

Response to Pre-Bid Queries					
Ref : SBI/GITC/SP1/2024/2025/1152 Dated : 30/05/2024					
Sl. No	RFP Page No	RFP Clause No	Existing Clause	Query/Suggestions	Response
1	46	Indicative Price Bid	There is no mention of resource for Functional Testing and Performance. However, the scope of work includes Functional and Performance testing	Request if functional and performance testing profiles to be also added since there seems a requirement. In case no requirement of resource, please confirm if it can be assumed that functional testing and performance testing can be marked as out of scope ?	Functional testing and performance testing is out of scope.
2	75	ANNEXURE-A : Development – Customization / Configuration	Bidder should obtain permission from the Bank for all release / version change / applying any of the patches / upgrades / updates in UAT or live environment	1. Assuming that only Dev, UAT and PRD (DC, DR) environments are to be considered. Please confirm?	As per RFP
3	52	Annexure E : Penalties for down time of Solution:	Patch deployment (deployment of application patches in PR/DR across Corporate Website, FO websites and other Applications)	1. Please provide a list of all the other applications in scope (apart from Corporate website, FO websites, SBI TIMES, E-CIRCULAR, ESSCOM, CAG ONLINE & SUSTAINABILITY) 2. Please suggest if mobile app is also part of scope ? If yes, please add resources from mobility perspective in scope	As per RFP
4	75	ANNEXURE-A : Search Capabilities	Multi Language Search —Search content in all languages (English, Hindi, and regional languages) for multi-language sites and portal instances wherever applicable	1. Please provide the list of all regional languages in scope 2. Assuming that the content for all the regional languages shall be provided by the bank. Please confirm ? 3. Please provide list of sites and portals where multi-language is applicable	As per RFP
5	76	ANNEXURE-A : Functional testing	The Bidder to ensure that the test results reflect the requirements defined by Business Unit under Business requirement Document report.	1. Assuming that the Business Requirement Document shall be provided by the Bank and shall be detailed enough so that the the development shall be done basis BRD (FRS/SRS shall be out of scope)	As per RFP
6	76	ANNEXURE-A : Performance Monitoring	Bidder is expected to carry out performance testing and share the result with the Bank periodically, throughout the contract period. In case, the implemented solutions do not meet the required response time, the Bidder is required to carry out upgradation /augmentation in the software/hardware to get the desired outcome	1. The resources skillset in the Indicative Price Bid does not include Performance tester. In case Performance testing is to be performed by the bidder request you to add the resource skillset in the Indicative Price Bid and let us know how many resources are required ?	performance testing is out of bidder's scope.
7	77	ANNEXURE-A : Cyber Security	To ensure compliance of latest Government guidelines w.r.t. GIGW, EASE, WCAG etc	1. Apart from GIGW, EASE, WCAG what are the other guidelines to comply with? 2. It is assumed that the guidelines shall be provided by the bank. Please confirm ?	As per RFP.
8	77	ANNEXURE-A : Maintenance/ Upgrades	Service provider shall maintain and upgrade the software/ hardware during the contract period so that the software/ hardware shall, at all times during the contract period, meet the performance requirements as set forth in this Agreement	1. Can you please let us know what kind of hardware maintenance support would be required here ? 2. It is assumed that bidder shall only support maintenance and support of software. Maintenance and support of hardware shall be performed by the bank and shall be out of scope for the bidder. Please confirm ?	Hardware maintenance is out of scope.
9	80	ANNEXURE-C : SERVICE DESK SUPPORT METRIC	SERVICE DESK SUPPORT METRIC - NA	Does it mean that SERVICE DESK SUPPORT METRIC is not applicable ?	Service desk support metric is applicable alongwith the implementaion of ticketing tool.
10	87	ANNEXURE-F : Subcontractors	Service Provider agrees to provide the Bank with details of the Subcontracts (if permitted by the Bank) used in the provision of the Services.	1. Assuming that subcontractors are allowed with permission from the bank	No subcontracting permitted.
11				Will there be technical hand over from existing team for each application?	Yes
12	37	Appendix-E	12. Bidder should complete unit testing and required security tests before deploying any change in Bank's test environment.	Can we process overview of how UAT and Security testing carried out currently?	Will be made available to successful bidder.
13	38	Appendix-E	Performance Monitoring	1. Do we have existing tool to monitor performance? 2. Do we have report for current and historical performance benchmarks?	Yes

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14	40	Appendix-E	The request raised against ticketing tool to be updated as per prescribed TAT.	What are the current TAT present for change request or incident?	As per RFP
15	94	ANNEXURE-G : Data Processing Agreement	< Applicable in case of activities for which selection of vendor/outsourcing of activities has been initiated involve access/sharing/transfer of Personal Data/PII of EU/UK NRI customers>	1. Please confirm if this is applicable ?	As per RFP
16	44	ANNEXURE 1	Php Developer (1 resource during day shift)	As said E-Circular(Php), CAG Online(Php) and Sustainability(Php) are application developed in PHP, is 1 php resource is enough to support this application considering ongoing changes, implementation, fixing of VA points and CSR points?	As per RFP
17	36	Appendix-E	Internal Websites viz. SBI Times(Angular/Spring boot), E-Circular(Php), ESSCom(Asp.net), CAG Online(Php) and Sustainability(Php) on T&M Basis at its onsite location	As said ESSCom(Asp.net) is in ASP.net Do we suppose to provide .NET developer resource for the same?	Php resources required
18	36	Appendix-E	Bidder should obtain permission from the Bank for all release / version change / applying any of the patches / upgrades / updates in UAT or live environment.	8. Do we have existing system/process in order to have track of all release? We can implement CI/CD to track and generate report of all releases.	As per RFP
19	37	Appendix-E	Disaster Recovery & Disaster Recovery Drill	Can we have historical data/report of last 3 years of DR drill? This will help us identifying existing challenges and provide solutions accordingly.	Will be made available to successful bidder.
20	75	ANNEXURE-A : Development – Customization / Configuration	The Application uptime should be 99.99% with Required RPO and RTO stipulated in the DR Plan.	1. What is the current RPO and RTO of all the applications in scope ? 2. What is the expected RPO and RTO of all the applications in scope ?	Will be made available to successful bidder.
21	75	ANNEXURE-A : Development – Customization / Configuration	Bidder is responsible for implementation of data governance policies, IS Policies, Cyber Security Policies, procedures, and standards	1. Assuming that data governance policies, IS Policies, Cyber Security Policies, procedures, and standards shall be shared across by the bank with the vendor for implementation	Yes
22	82	Annexure E : Penalties for down time of Solution:	Bank expects the uptime of 99.99% of the complete solution to be calculated on monthly basis	1. Please let us know what is the current uptime of all the applications in scope ?	Will be made available to successful bidder.
23	21	SERVICES:	Service Provider shall provide and implement patches/ upgrades/ updates for hardware/ software/ operating System / middleware etc as and when released by them/ OEM or as per requirements of the Bank.	1. Can you please let us know what are the updates for hardware expected ?	Hardware updates are out of scope.
24	36	Appendix-E	Development / Customizations, Operations & Maintenance of SBI Corporate Websites and Foreign Offices Websites developed under Liferay DXP, along with other Internal Websites viz. SBI Times(Angular/Spring boot), E-Circular(Php), ESSCom(Asp.net), CAG Online(Php) and Sustainability(Php)	Can we have technical stack and underlying infrastructure details for SBI Times(Angular/Spring boot), E-Circular(Php), ESSCom(Asp.net), CAG Online(Php) and Sustainability(Php)?	Will be made available to successful bidder.
25	36	Appendix-E	A release schedule should be maintained for all changes, to provide minimum disruption to Business services. The Bidder will be required to perform analysis of continuous developments to review frequently occurring issues, trend analysis, and report to be provided to the Bank along with a summary report.	Do we have CI/CD system currently in use?	As per RFP

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26	36	Appendix-E	All developments should be documented with traceability matrix and should have a numerically assigned number in sequential order. A database of all developments should be maintained, and the Bidder should deploy an automated continuous deployment plan. All developments should be classified, and approval & escalation mechanisms should be defined as per classification.	Do we have existing GIT repository ? Is there any application where SBI maintain record of Changes or Enhancement like Azure or Jira?	As per RFP
27	52	Annexure E and Appendix-I	Bank expects the uptime of 99.99% of the complete solution to be calculated on monthly basis. Any degradation from the agreed uptime shall invite penalties if the RTO achieved crosses the time stipulated in the DR Plan, it will be considered under downtime penalty	1. Vendor shall have responsibility of providing resources matching target profile requirement, ensure the resource performance outcome is as per agreed expectation. If RTO deviation is attributed with evidence to performance or negligence of resources then only penalty should be applicable. Hence please make necessary change to this clause.	Corrigendum is being issued
28	82	Annexure E : Penalties for down time of Solution:	If application patches are deployed beyond 72 Hours of release - Rs. 1000 per day penalty will be levied	1. Request you to please include maximum cap up to 10%. Please ammend to the caluse that if such delay i attributable to performance or negligence of the resources then only the penalty shall be applicable.	Corrigendum is being issued
29	23	SUBCONTRACTING:	Page 23 - As per scope of this RFP, sub-contracting is not permitted Page 87 - Service Provider agrees to provide the Bank with details of the Subcontracts (if permitted by the Bank) used in the provision of the Services.	1. In 1 part it is mentioned that subcontracting is not allowed but in other parts it is mentioned that subcontracting (if permissited by the bank). Hence can you please let us know whether subcontracting shall be allowed or not ?	Corrigendum is being issued
30	2	Schedule of Events	Last date and time for Bid submission : Upto 16:00(time) on 20/06/2024 (date)	Request for an extension of 2 weeks due to the internal risk and legal approvals which have to be taken	Corrigendum is being issued
31	32	Appendix B- 2	The Bidder (including its OEM, if any) must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020	Please clarify if any certificate is required.	As per RFP
32	32	Appendix -B- 5	Certification Requirements SEICMM5	Can this clause be relaxed to CMM Level 3?	As per RFP
33	45	Annexure 1	Liferay is going to discontinue support for IBM WAS for 7.4 version, so what is the alternative webserver that SBI plans to procure?		Will be shared with successful bidder.
34	6	1-III	Consortium bidding is not permitted under this RFP.	Can a subcon or consortium be considered?	As per RFP
35	18	19	1. Since this is a RFP for manpower to be provided on T&M basis. Please clarify if there will be any preference under the Make In India which will be applicable for this RFP as detailed under clause # 19.		As per RFP
36			Since this is a RFP for providing resources as defined by the bank on T&M basis, the day to day governance of these resources for their work deliverables will be required to be done by the Bank. Under such T&M contracts, performance SLA's like uptime, etc are usually not applicable. However in this RFP, we see expectation of performance SLA's from the bank along with associated penalties. We request the bank to reconsider this.		As per RFP
37			We would request the bank to share the status of documentation of these existing applications which will enable the new team to take over the scope for enhancements or customizations. Also we would request the Bank to share if there is any plan for knowledge fer and parallel run for at least a month with the current team before cut over to the new team.		Will be shared with successful bidder.