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RESPONSE TO PREBID QUERIES FOR RFP FOR HOSTING & MAINTENANCE OF CORPORATE WEBSITES FOR PNB .

S. N	RFP PAGE NO.	RFP CLAUSE NAME & NO.	RFP CLAUSE	Bidder's Query/Suggestion/Remarks	Bank's Response
1	Page - 7	Scope of work, 3B, Point no.10	The solution provider should have developed and maintained minimum 5 interactive and bi-lingual websites for Banks / Financial Institutions / PSU/ Government Organizations and must be in operations as on date. Development experience of site in regional languages will be added advantage. Also the solution provider should have experience of at least Two websites of Bank / Financial Institute/Govt. Organization, involving designing / migration as per WCAG 2.0 guidelines (Level „A“ & Level „AA“ or above) or Guidelines for Indian Govt Website and IPv6 complaint. Certificate for satisfactory service rendered for development, maintenance and hosting of the website has to be submitted from two organizations.	We request you to provide some weightage for bidders who have experience of developing international BFSI projects on global level. Also is there any technical evaluation related to the projects value, be it related to Government organizations or financial institutions.	Bank has already sought prior experience of Bidder in India which is the minimum requirement.
2	Page - 8	Scope of work, 3E, Point no.1 (B)	Web pages should be in alignment with corporate theme and latest web technology and trends	Any specific or particular web technology requirement is not mentioned, is the options available on bidder ?	Bank is already having corporate website i.e www.pnbindia.in

3	Page - 8	Scope of work, 3E, Point no.1 ©	The websites must be bilingual (Hindi and English) and the websites must be capable to incorporate other languages also. The bidder has to provide the pages also in more languages	Translation to be used from automated google free translations or paid license for actual content translation, eg. English to Hindi, & if paid translator to be used then cost will be taken care by the agency or bidder ?	No freeware is to be used. Cost to be borne by bidder.
4	Page - 9	Scope of work, 3E, Point no.(J)	The bidder must furnish contract agreements with other vendors whose products or services, the bidder would obtain. The bidder must further continue with the same vendors during the contract period and shall not be permitted to change the vendors after the bid is submitted. Failure to adhere to this clause will attract disqualification of the bid/ contract as well as invoke related damage clauses as specified in Terms and Conditions	Request you to provide the leniency in this clause, since third party dependency is sometimes tough throughout the project tenure, continuity with same vendors is always priority but the consistency accuracy will be always in favour of agency, as bidder cannot be bound with the vendors in respect to quality compromise & can keep options accordingly.	Please be guided as per RFP.
5	Page - 37	Eligibility criteria, Annexure 3, Point no. 9	The bidder should be the Original Equipment Manufacturer (OEM)/ solution provider of the solution in India.	Clarity required on OEM nature of business regarding web hosting or web development or both.	Please be guided as per RFP.

S.No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response
6	8		Existing CMS to be migrated	Need more details on the CMS. Is the CMS source code / IPR with the bank?	Source Code will be shared with successful bidder.
7	12	G.8	Service support at Banks Location	We understand that only 1 resource is required, kindly confirm?	only 1 resource is required.
8	15		Technology Stack	Please share current website Technology Stack details	Currently, Bank is using ASP.NET Technology.
9	36	Annexure-III Eligibility Criteria, Point 10	The bidder should have a minimum turnover of INR 5 Crore (Rs. Five Crores) per annum from sales/support related to e-Mail Solutions and /or SMS services in India , for the last 3 financial years (2016-17,2017-18 & 2018-19).	Please reduce the turnover 5 crore to 3 crore in the last 3 financial years (2016-17,2017-18 & 2018-19).	Refer Corrigendum I at Sr No 1.
10	48	Annexure Xi - S.No. 2	Existing SLBC Sites	Please confirm how many SLBC sites are there? Also, we understand that they will be hosted on the same server as the main site? Also, please share the Technology stack of these SLBC Sites	Total 6 SLBS Websites are presently running. Further details of these websites will be shared with successful bidder.
11		General		We understand that the existing website has to be maintained and hosted and this tender does not have revamping the existing PNB corporate website, please confirm?	Please be guided as per RFP.

Sr. No	RFP Page No	RFP Clause Name & No	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response
12	37	Annexure-III/Point No 6	The bidder should have experience of at least Two websites of Bank Financial Institute/Govt. Organizations, involving designing / migration as per WCAG 2.0 guidelines (Level,, A" & Level,, AA" or above) or Guidelines of Indian Govt. Website and IPv6 complaint.	Request you to amend this clause as The bidder should have experience of at least Two websites of Bank Financial Institute/Govt. Organizations, involving designing/development/migrati on/maintenance as per WCAG 2.0 guidelines (Level,, A" & Level,, AA" or above) or Guidelines of Indian Govt. Website and IPv6 complaint.	Refer Corrigendum I at Sr No 2.
13	37	Annexure-III/Point No 10	The bidder should have a minimum turnover of INR 5 Crore (Rs. Five Crores) per annum from sales/support related to e-Mail Solutions and /or SMS services in India , for the last 3 financial years (2016-17, 2017-18 & 2018-19).The bidder should have positive net worth during these financial years.	Request you to amend this clause as The bidder should have a minimum turnover of INR 5 Crore (Rs. Five Crores) per annum from sales/support related to IT/Software Development/Website Development/Maintenance in India , for the last 3 financial years (2016-17, 2017-18 & 2018-19).The bidder should have positive net worth during these financial years.	Refer Corrigendum I at Sr No 1.
14	9	E/Point No C	The websites must be bilingual (Hindi and English) and the websites must be capable to	Other than English and Hindi Languages mentioned here,	Other languages will be as included in schedule.

			incorporate other languages also. The bidder has to provide the pages also in more languages.	what other languages might be required in the near future?	
15	9	E/Point No i	The websites should provide for Search engine optimization to allow the highest possible ranking of the individual pages within the site from all major search providers, including but not limited to Bing, Google, MSN Search, and Yahoo! and to adopt all the relevant techniques for SEO (Search engine optimization). Good use of key words and content so sites can be indexed via Search Engine. The sites should provide Meta title and Meta descriptions tags that are maintainable and able to auto correct and/or provide results that best match misspelled words or phrases. The search feature should be able to search both HTML pages and documents, such as PDF files and Microsoft Word documents.	SEO will be incorporated at a basic level using metadata insertion or that needs to be an advanced level? If so, please provide some additional information	Details will be shared with the successful bidder.
16	13	G/Point No 16	Websites should be scalable and futuristic with provision to adopt B2B. It has to be integrated with Bank's back end systems like CBS, CRM, Bank's email, CGRMS etc. either real time or as required by Bank.	Which CRM is Bank currently using? Any inhouse CRM or off the shelf based solution? Also, would it be possible to provide information on which CBS the Bank is currently using?	Details will be shared with successful bidder.
17			General Query: Integrations with various systems mentioned in the RFP	We are assuming the required APIs will be provided by the client?	API will be developed by bidder as per bank required without any cost.
18			General Query: Training	Please provide some information on whether training after deployment is a requirement and also the duration?	Please be guided as per RFP.

19			General Query: Technology	Based on the information provided on the RFP, we are assuming that the technology is .NET? If not, please provide some more information on the technology stack (language, DB, O/S, app server etc.)	Currently technology is ASP.NET.
20			General Query: Payment Gateway	Will there be any Payment Gateway integration within the website?	Please be guided as per RFP.
21			General Query: Concurrency	Please provide some information as to how many concurrent users could be using the system or the expected users pool?	Refer point 12 of clause F at page no 11of RFP.
22			General Query: Website Contents	We are assuming all the required contents of website (bilingual) will be provided by the client along with images?	Details will be shared with the successful bidder.
23	27	Annexure-I/Point No 6	Migration including go live should be done within two months from the date of placement of purchase order. GO-LIVE certificate is to be signed by Bank official post successful migration & Hosting of Websites.	Request you to extend the duration to 90 days if possible	Please be guided as per RFP.
24	10	F. FOR WEBSITES HOSTING	1 The bidder shall provide the dedicated web hosting infrastructure of Tier level III compliant and above Data Centre for Window based (Window Operating System, IIS web server, .NET Framework, Anti-Virus Protection, Firewall) web hosting.	Kindly amend clause as The bidder shall provide the web hosting infrastructure either dedicated or shared infrastructure (virtual infrastructure) of Tier level III compliant and above Data Centre for Window based (Window Operating System, IIS	The infrastructure should be dedicated.

				web server,.NET Framework, Anti-Virus Protection, Firewall) web hosting.	
25	11	F. FOR WEBSITES HOSTING Point no 12.	12 The bidder should ensure that dedicated web server should have a capacity to support minimum 15000 concurrent users at a time.	Kindly confirm whether Bank is looking for virtual dedicated server on cloud.	Please be guided as per RFP.
26	12	H. FOR DEDICATED DNS SERVICES	2. The bidder has to ensure successful migration of all the Bank's domains over the Dedicated DNS Server.	Kindly confirm no. of domains and no. of subdomains	Details will be shared with the successful bidder.
27	15	J. Onsite Support	4. The L2 support will coordinate with their counterpart in case of DR Drill & other miscellaneous activities.	Request you to kindly confirm how many DR drills are required in a year. (For example one, two in a year)	Four DR drills are required in a year (one in each quarter)
28	48	Functionalities (WEBSITES MIGRATION)	The under mentioned Bank's Websites to be migrated, hosted and maintained: Bank's Corporate Websites (English & Hindi) along with CMS functionality. Existing SLBC Websites	Kindly provide more details on migration such as amount or Size of data to be migrated from existing location in MB / GB /TB inclusive of the Log and float files to bidder location.	Details will be shared with the successful bidder.
29	48	Functionalities (WEBSITES MIGRATION)	The under mentioned Bank's Websites to be migrated, hosted and maintained: Bank's Corporate Websites (English & Hindi) along with CMS functionality. Existing SLBC Websites	Kindly Confirm the Existing Website OS and DB version and Edition. 1)Total number of the virtual machine/server data to be migrated.	Details will be shared with the successful bidder.

30	48	Functionalities (WEBSITES MIGRATION)	The under mentioned Bank's Websites to be migrated, hosted and maintained: Bank's Corporate Websites (English & Hindi) along with CMS functionality. Existing SLBC Websites	Kindly confirm the medium of migration i.e. data will be transmitted from existing CSP to new CSP data centre(ESDS) over the Internet medium or bidder will need to migrate the data using physical medium like USB or Hard-Disk devices	Will be finalize with the successful bidder.
31			General Query	Kindly confirm the expected RPO and RTO between DC and DR site ? (For i.e. RPO of 30 min and RTO of 120 min)	Maximum 30 Minutes for both.
32			General Query	Kindly confirm Bank is going to terminate any link at ESDS DC/DR site.	Please be guided as per RFP.
33			General Query	If MPLS then kindly confirm total number of links will terminate at DC Site?	Please be guided as per RFP.
34			General Query	Kindly confirm the backup retention period (30 days, 45 days)?	Details will be shared with successful bidder