

Vendor name	S. No.	Page No	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	SBI Cap Response
Think Design	1	Page 8	1.4 Scope of Work	The bidder shall design and develop SBICAP corporate website, www.sbicaps.com as per the high-level outline provided in Annexure-1	Is the outline provided in Annexure-1 flexible in terms of navigation and information architecture?	There may be scope for improvement to make the user experience better using different information grouping, prioritization, and hierarchy.	Yes. This outline is give is very basis. Bidder can recommend accordingly for better user experience
Think Design	2	Page 8	1.4 Scope of Work	The bidder shall provide the User-friendly Content Management Tool for website content management. The CMs tool should be either licensed or a developed by Bidder according to address the automation requirements of SBICAP. The bidders shall develop workflow for contents approval so that website owner can review the contents before publishing.	Are we going with wordpress or custom CMS?	Think Design would recommend using Wordpress, however, in case the Owner wishes to recommend, we are open to that option as well	Wordpress or equivalent open source CMS is accepted
Think Design	3	Page 10	1.4 Scope of Work	The present website is based on WordPress and available plug-ins and has around 50 dynamic pages.	Any preferred plug-ins for wordpress?	To consider both, from a scope and commercial perspective for the financial bid	We do not have any preference for plug-ins of Word Press, Bidder needs to recoomend the same to SBICAP.
Think Design	4	Page 8	1.4 Scope of Work	The bidder should propose a latest Technical Framework for development of website so that it can be seamlessly browse on all Smartphones, iPads, Laptops, Tablets and with popular Operating system Windows, Linux, MAC etc.	Is this website responsive?	To consider both, from a scope and commercial perspective for the financial bid	The bidder is required to ensure that the website is seamlessly accesssible on Laptop (all major browsers) and from Mobile, IPADs etc.
Think Design	5	Page 9	1.4 Scope of Work	Use of Source Code and Ownership of Libraries and third-party codes use in the web portal.	Who will take care of the wordpress plugin license?	To fix responsibility and ascertain what is in / out of scope	SBICAP is requestiing to have a source code ownership irreespective of the platform proposed.
Think Design	6		1.4 Scope of Work		What are the different server environments we should consider (Development, Staging, and Production)?	To ensure we are aligned with the Owner's requirements	UAT and Production is adequate
Think Design	7	Page 11	7. Payment Schedule	25% after 3 months after Go-Live	Can we make this 5%	Standard industry practice	SBICAP will review and amend in the RFP
Datamatics	5	1. Introduction (Existing Website)	Existing Website	The existing website of SBI Capital Markets Limited is https://www.sbicaps.c	Are you open to other open source platform other than WordPress?. We have not been able to access the platform is there any feature available post login also? If yes we		Other eqvilalent Open Source platform can be considered.
Datamatics	5	1. Introduction (Existing Website)	The existing website is hosted on share platform		What is the hosting platform? Are we required to provide hosting services as well?		Windows is existing one. Only developmetn services. For hosting we have raised another RFP which is uploded on website

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Datamatics	5	1.	Introduction (Our Vision)	The website must be built using the latest, state of the art technology frameworks. Content, IA, UX & UI need to be benchmarked against the global best in class		Can existing UI/UX be reused?	No
Datamatics	5	1.	Introduction (Our Vision)	Re-writing existing content and adding new content where needed is included in the scope of the project.		We are presuming that, all required contents of the web site will be provided by SBICAP Team. Please confirm our understanding	While most of the content will be provided, we do require someone with content writing and presentation skills with domain knowledge to highlight the best way to present it. So additional content writing and development will have to be factored in especially for IB domain.
Datamatics	5	1.	Introduction (Our Vision)	it should include any content that is required to address the needs of key audience segments which includes but are not limited to CXOs, financial sector professionals including financial analysts, Public Sector leaders, potential employees and the media		How much is the existing content reusable & do we need migrate old content to new content	As put above, content re-writing, understanding of domain (IB) and terminonolgy and development to present it in the best possible manner is a key requisite.
Datamatics		Annexure - E	Penalty Acceptance			We are presuming that, existing website owner will give complete walkthrough of the site. Please confirm	Its maintain internally, and if required we demonstrate
Datamatics			No Bank Guarantee			Do you have Shutterstick etc acct or vendor needs to procure those as well	NO
Datamatics						SBI will provide the content in XL or CSV format for migration or Migration of content from old site to new site	The bidder is required prepare all prerequisites. We will give FTP access of our website to new bidder for migration pupose

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Datamatics	8	Annexure - D	The bidder shall replicate the existing website functionality for uploading of documents (RHP, DRHP, BID Documents etc) under What's New, Tenders etc as per SBICAPS requirements. The interface should be available to business users to upload documents with standard and dynamic disclaimer facility		We could not access the upload feature hence need more details on what all is handled		The whats new section needs to be developed as is in new website. The existing uploded docs needs to be migrated
Datamatics							
Datamatics					Can we get extension of 10 working days for submission of Proposal?		NO
Datamatics					We are presuming that, No mobile app is required while web site proposed will be responsive design. Please confirm our understanding		No app is required but website should be compatible and responsive to all devices - mobile, laptop, tablet etc
Datamatics					While development environment will be taken care by vendor-partner, other environments will be provided by SBICAP and hardware for UAT, Production will be procured by SBICAP. Please confirm our understanding		Production and UAT will be provided
Datamatics					what kind of support/maintenance will be required post go-live - 8x5, 16x5,24x7?		8x5 is ok.
ESDS	1	8	Annexure-D	The website should be scalable to		Content creation or translation by	While most of the content will be provided, we
ESDS	2	8		Search Engine Optimization to following	Request you to confirm:	Advance SEO activities will affect the	Google Analytics is accepted
ESDS	3	8		The website should have dynamic photo	Kindly confirm the photo and videos	Content(photo, video, etc) creation	Will be a mix . While we have some photos

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ESDS	4	8	Annexure-D 1.4 Scope of work	The website should have click to call/email facility along with Feedback form for business groups.	We assume emails/sms gateway will be provided by SBICAPS, Please confirm if not how many SMS or emails are envisaged through this portal.	SMS and email gateway is a paid service so it will be considered during estimation	Pls consider for email as of now. SNTP can be used of hosting partner
ESDS	5	8	Annexure-D 1.4 Scope of work	The website should have click to call/email facility along with Feedback form for business groups.	Please share the workflow for feedback form. Will that be provisioned to reply to feedback through portal	To estimate the effort of development	It will be provisioned only to contact the relevant mail id/contact no, not to reply back.
ESDS	6	8	Annexure-D 1.4 Scope of work	The website should be secure https and shall provide dedicated authentications for Administrators and business users for administration and content management.	Kindly confirm does vendor need to provide SSL certificate ?if yes kindly confirm SSL certificate type and for how many years ? Ex:Alpha/Domain/Organisation/Extended/Wild card etc.	SSL is a paid service and depends upon the type and number of years	SSL certificate will be provided by SBICAP.
ESDS	7	8	Annexure-D 1.4 Scope of work	The bidders shall also provide suitable antivirus for the protection against hacking, viruses, attacks etc.	Requesting you to confirm: 1.Any specific antivirus to be provided? 2.Cost of license of antivirus to be borne by bidder?	The license of antivirus is a paid service so should vendor consider it in commercial	For word press platform we have Word fense AV which can be utilised.
ESDS	8	8	Annexure-D 1.4 Annual Maintenance Contract	The bidder shall provide full support during migration of website to another webhosting partner which includes reconfiguration, reinstallation of environment during contracted period. The bidder shall also provide support for backup and restoration as per SBICAP requirements	Requesting you to confirm: 1.Type of backup required? 2.Amount of existing data? 3.Does bidder needs to provide backup copies on a timely basis? if yes 4.The intervals after which the backup copies needs to be provided? 5.Backup space needed?We assume that the backup storage will be provided by SBICAP's web hosting partner	To calculate efforts for managing services	1. Weekly Full and Dially Incremental 2. Upto 100 GB 3) max 4 weeks backup may be maintained for restoration purpose in case of any data related issues 4) Hosting partner will take care of backup service.

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ESDS	9	8	Annexure-D 1.4 Annual Maintenance Contract	The bidder shall provide full support during migration of website to another webhosting partner which includes reconfiguration, reinstallation of environment during contracted period. The bidder shall also provide support for backup and restoration as per SBCIAP requirements	1)Please share the technical details of all existing IT Infrastructure  2) In which format the data will be provided by SBI CAPS?  3) what will be the size of the of existing database/Log files/falt files 4) Existing Servers and infra details , Existing Operating system/ Database edition/ version ?  5)S there any cross Platform migration in the scope ?if yes Please provide the details  6)Kindly confirm if any database/software/operating system upgradation is require before after migration ?	Effort of migration activities would impact the commercials	This is only required in case we are chaning the hosting partner. The Bidder is required to deploy on same platform provided by other hosting partner.
ESDS	10	14	1.12 Technical Evaluation Framework	The BIDDER must have design and developed websites/digital assets for large Corporates preferably of BFSI & Advisory Business	Request you to amend the clause as:  The BIDDER must have design and developed websites/digital assets preferably of BFSI or Advisory Business	This would allow the bank to receive bids from vendors that have a strong portfolio of banking experience/sector	Accpted
ESDS	11	14	1.12 Technical Evaluation Framework	The BIDDER must have ongoing maintenance contracts for Corporate websites/digital assets	Request you to amend the clause as:  The BIDDER must have ongoing maintenance contracts for Corporate websites/digital assets/BFSI	This would allow the bank to receive bids from vendors that have a strong portfolio of banking experience/sector	Roshan inputs - Not sure what is required here, if this means maintainance contract in BFSI domain, then fine.
ESDS	12	14	Annexure-I Technical Evaluation criteria	SBI Group previous experience with Bidder	Requesting you to kindly amend the clause  Bidder's experience with BFSI	This would allow the bank to receive bids from vendors that have a strong portfolio of banking experience/sector	No change as we are looking for any engagement with SBI group companies sepcially

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ESDS	13	14	Annexure-I 1.12 Annual Maintenance Contract	The bidder shall perform minor enhancements and customizations to the website functionalities during the contracted period based which includes develop new pages, new design elements, changes to any existing functionality, Modification and addition of website contents, adding new content to website, Image maculation, replacement and addition, Adding/Maintaining links, bug fixing, Creating small icons/graphics for presenting the text better, Improving the presentations style of the already existing pages, Style sheet updates and changes, fine tuning of website for performance improvement on periodic basis etc.	Content(text,image,multimedia,etc) to be developed by bidder during AMC? Please specify the quantum of content to be generated every month	To calculate efforts during AMC	Once Go License the minor enahncement will not cross 12 incidents in a year.
ESDS	14		General	Firewall	Requesting you to confirm: 1.If any firewall is needed? 2.If yes;type of firewall to be provided?	Does vendor need to consider the cost of firewall	This will be taken care by hosting partner
ESDS	15		General	Security Audit	Requesting you to confirm: 1.If any security audit is needed during AMC? If yes 2.Number of security audits needed during 5 years of AMC? 3.Cost of security audit to be borne by bidder?	Security Audits need to be done by third party vendor	We have our Soc. The bidder is required to fix the vulnerabilities we reports during AMC contract.
ESDS	16		General	On-site resource	Request you to confirm: 1.If any Onsite resource is required?if yes 2. Please specify total number of resource with experience and qualifications and for how many years	Does vendor need to consider the cost of on site resource	NO
ESDS	17		General	Users	Please specify the number of concurrent users		This fugure can not be ascertain as of now.
ESDS	18		General	Content	Request you to confirm: 1.Content will be provided by SBICAPS during development?	To calculate efforts	Clarity given above in 1. We will need content writing and development services.

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ESDS	19		General	Hosting	Requesting you to confirm hosting is the responsibility of bidder? If yes; type of hosting needed?	Hosting would impact the commercials	Hosting arrangements will be done by SBICAP
ESDS	20		General	API	Requesting you to confirm: 1.If any API needs to be integrated? 2.Any API is needed? 3.Number of APIs needed? 4.APIs to be developed by bidder?	Development/integration activities will be used to evaluate the efforts	NO. Vendor needs to advise SBICAP looking at the overall SOW in case for API requirement.
ESDS	21		General	Training	1. Total how many users need to be trained?  2. How many sessions will be required to consider for each batch?  3. If more than one training session will be required to consider than it will be carried out on consecutive basis OR periodic basis?  4. We assume that training will need to be provided at single location. If multiple location then please specify the locations.  5.Considering the current situation if SBICAPS is open to online training?	To calculate the training efforts	1 Virtual Training for 10-20 users in 1-2 session is ok