	A	B	C	D	E	F	G
1					Indian Institute of Banking & Finance, Corporate Office, Mumbai		
2					List of Pre-bid Queries and Institute's Response towards website RFP as per Pre-bid meeting Held On 26th August-2019		
3	1						
4		S. No	Page Number/Clause Number		Clause in RFP	Change required	IIBF Response
5		1	Page 10 point 9. Minimum Eligibility Criteria Sub point b		The bidder should have registered a turnover of Rs.25 crores or above during each year for the last three completed financial years.	Sir, request you to please amend this clause as- The bidder should have registered a turnover of **Rs.12 crores** or above during each year for the last three completed financial years.	No change
7		2	Page 10 point 9. Minimum Eligibility Criteria Sub point d		The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations of Educational Institutes	The bidder should have executed at least three orders of **Web App Development** with value should not be less than 50 Lakhs each	No change
8		3	Page 10 point 9. Minimum Eligibility Criteria Sub point g		Bidder should have in place the remote service delivery infrastructure to ensure immediate response and faster resolution. Bidder should be capable to offer 24 X 7 skill based Telephonic support for soft calls resolution.	Sir we have night shift team working as a support center apart from our 150+ developers. We have adequate infrastructure for call center and we can provide details for it also but we have office in Jaipur. Request you to please relax this clause as the call center can be operated from any remote location and metro city like Jaipur too.	**Since IIBF has offices in all 4 metros as mentioned in RFP, the bidder may arrange support services from the said metros.**
9		4			EMD- 5,00,000	Sir, as per GFR rule 2017, **EMD exemption** is necessary for MSME registered firms. Based on said rule we are requesting you to please exempt the EMD for MSME vendors	No change
10		5			Consortium	Sir, As the project is asking for infra and web maintenance experience thus combined experience of two firms will be needed to achieve this. So we are requesting you to please allow **consortium**.	No change
11	2						
12		Sr.No.	Page No.	Point/Section	RFP Clause	Queries raised by bidder	IIBF Response
13		1	7	6.1 - b - ii.	Service provider should structure the website to make it navigation friendly and this should be demonstrated by submitting a necessary prototype to the Institute. This would help the members of the Institute to access the information easily and quickly.	1)We are assuming complete site will be redesigned and re-developed along with color /theme and navigation flow changes. Is the understanding correct? 2) New User experience would be created along with Wireframes and design specifications. 3) Does IIBF has any Techonology or Design recommendataions for new site, if required?	**Yes. Framework will be left to the vendor's Choice. New Design will be decided based on the prototype suggested during technical presenations made by the bidders.**

	A	B	C	D	E	F	G
14		2	7	6.1. b.iii)	To access the audio / video files the bidder has to provide streaming facility with the plug-ins of necessary software and add-ons.	Kindly confirm the approximate size of video file?	**For each event, a video file size will be around 600MB. These videos are basically event based. Such as PTML lectures, Talware Lectures etc.,**
15		3				Is there any Live Video Streaming?	**no**
16		4	8	6.1 - d	The website must take care of backward/forward linkages with the database and all the applications currently used by IIBF such as payment gateway, examination system, mock test and membership systems . Currently, all the products and services of the Institute are offered online and are integrated with payment gateways from SBI and M/s CSC wherever applicable. The bidder has to take care of the existing linkages of third party also. The bidder has to take care new linkages that may arise in future without any additional cost.	What kind and level of new linkages are expected in future? The new integrations in future will be considered in change request if the work exceeds above 7 working days as mentioned in the RFP.	**Linkages with 3rd party payment gateways, third party websites, test engines, or learning sites.**
17		5	8	6.1 - e	The bidder has to provide an admin module and dashboard to maintain the entire website including maintenance of all the programs.	Apart from the features available in the current admin, is there any changes/enhancements required?	**This will be finalised during SRS stage if any.**
18		6	8	6.1 - f	The bidder should also take care other services such as forwarding e-mails and SMS to candidates based on the volume of registrations. Such services shall be treated as part and parcel of website maintenance and hosting. These services must be offered in proportion to the volume of registration of candidates. There will be no separate charges for whatsoever number of SMSs or e-mails that will be sent to candidates.	These services must be offered in proportion to the volume of registration of candidates. >> Need clarification on this point. Also, kindy confirm the expected volumes.	**Refer clause 14. Volumes are indicative. The volumes may spike 15% year on year basis. Irrepective of degree of volumes, the bidder has to scale up the infra sizing and offer the services in proportion to the registrations. i.e., it is to say that in case the volumes increase more than what is given in the clause,bidder should cover spike in the given charges. Institute will not pay any extra charges for such increase of volumes and no extra amount will be paid by IIBF for any such excess SMSs or E-Mails sent to candidates by the bidders.**

	A	B	C	D	E	F	G
19		7	8	6.1 h	The website must enable with SSL 128 bit or higher encryption at client end, server end and during transactions.	Kindly confirm the number of domain and subdomains to be required for SSL?	**website and transactional services**
20		8				Kindly confirm which SSL is required? i.e. Alpha SSL,domain SSL, extended SSL etc.	**Bidder to decide, as the website to be hosted in level III or higher data centre**
21		9	9	6.2.2	Integration with different payment gateways should be ensured.	Assuming there are two integrations (SBI and CSC) for now, any other payment gateway integration apart from these will be treated as new integration.	**Bidder to support integration of any third party payment gateway other than existing one. Further, such integrations will form part and parcel of maintenance and IIBF shall not pay any extra charges for such integrations**
22		10	15	13.1	A week's onsite training should be provided to the designated staff of the Institute covering the operational aspect of the new website.	Assuming the existing website is being migrated, with this are we expecting any changes in it with respect to which the onsite training is expected?	**Any new environment need user training to operate it smoothly**
23		11	24	Home Page	Hit counter, which would track the number of hits from various geographical areas, should be available.	Assuming this will be covered under Google Analytics.	**Okay**
24		12	36	Media	Media All screens will have static or dynamic conceptual graphics (photographs, images to should be used from the (BIDDER NAME) photograph library). In case a specific image is suggested or required, which is not available in the (BIDDER NAME) library, (BIDDER NAME) would suggest alternate images that are available in its graphics library.	Please provide clarity on following: 1) (BIDDER NAME) photograph library). 2) (BIDDER NAME) library 3) graphics library.	**This refers to the repository of non objectional pictures that may be used in any public domain without any copy right issues. Library is synomous to repository or storage. Graphic library also similar to graphics designed by the bidder, or owned by them or bought from third party for public usage.**
25		13	42	2.6	An email id will be created in the (BIDDER NAME) mail server. All mails from IIBF end users will be sent to this mail id and will then be forwarded automatically to the relevant team members. This mail id is to be used for communication regarding support.	How many number of team members are expected to work in the maintainance period?	**Vendor to decide**

	A	B	C	D	E	F	G
26		14		31	A quarterly backup copy of entire website must be forwarded to the Institute. The backup should be restorable from time to time, if need, be with mock drills. Hosting and backup to be taken care by the bidder.	What is the retention period for the backup?	**Quartely Backup to be retained entire contract period**
27		15			Following list of modules/processes are not mentioned in RFP. 1. Duplicate Certificate Module 2. Runtime Admit Card Generation 3. Bank Bulk Module 4. Bulk Repeater's Flow 5. DISA Module 6. Non Member Registration and Exam Application Workflow 7. DRA Batch Module and Accreditation Renewal Process 8. Credit Note Generation Module 9. GST Recovery Module 10. Exam Recovery Module 11. Running single exam with multiple periods 12. Application Cancellation and Refund Processing and Monitoring 13. Exam Prize Winner Data Management 14. KYC Module - Admin Process - Recommender and Approver 15. Monthly Examination and Offline Count 16. DRA Result & Admit card Module 17. CSC Flow for BCBF Exam 18. Daily Generating SBI MIS Refund Report 19. Managing FTP Vendors for transferring the data 20. Cron Generation and Data Transfer for	These are additional live modules which are currently not part of the RFP, Will these modules and processes be also continued in the maintenance period?	**Modules given in the RFP are indicative. The incoming bidder has to takeover entire website of IIBF not restricting to the along given reports. Further, the actural no. of reports, forms, procedures and functions, databases shall be finalised during SRS stage. Hence bidders are requested to look into indepth of the current website and offer their bids accordingly.**
28	3						
29		**Sl. No.**	**Page No.**	**Clause No.**	**Existing Caluse**	**Queries**	

	A	B	C	D	E	F	G
30		1	1		The captioned of the RFP is "FOR MIGRATING TO NEW HOSTING ENVIRONMENT MAINTAIN THE LOOK& FEEL OF THE EXISTING WEBSITE OF THE INSTITUTE"	We have following queries : There are 2 URLs iibf.org.in & iibf.esdsconnect.com. Please let us know whether both sites fall under the scope of the work? Going through the whole tender it in directly suggests that the site under both URLs are covered in the scope of work. Please confirm.	**The scope covers all the URLs of the website.**
31		2	7	6.1 a	The assignment requires migration of existing website along with all the features……..take care of updates in the form of changes / additions / deletions/modifications of the contents of the Institute's website (www.iibf.org.in) on regular basis.	• What will be the average support requests in a month? • What is the existing Architecture of both sites? • Annexure V and Annexure VI shows that there are different technologies like windos & Linux. Can you please let us know the number of concurrent users for both websites and the portal? This will help us to do proper sizing for hosting infrastructure. Whether IIBF suggests dedicated hosting or cloud hosting.	**One dedicated manpower at Corporate Office of IIBF, Mumbai. Other resouces are needed based on the requirements. Currently, the website is being hosted on dedicated environment.**
32		3	7	6.1 (ii)	Service provider should structure the website to make it navigation friendly and this should be demonstrated by submitting a necessary prototype to the Institute. This would help the members of the Institute to access the information easily and quickly.	Does the scope involves revampe of website www.iibf.org.in becouse the title of the RFP is for hosting and maintenaning the website? It also suggests that the bidder has to develop Admin dash board, make the navigations user friendly.	**Yes**
33		4	7	6.1.b (iii)	To access the audio / video files the bidder has to provide streaming facility with the plug-ins of necessary software and add-ons. Note: General video files pertaining to IIBF activities are to be handled by the service provider with a necessary media server for better performance.	As per the industry practice video files are uploaded in YouTube duly embedded in a web page to reduce the cost burden becouse streaming servers are generally very costly. Please advise.	**These video files related to our own events.**
34		5	8	6.1 d	The website must take care of backward/forward linkages with the database and all the applications currently used by IIBF such as payment gateway, examination system, mock test and membership systems……The bidder has to take care new linkages that may arise in future without any additional cost.	Please elaborate. How many such linkages to be developed in future?	**Based on requirements**

	A	B	C	D	E	F	G
35		6	8	6.1 e	The bidder has to provide an admin module and dashboard to maintain the entire website including maintenance of all the programs.	It appears that the portal is already active and fucntional. Do you have dash board already? Similarly admin module must be there and working fine. Kindly confirm.	**Yes**
36		7	8	6.1 f	The bidder has to take care of proper sizing of hardware, software, and bandwidth as mentioned in clause No.14 of this RFP. The bidder should also take care other services such as forwarding e-mails and SMS to candidates based on the volume of registrations..........There will be no separate charges for whatsoever number of SMSs or e-mails that will be sent to candidates.	Whether SMS gateway will be provided by IIBF?	**No, Vendor to take care**
37		8	8	6.1 g	The website must be ....The bidder has to carry out Vulnerability Assessment and Penetration Testing(VAPT) on regular basis by a qualified Security Auditor empaneled by authorities such as Cert-in etc., Such audit certificates to be submitted to IIBF periodically.	Please let us know the periodicity of conducting Audit by a CertIn empanneled Auditor. This is important becouse the terms with the Auditor is to be finalized based on number of Audits to be conducted per year? Kindly advise.	**Once in a 6 months.**
38		9	8	6.1 h	The website must be secured with SSL 128 bit or higher encryption at client end, server end and also during the transactions.	There is no SSL in the existing website - http://www.iibf.org.in. Whether SSL to be procured by Vendor or IIBF will provide the same?	**Vendor. SSL is there in the transactional part of the website**
39		10	9	b	The bidder should have registered a turnover of Rs.25 crores or above during each year for the last three completed financial years.	Request you to allow Consortium for the Bid participation with below ammended clause: "The bidder / Members of Consortium cumulatively should have registered a turnover Rs. 25 Crores or above during each year for the last three completed financial years."	**No change**
40		11	9	6.1.2	Daily News Letter (Fin@Quest): The Institute offers a daily e-news letter service to the registered candidates which covers banking and finance related news and information. The bidder should take care of generating the news letter on a daily basis by procuring news from various sources of national and international domains. For this purpose bidder should engage proper resource persons.	What will be the eligibility criteria for the resource who will collet the national and intenational news? Whether the existing Agency can be hired or new source to be arranged?	**Resource persons should be conversant with practical banking and finance field. Bidder to take care.**

	A	B	C	D	E	F	G
41		12	10	9. d	The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations of Educational Institutes	We have been developing and maintaining web portals for major banks for almost two decades with many online activities with multiple interfaces and detailed workflow with complicated MIS etc. Recently we have developed a portal for NBHM (National Board of Higher Mathematics under Department of Atomi Energy, Govt. of India) which is under UAT. We hope that such long experience we make us eligible for the project. A list showing our valuable clients for which we have developed and maintained web portals for many years, are enclosed for your ready referance.	**okay**
42		13			Post implementation of the website, live support and call centre services have to be provided from 8AM to 8PM for 365 days. The bidder should deploy a technical resource at the corporate office of IIBF on all working days.	Whether technical resource is to be physically present at Coprorate office or should be available on call and are ready to visit Corporate Office as per requirement?	**Should be placed at Corporate office of IIBF, Mumbai**
43		14	32	Annexure-III	Annexure-III (Reports of 3 categories)	Whether all this need to be developed or maintained?	**These reports are currently available in the present website**
44	4						
45		**Sr. No.**	**Document Reference**	**Page No.**	**Description in RFP**	**Clarification Sought**	**IIBF Response**
46		1	6.1 - a) Migration of existing website	7	The assignment requires migration of existing website along with all the features and functionalities into a new hosting environment, including migration of all the programs, reports and databases. The assignment also involves to maintain the look and feel of the existing website on a turnkey basis. It is also required to take care of updates in the form of changes / additions / deletions/modifications of the contents of the Institute's website (www.iibf.org.in) on regular basis.	Please confirm if IIBF will provide the latest source code and database of the existing website. Please confirm if the current vendor would provide necessary support to the new vendor for migrating and one-time setup of the existing website.	**The Incoming bidder should take care of source code from the outgoing service provider, as out going bidder is obliged to provide source code to IIBF under present agreement.**

	A	B	C	D	E	F	G
47		2	6.1 Scope of the Work: (b)		iii. To access the audio / video files the bidder has to provide streaming facility with the plug-ins of necessary software and add-ons.	Please inform the list of audio / video streaming software required to host the existing content of the website.	**Videos can be uploaded on Youtube and a link to be given on IIBF's website**
48		3	6.1.1 Educational Services	9	The Institute offers e-learning, virtual classes and mock tests to the registered candidates for various courses. The Institute has separate agreements with third party service providers for these facilities. The website should allow candidates to avail these facilities seamlessly.	To understand the scope of work for website maintenance we would request for the necessary clarity for the following points: 1. Is the scope of work of linking the courses / virtual courses limited to redirecting the links of the existing content to the website or platform of the existing third party e-learning vendor? 2. RFP states the requirement on streaming videos. Since streaming cannot be part of non-eLearning vendor system please clarify if the scope is limited to hyper linking the e-Learning content to an existing e-Learning portal with no dependencies on session/login/single sign-on.	**Yes. Videos can be uploaded on the You tube and a link can be given on IIBF's website**
49		4	6.1.2 Daily News Letter (Fin@Quest)	9	6.1.2 Daily News Letter (Fin@Quest): The Institute offers a daily e-news letter service to the registered candidates which covers banking and finance related news and information. The bidder should take care of generating the news letter on a daily basis by procuring news from various sources of national and international domains. For this purpose bidder should engage proper resource persons.	Please clarify if IIBF would provide the required content for generating the newsletter. If the successful bidder is to provide the content too then please clarify the approval method for the release of the content. Does the scope include generating business analytics which are based on the receipt and consumption of the newsletter content? If yes, please provide the required use-cases.	**No. In the initial period(first few days) IIBF could provide the kind of topics to be covered, however churning of content on such topics will be a sole responsibility of the bidder. No.**
50		4	11.1. Technical Evaluation	11	The total points to be awarded in the technical round will be as under: Presentation on adoption of technology - 45 Points for data centre - 20 (a) Own data centre: (20) (b) Third party data centre: (10) Past Experience, Support / Reference - 35 -- Total - 100	As per our understanding 45+35 marks are based on subjective parameters. We would request IIBF to have a evaluation matrix which would have at least 90% objective parameters.	**No change**

	A	B	C	D	E	F	G
51		5	13. Training:	15	13.1 Bidder shall organize a user training as follows: # A week's onsite training should be provided to the designated staff of the Institute covering the operational aspect of the new website	1. Please confirm the number of IIBF participants who needs to be trained. 2. We understand that training for full 5 consecutive days would be required. Please confirm our understanding. 3. We understand that the training needs to be done at IIBF Mumbai HO premise and IIBF would provide the necessary infrastructure required to deliver the training such as Training room, desktops, projector etc. and the vendor has to be provide a trainer only. Please confirm our understanding.	**Yes. Training infra shall be provided by IIBF. The bidder need to arrange trainer.**
52		6	13. Training:	15	Bidder shall provide a separate documentation to each participant (hardcopy and softcopy)	We would request IIBF to limit the requirement to provide only the softcopy of the training document. Please confirm the acceptance of the request.	**No change**
53		7	14. Infrastructure Sizing:	16	The Bidder must deploy optimal infrastructure such as Hardware, Operating System, Database, Middleware etc. Keeping in view of the current requirements, the bidder must extrapolate the size of the infrastructure during the contract period (i.e. 5 years plus 2 if extended).	(1) Please provide clarity on the year-on-year data growth (either in % or file size) so that we can plan for the compute and storage required for the entire contract period of 5 + 2 years. (2) Can we propose a Cloud based solution?	**Base volume is given in Clause 14 of the RFP. Data growth rage will be around 15% , Dedicated Hosting**
54		8	22. Payment Schedule: One time setup Charges	21	Sign-off of User Acceptance Testing after commencement of hosting - 60% After one year of Performance warranty - 10%	We would request IIBF to change the two payment milestones mentioned in the previous column as per the alternatives requested here: *Delivery of the solution for User Acceptance Testing - 30%* *Sign-off of User Acceptance Testing - 30%* *One month after commencement of hosting - 10%* Please confirm the acceptance of the request.	**No change**
55	5						
56						**Query**	**IIBF Response**
57		1				• What the process of bid submission – I had not found anywhere clearly written in RFP.	**Techno commercial. Refer Clauses 11.1 to 11.5**

	A	B	C	D	E	F	G
58		2				• Database – we demanded on 2 Core license prices – suggest who many core we need in total for Database – MS SQL Standard Edition.	**Bidder to decide**
59		3				• Out of total of 8 Windows Platform Servers – how many of them are Database servers.	**Bidder to decide**
60		4				• Out of total of 4 Linux Platform Servers – How many of them are Database Servers	**Bidder to decide**
61		5				• VAPT – we consider here for Infrastructure only, not for application – please confirm.	**both**
62		6				• Actual Data Size and Incremental data on monthly basis.	**Refer Clause 14 of the RFP**
63		7				• IN DR Setup – you had demanded MS SQL express edition whereas in DC we want MS SQL standard edition – please suggest which is actually required.	**Bidder to decide**
64		8				• Would You want DC and DR replication on active - passive mode.	**Bidder to decide**
65		9				• Is our current Infrastructure environment is on HA mode + DR.	**Yes**
66		10				• What is the expected RTO and RPO.	**RTO=24 hours, RPO= to the point of disaster**