and not to be developed or change anything in this application function or design. Can only provide link. Please clarify	External URL. Application(s) hosted on external URLs are not covered under maintenance of Website.
6	19	4.2	Features & Functionality of existing websites - Borrower Log-in	This is an external URL and not to be developed or change anything in this application function or design. Can only provide link. Please clarify	External URL. Application(s) hosted on external URLs are not covered under maintenance of Website.
7	22	4.4	Detailed Scope of Work - Point No. 8 - Website to be redesigned and developed with latest technology to have interactive web pages and provision to have Chatbot facility	Chatbot will be provided to the developer and same will be Integrated. Please confirm.	Chatbot shall be provided by SIDBI.
8	22	4.4	Detailed Scope of Work - Point No. 8 - Also add all social media plug-in tools in website after confirmation from SIDBI.	Only Social Media account to be integrated with this website to display latest posts or any plug-In need to be Integrated? Please Clarify.	Social Media account to be integrated with this website. Further, a provision to share the website content on social media, need to be provided.
9	22	4.4	Detailed Scope of Work - Point No. 16 - Search Engine Results: Intelligent Search Suggestions	Please share more details or logic.	Search based on contents of the Website/ Suggested key words
10	22	4.4	Detailed Scope of Work - Point No. 16 - Search Engine Results: Handle Misspelled Search terms.	Is that mean to Integrate spell check Plugin to suggest correct words?	Yes
11	23	4.4	Detailed Scope of Work - Point No. 17 - Advance Search to be configured: Intelligent ad serving based on keyword input.	Please share more details or logic or functionality.	Search based on contents of the Website.
12	23	4.4	Detailed Scope of Work - Point No. 17 - Spelling mistake correction (Did you mean)	Is that mean to Integrate spell check Plugin to suggest correct words?	Yes



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13	19	4.1	Project Scope - Present Scenario - However, in future, this may change based on requirements of SIDBI and will not have any impact on the commercial quote/ cost to SIDBI.	Please provide approximate/exact number of static/ dynamic pages and the total number of approximate change requests per month for the websites. Your information will be valuable for effort estimation. Also, beyond the effort there shall be separate proposal and quote after mutual understanding between development and SIDBI. Please clarify.	Please refer to Section 4.1 of the RfP.
14	21	4.4	Detailed Scope of Work - Point no. 2 The service provider shall take over and maintain www.smallB.in, in case required and asked by SIDBI.	Without understanding the complete scope of work man efforts calculation will be difficult. Even though Optional Quote asked in the RFP and if there is any design/development/maintenance support required beyond certain limit then that can be Quoted separately after mutual understanding between Developer and SIDBI. Please confirm.	If asked by SIDBI, selected vendor is required to takeover smallB.in for maintenance on fixed cost as per commercial bid. All new developments shall be covered under change request as per contracted person month rate and mutually agreed effort estimate.
15	25	4.4.2	New development/ Change Request - Point No. 1 - During the contract period, SIDBI may require new Application / New Features Development and it's hosting on the website.	All the new design and development shall be quoted separately after getting the requirements and mutual understanding between developer and SIDBI. Please confirm.	All new developments shall be covered under change request as per contracted person month rate and mutually agreed effort estimate.
16	27	4.7	Renewal of Contract - Point No. 3 - It may also be mentioned that after the expiry of three years, if required, SIDBI has the right to extend the contract for a maximum period of one year. Service Provider should unconditionally accept the same. Cost of the extended period would be as per the proportionate cost of the third year rates as mentioned in the Commercial Bid.	In this case, same maintenance support will be provided and if there is any new requirement then it shall be quoted separately by mutual discussion between Developer and SIDBI. Please conform.	Same terms and conditions shall be applicable for the extended period.
17	28	4.8	Service level Agreement - Point No. 5 - Website content update services may also be required during nonworking/odd hours and exceptionally on holidays, depending on specific demands.	Request to be conveyed to team with sufficient time window and preferably in advance. Also, if there is additional days committed or worked by the team other than the number of committed days per month then the same will be additional billable. Please clarify.	Please refer to Section 4.8 of the RfP. No additional cost shall be paid for services provided on best-effort basis.
18	79	Annexure XIV	Annexure XIV - Pre-Contract Integrity Pact	This need to be submitted along with the Bidding documents?	Yes
19	21	4.3	Objective - Point no. (iii) - 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.	Maintenance of all existing social media pages for Twitter, Facebook, YouTube, Instagram, LinkedIn, Flickr, Scribd, etc. or vendor has to create new?	Vendor may be required to coordinate with SIDBI/ designated agency to fulfil requirements of Social Media activities.
20	21	4.3	Objective - The material is hosted simultaneously in both English and Hindi sites after release of the same by SIDBI.	Material in Hindi and English will be provided by SIDBI or vendor has to create it?	Shall be provided by SIDBI



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21	21	4.3	Objective - The service provider should provide SIDBI with monthly, quarterly and other reports as and when asked by SIDBI to check website traffic details including details of visitors, page viewed, increase in traffic, most searched, etc.	Please mention if any specific report is required?	Report covering all aspects of website statistics.
22	21	4.3	Objective - As part of outsourcing, Service Provider is required to maintain, develop & support these websites. provider.	Assuming website will be :- www.sidbi.in , venturefund.sidbi.in and www.smallB.in	Yes
23	21	4.3	Objective - Service Provider should log all the activities of support and maintenance and provide MIS to SIDBI on monthly basis.	Please mention what all MIS reports are required?	Vendor is required to provide call logging system for raising tickets and on monthly basis provide MIS on tickets raised and resolution status/timelines.
24	23	4.4	Detailed Scope of Work - Point no. 23 - Admins to receive SMS/E-mail alerts immediately in case of any emergency or unauthorized access.	Assuming SMS provider will be of the vendor.	SIDBI will provide the API details for sending SMS.
25	23	4.4.1	Website Maintenance / uploading requirements on the SIDBI website: Point No. 6 - Audit of Website is conducted on periodic basis. Selected Service Provider will be required to undertake compliance of the observation of the auditor as and when advised.	Assuming Cert-in Security audit, if any other audit is required please specify.	Periodic security audits shall be undertaken by SIDBI or regulatory / statutory bodies. Vendor is required to provide resolution for the audit observations.
26	24	4.4.1	Website Maintenance / uploading requirements on the SIDBI website: Point No. 12 - Content which needs to be hosted on website will be provided by SIDBI. Service Provider is required to modify the content to gel with the layout of the website.	Assuming that Modification will be only design or UI based. No other modifications in the content will be done by the vendor	Yes
27	8	Critical Information, S. No 3	Last date for submission of bids - September 10, 2018, 4:00pm	We Request the authority to kindly consider for extension in date of submission of tender, This will allow the bidders to prepare quality bids.	No Change.
28	21	Activities not in scope of RFP:, Serial no 1	Providing Hosting for any of these websites is not under the scope of this RfP	We assume that hosting will be taken care by SIDBI.	Yes
29	25	4.4.1 Website Maintenance/ uploading requirements on the SIDBI website:, Serial no 20.	Service Provider should implement the best practices for the websites as per CERT-In/ RBI/ Govt Guidelines.	Shall we assume that vendor will have to get the Cert-In security audit done. Kindly Clarity. Also kindly suggest if there is any other security audit is required as every security audit have a cost implication.	Vendor is required to follow best practices for website development. Vendor is not required to get any audit done. SIDBI shall get the necessary audits done for website.



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30	24	4.4.1 Website Maintenance/ uploading requirements on the SIDBI website., Serial no 11.	Accessibility and WCAG Level II compliance may be verified by using online verification tool.	Do vendors have to take the WCAG certificate of Compliance for the website. Kindly clarify as this will have cost implication.	No certification required
31	30	5.4 Minimum Eligibility Criteria	The service provider should have experience of designing, development and maintenance of at least three (3) responsive Websites out of which any website should be interactive, bilingual and complying to WCAG 2.0 Standards.	We request the authority consider "Bidders developed / Developing websites should have complied STQC / CERT-In / WCAG 2.0 Guidelines, A certificate towards the Compliance of above is also to be submitted.	No Change.
32	31	5.4 Minimum Eligibility Criteria	The Service provider should have an office registered in India along with office in Mumbai/Navi Mumbai/Thane.	We request the authority to kindly allow to submit a undertaking to open office in Mumbai within 15 days after award of contract. In case bidder is not having office in Mumbai / Thane / Navi Mumbai	No Change. Further, SPOC should be available in Mumbai/Thane/Navi Mumbai.
33	32	5.5 Evaluation of Technical Bid	Evaluation of dummy designs of sidbi.in <ul style="list-style-type: none"> • Home page • Inside page (at least one) (The bidder may submit more than one design Option.)	Do bidders have to submit the dummy design along with proposal or can be submitted during presentation.	Dummy designs URLs or on storage Disks/drives to be provided along with the bid.
34	31	5.4 Minimum Eligibility Criteria, Sl. No. 6	The Service provider should have an office registered in India along with office in Mumbai/Navi Mumbai/Thane.	Relax the clause	No Change. Further, SPOC should be available in Mumbai/Thane/Navi Mumbai.
35				1. Is tender doc fee waived off for MSE or E- Udyog Aadhar 2. Payment Terms - 90% payment will be done after acceptance of website, Can this payment be revised i.e. 30% Payment at time of layout finalisation 30% Payment at start of development 30% After website acceptance 10% Website Live	1. Please refer to section 2.1 of RfP, MSEs are exempted from furnishing tender fee and earnest money deposit (EMD) and please attach relevant certificate and reference of the same may be given in the covering letter. 2. No change in Payment terms
36	30	5.4 Minimum Eligibility Criteria, Sl. No. 3	Documents to be submitted as a proof: Copy of Work order/ agreement along with certificate from customers towards development / maintenance of website. A certificate towards WCAG 2.0 Compliance of website is also to be submitted.	We wont be able to share agreements/ work orders. We can submit you a letter from client in this regard.	No Change. However, while submitting the copies of work order/contracts, bidder may mask commercial details.
37	31	5.4 Minimum Eligibility Criteria, Sl. No. 5	Documents to be submitted as a proof: Statutory auditor certificate and copies of last three years' profit and Loss statement and balance sheet	We will submit an annexure on this along with the tender	We reiterate that Statutory auditor certificate and copies of last three years' profit and Loss statement and balance sheet to be submitted as a proof.
38	47	6.23. Payment terms	1. For redesigning of sidbi.in and venturefund.sidbi.in, 90% of the payment shall be made after development and acceptance of both the websites. 10% of the payment shall be made after launch (go-live) of both the websites.	Our recommended payment terms are: 25% advance, 25% on design sign of, 25% on Beta URL ,25% on completion of 1 month of going live.	No change in Payment terms



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39	30	5.4 Minimum Eligibility Criteria	New Criteria	1. As SIDBI wants a quality delivery with quality documentation and standard / effective execution process. Thus we request you to kindly add the below pre-qualification Criteria: "The empanelled entity must have at least CMMi Level 3 Certification valid as on 31st Dec 2017"	This shall remain at Bank's discretion.
40	30	5.4 Minimum Eligibility Criteria	2. 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. We request you to revise the clause with the following "The service provider should be in business of designing, development and maintenance of websites with experience in India for last 5 (5) years and have average annual turnover of 5 Crs for last 3 consecutive years as on date of issue of this RfP."	This shall remain at Bank's discretion.
41	21	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. How many pages of smart content to be created. Please clarify? 2. We assume SEO activities include on page and off page SEO activities. 3. Please let us know if anything else is required? 4. Could request you to please let us know what social media activities you want vendor to carry out and how frequent this activities will be?	1. The bidder may be required to create smart content / re-write the content based on the material provided by SIDBI for the websites in scope and Wikipedia page. 2. Please refer to page. no. 22, point no. 16 for details. 3. Need based requirements shall be shared with the selected bidder. 4. Vender may be required to coordinate with SIDBI/ designated agency to fulfil requirements of Social Media activities.
42	21	4.3 Objective	The website provides for/wishes to provide additional facilities to the visitors such as automatic acknowledgements for grievances submitted, global search engine as well as of the SIDBI website (search within a section). The service provider should provide SIDBI with monthly, quarterly and other reports as and when asked by SIDBI to check website traffic details including details of visitors, page viewed, increase in traffic, most searched, etc.	Above reports could be easily achieved with the help of google analytics, let us know if you want anything specific other than google analytics	The requirements if fulfilled by Google Analytics, the same can be accepted.
43	22	4.4 Detailed scope of work	Website to be redesigned and developed with latest technology to have interactive web pages and provision to have Chatbot facility, online demo/video and integrate with social media like Facebook, Twitter. Also add all social media plug-in tools in website after confirmation from SIDBI.	We assume development of chatbot is not in the current scope of work but website should have provision to integrate chatbot in future	Chatbot shall be provided by SIDBI.
44	22	4.4 Detailed scope of work	Site shall be implemented site in 2 languages (Hindi & English) from day one	We assume content will be provided by department both (Hindi and English)	The same will be provided by SIDBI
45	22	4.4 Detailed scope of work	The design and development at all stages to adhere to Bank's Branding Guidelines with regards to Font, Color, Text Size etc.	Would request you to kindly share bank's branding guidelines	Branding guidelines pertains to logo, colour, text, etc. which shall be duly shared to the selected Service Provider .