



Pre-Bid Meeting on 04/12/2017 - Clarifications
Request for Proposal For SIDBI Website Maintenance, Development and Support
400/2018/1287/BYO/ITV dated November 27, 2017

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	SIDBI Response
1	22	Section 4.1	Present Scenario www.smallb.in	This site is made using free CMS which has its limitations. Should the vendor migrate the new development to custom develop CMS.	Selected vendor needs to takeover existing websites & CMS. Development of custom CMS is presently not in scope. Any new development, if required by SIDBI in future, may be taken up as change request.
2	26	Section 4.4.1, Sr.No.16	Scope of Work: Vendor to provide compliance for Audit Observations.	Please let us know whether SIDBI will carry on Audit activity and the selected vendor will mitigate the Audit Observations.	SIDBI appointed auditors shall perform audit. Audit reports will be shared by SIDBI to the selected vendor. Selected vendor shall provide compliance for all AUDIT observations related to websites.
3	27	Section 4.4.3	Shifting of websites	At present different sites are hosted at different data centres (dedicated/shared/cloud server) arranged by SIDBI. Kindly clarify the change scenario on this to the new vendor?	All the three websites mentioned in the RFP are hosted at single data centre managed by Cyfuture India Pvt. Ltd. on a Fully managed Private Cloud. In case of change of Website Hosting vendor, Selected Website maintenance vendor needs to coordinate with the website hosting service provider(s) and migrate all the websites to the facility of new hosting vendor. Such activities shall be taken-up as and when required under change management. Kindly Refer Section 4.4.3.
4	32	Section 5.4 Sr. No.3	Minimum Eligibility Criteria	Minimum eligibility criteria's point no: 3 wherein it has been stated that the bidder should have experience of providing required services in last 3 years to atleast one customer from BFSI Sector. In view of the same please note that we do satisfy your requirements as regards project cost specified in point:3 but the same is not provided to BFSI.	No change.
5	23	Section 4.2	Features & Functionality of existing websites	Bilingual Content management (English & Hindi) Hindi and English content will provide by SIDBI , kindly confirm.	Hindi and English content, which needs to be hosted on website will be provided by SIDBI.
6	28	Section 4.5	Transition Management	The selected bidder will dedicate a single point of contact and coordinate with SIDBI for smooth shifting of SIDBI websites Is the person require dedicated onsite , or as and when required at SIDBI location.	On site resource not required. Selected bidder will identify a single point of contact for SIDBI for ensuring delivery of requirements as per scope.
7	32	Section 5.4 Sr. No.3	Minimum Eligibility Criteria	Whether WCAG 2.0 certificate is required for 3 websites ?	WCAG 2.0 certificate is needed for at least three(3) Websites.
8	32	Section 5.4 Sr. No.4	Minimum Eligibility Criteria	Whether analytic reports are required to be submitted for the complete period of 3 years?	Please provide analytic report for any 3 months/periods corresponding to the website case studies submitted towards experience in PHP & .NET platforms.
9	22	Section 4.1	Present Scenario	Environment / Platform details	Selected Vendor need to update the version/patching of the platform/technologies being used in the websites as and when required after mutual discussion with SIDBI. This activity is part of website maintenance as per the scope of the current RFP.
10	26	Section 4.4.2	New development / Change Request	Vendor will be required to discuss and support SIDBI in finalization of Application / New Features Development requirements for website at his own cost. Please clarify.	As and when required, single Point of Contact / Key personnel of the selected vendor should be available at SIDBI Mumbai office for discussion and finalization of Application / New Features Development requirements at its own cost.

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11	32	Section 5.4 Sr. No.3	Minimum Eligibility Criteria	<p>The bidder should have experience of designing, development, and maintenance of at least three(3) interactive, bilingual, responsive Websites complying to WCAG 2.0 standards in last 3 years as on 31st October 2017 out of which,</p> <p>(1) At least one customer should be from BFSI* Sector; and</p> <p>(2) Project cost (including taxes) of at least one project should be minimum ` 5.5 Lakh per annum OR project cost of at least 2 projects should be minimum ` 4.0 Lakh each, per annum.</p> <p>Here Bilingual means Hindi & English or any two languages would be acceptable.</p>	<p>Bidder needs to provide copy of Work order / agreement supporting experience of designing, development, and maintenance of at least three(3) interactive, bilingual, responsive Websites along with certificate from customers towards WCAG 2.0 Compliance Experience in India.</p> <p>Above, Bilingual means English and any other language using Unicode encoding.</p>