STATE BANK OF INDIA

भारतीय स्टेट बैंक
State Bank of India

Social Media & Web
State Bank Global IT Centre,
4th Floor, Tower No. 2,
Belapur Railway Station Complex,
CBD Belapur, Navi Mumbai – 400 614

RFP FOR PROCURMENT OF SOFTWARE SOLUTION / SERVICES

(Response to Pre-Bid Queries for the meeting held on 2nd March, 2017)

Sr No	RFP Page	Bidder's Query	Bank's Response
1	4	Request bank to reduce the cost of RFP to Rs. 10000	**No Change.** Rs. 25,000/- in the form of Demand Draft in favour of State Bank of India payable at Mumbai. The cost of RFP is non-refundable.
2	4	Last Date and Time for Bid Submission	Last Date for Bid Submission has been extended to **15.03.2017 @ 03:00 pm**. Detailed information will be shared in corrigendum to be published on the website on **06.03.2017**.
3	8	Is there a multi lingual Requirement for any country?	List is in 'Languages'given in the next table.
4	8	For 21 Internet Facing Foreign Offices (FO) Websites, are the features and functionality of websites are same only Language would be different?	Being an information site (21), the features and functionalities would be largely same. However, complete list of website is given to the bidders to understand as business perspectives and local connotations would be different.
5	9	Do we need to create a responsive portal with native apps or only responsive design?	Responsive as well as native app (Android, IOS and Windows)

6	9	Content personalization on multiple sites	Content personalization applies to identification of client (end user) based on authenticated session/ geographical location (Geo-IP). Since, internet facing foreign websites (21) will be of static & informational in nature, client login won't be applicable. Personalizing end user view of the website for respective country based on Geo-IP would highly be appreciated. Bank desires to get the implementation of following deliverables without content personalization during delivery of the project. However, the same may be considered in the annual maintenance (AMC) phase as desired by the Bank: 1). Targeting end users based on Geo-IP for IBG Intranet website/ domestic website. 2). Unified view for authenticated content publishers of the respective website using underlying product's (Enterprise Portal) workflow.
7	10	What type of data need to be upload from CRM, SAP, Finacle, Finacle Treasury,RAMCO, CDS etc., Please explain in detail.	For information websites, interest rate, exchange rate, content etc. would need to be uploaded. Foreign offices would need to get the rights for being able to do themselves. Extensive upload requirement for IBG Intranet site is from single stop shop for management oversight requirements and monitoring e.g. for display of various dashboards with drill down like profit, balance sheet, assets and liability, Country risk, group risk etc (From Core Banking software Finacle), CISLA, Unrated/ Unsecured etc. (from RAMCO decision works), ATM financial, non-financial Hits (ATM Switch), INB financial/ non-financial hits (INB/ FEBA), NOOP, Dealing Room Profit etc (From Finacle Treasury), Maintenance of Org Data for SAP-CDS(Career Development System), hosting raw audit data for Career Development System (from Finacle/ Finacle Treasury/ eTrade), Service desk pending from service desk, Alerts generated etc. from AMLOCK (Financial Crime Detection System). The requirement in essence would be make the data available for display/ presentation through auto scheduled uploads. The user (employee would be able to drag and drop and make own reports

			from the sets of tables available.
8	10	Please explain "Integration / Migration Requirements with existing systems" e.g.; what is DMS (Document Management System) of SHCILATM Switch, what is DCMS, FEBA etc.	Integration would be required for ADS, Mail, SMS and PIMS (ARCOS) for IBG Intranet site and for wesbite ADS, mail and SMS (sending ackowledgement/ promotions to customers) etc. Integration may be read as upload feature for other applications such as Finacle, Finacle Treasury, SWIFT Connect, AMLOCK, DCMS (Debit Card Maintenance System), FEBA (Finacle Electronic Banking Application), ATM Switch, CDS, SAP. CRM and DMS would have links.
9	10	For Intranet site there are dashboards and granular/macro reports. Is there any reporting tool already there in SBI like Jasper soft/Pentaho…..	Presently, we do not have any reporting tool available.
10	11	Onsite Resource Requirements	Resources to work in 24*7*365 days per year: **a)** Web/ application server administrators (At least 1 resource per shift) **b)** Database administrators (At least 1 resource per shift) **c)** Network administrators (At least 1 resource per shift) **d)** UXM Developers/ Designers (At least 1 resource per shift) **e)** Portal Developers (At least 1 resource per shift) *(All developments must follow ISO 23026-2015 quality or later standards.)* In addition to the onsite resources to be provided by the Bidder, L1/ L2 support officials will be arranged by the Bank. However, L3 support should be arranged by the Bidder/ OEM as and when required.
	11	Performance Requirement: 99.9 % Uptime requirement for all the websites under this project.	**a)** This applies to product malfunctioning & developments undertaken as per Bank's requirement should function with 99.9% uptime. **b)** Failure in Hardware or issues in OS not related to activities performed by onsite resources should function with 99.9% uptime.
12	12	There will a price difference for the product chosen under EULA. Request the bank to provide clarity on price to be considered for EULA	**a)** Enterprise Agreements between OEM & Bank has negotiated product cost. This does not mean that the product cost to the Bank is Zero. **b)** In both EULA and non EULA products indicative price is desired for arriving at least-price for the purpose of reverse auction.
13	12	What type of content need to be migrated from 16 existing Foreign Offices websites? Please provide	Static content and web-forms, if any.

			details.	
14		21	Does the proposed hardware handle the projected volumes and offers a proven solution to meet the requirement	Infrastructure required for hosting the websites will be provided by the Bank in Bank's private Virtualization cloud. However, handling projected volumes requires proper scaling which should be suggested by the bidder under "Architecture Details". Desired concurrency is 3000 Performance – pages to load instantly (less than 2 seconds) Growth - General 10%; UK specific 25% Uptime would be calculated individually for the FOs
15		22	Request the bank to confirm if there will be a reverse auction or manual negotiation?	Bank would prefer to conduct Reverse Auction for selection of successful bidder.
16		35	The Vendor should also provide the MIS reports as per requirement of the Bank.	No. of reports to be displayed in the form of a dashboard for IBG Intranet website will be **approximately 75.**
17		35	Training	**a)** Successful bidder will train SM&W department officials about the deployment & management of project **(Classroom session for 15 days in SM&W department)**. **b)** Successful bidder will train Foreign based officials about publication of workflow based content on their respective websites. **(Video Conference including Bidder's SME, IBG & SM&W officials and foreign based officials).**
18		36	Bidder should provide maintenance support for Software / Middleware over the period of utility of Hardware / Software / Operating System /Middleware for 5 years	The HW and the OS required for Hosting the proposed solution is out of scope. However, implementation of OS parameters as per Bank's "Secured Configuration Document" & patch management should be handled by successful Bidders onsite resource deployed for this project.
19		37	For every change request Vendor should provide detail effort estimates to the Bank including the code change requirements, affected applications, resource requirements, testing requirement, time required to implement the changes etc.	**a)** Initial development cost will be covered as per Annexure-F. **b)** Cost towards Change Management detailed in point no 22 **c)** Incident/ Defect/ Testing in the existing application & day to day infrastructure management will be handled by onsite resources deployed for this project.
20		37	The Bidder should keep the Bank explicitly informed the end of support dates on related products/hardware and should ensure a support during warranty and AMC/ATS period.	**a)** Bank will ensure warranty/ support for hardware/ OS to be provided by the Bank. **b)** Bidder is expected to ensure 5 years product support subscriptions. **c)** Bidder is expected to provide 5 years warranty& support for the

			developments undertaken as per Bank's requirements.
21	45	Request the bank to share the threshold for technical scoring /minimum score to qualify technically.	As per "Evaluation Matrix" mentioned in the RFP wherein total score must be 100.
22	56	Request the bank to share payment terms for this engagement	Payment Terms to be shared, as under: 1). **Product License/ Subscription Cost:** EULA/ non-EULA License and annual software support cost will be paid per year in advance by the Bank for 5 years from date of product delivery with active license/ subscription. (Date of delivery should start from commencement of project delivery). 2). **Cost towards Project Deliverables within the stipulated 6 months' timeframe:** **a).** 20% within 30 days from project's commencement. **b).** 20% within 30 days from 3 months of project's commencement. **c).** Remaining 60% after completion of the project delivery. (Subject to penalties mentioned in the RFP for non-delivery of the project within given timeframe) 3). **AMC Payment (5 Years from project's production roll-out):** Quarterly basis towards onsite support resources as mentioned in the RFP to be deployed for the project. **a). Inclusions:** Defects/ Tests/ Incidents/ other fixes/ normal changes in project deliverables. **b). Exclusions:** Charges towards future major feature enhancements during contract period as desired by the Bank wherein defects/ tests/ incidents/ other fixes in the desired enhancements would be covered under AMC. *(Fixed charges to be factored by the Bidder on T&M basis).*
23	62	(Iv) When a dispute is settled by the Court of Law in India. (v) Loss occasioned by Non-compliance of Statutory or Regulatory Guidelines	**a)** Clause (iv) deleted in the corrigendum **b)** Clause "(f) (v)" to be read, as under:- *"Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory*

			guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider".
24	65	What are the expected project timelines?	Project deliverables have to be delivered within the stipulated timelines not exceeding **6 months**. Failure to comply with the time frames for delivery shall attract penalty as mentioned in the RFP.
25	65	Penalty	No change. As per standard RFP Terms. Maximum is capped at 100% of the "Cost towards Project Deliverables".
26		Revision in the list of websites	Total number of websites would remain 21; instead of Israel and additional site would be provided for London; instead of Chicago being counted separately (would be merged with US Ops), it would be Mauritius; one site kept as standby would be used for Nepal; Myanmar would be marked off against Canada. Canada and Mauritius websites links are provided in the RFP. Nepal website is www.nepalsbi.com.np.

Sr. No	FO	Website	Counted in RFP	Language other than English
1	Sydney	www.sbisyd.com.au and e-Remit	1	
2	Nassau	No local website	Not required	
3	RBB, Bahrain	www.sbi-bh.com	2	Some pages are in Arabic
3	WBB Bahrain	www.sbibahrain.com	Same landing page but both will be available (RBB and WBB)	English only
4	UAE/ Dubai	www.sbi.ae	3	English only
5	Qatar/ Doha	No local website	Closed	
6	Oman/ Muscat	www.sbioman.com	4	English only
7	Saudi Arabia/ Jeddah	www.statebank.com.sa	Being closed - Not taken up	
8	Dhaka	www.sbibd.com	5	Bangla also
9	Antwerp	www.sbiantwerp.com	6	English only

10	China/ Shanghai	www.sbishanghai.com.cn		7	Also in Mandarin, written in Pinyin
11	Japan/ Tokyo	www.sbijapan.com		8	
	Japan/ Osaka	Nil	No		
12	Hong Kong	www.sbihongkong.com		9	English only
13	Paris	www.sbiparis.net	Not being taken up		
14	Frankfurt	www.statebank-frankfurt.com		10	Dutch also
15	Tel Aviv	Nil		Since dropped	
16	Maldives/ Male	www.sbimaldives.com		11	
17	Singapore	www.sbising.com; eremit.sbising.com		12	English only
18	Johannesburg	www.statebank.co.za		13	English only
19	Colombo	www.sbisrilanka.net		14	Sinhala and Tamil also
20	London	www.sbiuk.com		15 and 16	
21	Chicago	www.sbichicago.com	Same landing page but both will be available (NY and Chicago)		
21	New York	www.statebank.com		17	English only
21	Los Angeles	Nil	No		
22	Seoul	www.sbiseoul.com		18	Korean also
23	Mayanmar	No local website		Since dropped	
	Canada	www.sbicanada.com		19	
	Mauritius	www.sbimauritius.com		20	French
	Nepal	www.nepalsbi.com.np		21	Nepali