

Response to Bidders Query - RFP-IT-191/2023-24 for engaging agency for Revamping / Redesigning, Hosting, Development & Maintenance of Company Website on Cloud Dated 18/10/2023

Sl. No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query (to be left company by the vendor)
1	3.2	7	Company wishes with additional modules.....	Elaborate on “additional Modules” as the same is having cost implications.	Refer clause6. Scope of Work & Annexure - VII (Functional/ Technical Requirements & Scope of Work)
2	ANNEXURE – VII 12	29	The system shall support multiple languages.....	How many language?? Do we need separate content entries for separate languages?	Refer point 12 under Annexure - VII, In the initial launch the site will be in English language. The content for the remaining languages should be set up subsequently as and when provided by Company.
3	16	30	Staging Content: The system should allow tagging content locally to keep changes separate from the live site.	Kindly elaborate.	Content changes to be done and verified in staging area/UAT before effecting to live site.
4	26	30	The system shall be capable of integration with social media such as Facebook, LinkedIn, Twitter, Google+ and YouTube etc.	What is meant by integration?	Website should have an interface for Social media channels such as Facebook, LinkedIn, Twitter, Google+ and YouTube etc.
5	28	30	The system should be capable of providing a platform to display industry and site blogs on the website	Please elaborate on what is meant by platform?	Refer Point 66. under Annexure - VII of RFP.
6	36	31	The system should facilitate the view of hits separately for bi- lingual website.....	How many languages sites?(Also refer point no.12 no.29 of RFP)	Refer point 12 under Annexure - VII, In the initial launch the site will be in English language. The content for the remaining languages should be set up subsequently as and when provided by Company.
7	37	31	The system shall also provide a facility to generate dashboards on the website visitor’s behavior on a weekly.....	Please elaborate on details of ‘behavior’?	Visitor behaviour refers to Amount of time spent, Most view pages, heatmaps etc. The same will be discussed during BRD/SRS phase with the successful Bidder.
8	60	32	Websites to be developed should have the scalability of integration with Company’s Core Business solutions.....	What are the security solutions canfin is expecting other than specifically mentioned in the tender?	Refer clause6. Scope of Work & Annexure - VII (Functional/ Technical Requirements & Scope of Work).

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9	61	32	Bidder should integrate the solution with Company's SMS gateway/SMTP services for sending Emails/SMSs to customers like OTP/acknowledgement messages on submission of online request / Complaints etc, as and when required by the Company without any additional cost.	How many such modules to be integrated with?	Refer clause6. Scope of Work & Annexure - VII (Functional/ Technical Requirements & Scope of Work)
10	75	33	The bidder shall deploy the websites on the cloud with DC & DR setup along with security components.....	How frequently MOCK Drill to be conducted?	For DR Drill- Refer point 117. under Annexure - VII (Functional/ Technical Requirements & Scope of Work)
11	84	34	DC & DR servers should be configured with Backup solution	What is the backup retention policy Canfin' is expecting?	Refer point 106, 121, 122, 147. under Annexure - VII (Functional/ Technical Requirements & Scope of Work). The entire website data shall be preserved for atleast 1 year.
12	90	34	Web/Application server should be separated with Database server respectively at DC & DR....	Do you require DB servers separately both for DC & DR ?	Yes, Web/Application server should be separated with Database server respectively at DC & DR
13	91	34	Bidder should also be responsible for creating UAT (DC/ DR Setup) environment setup for multiple users simulating near production Functionalities. DC and DR setup to be in sync on real time basis	Do you need similar configuration of DC at DR cloud Setup?	Yes. DC and DR should be in similar configuration.
14	95	34	The proposed website should be integrated with Company existing and future setup/ applications/ APIs without any additional cost.	It is difficult for us to assess on future applications / setup. Kindly elaborate.	Bidder should comply with RFP terms & conditions.
15	103	35	The Solution shall support both horizontal and vertical scaling Based on the needs.	Do you require Application containerization on cloud?	Bidder should comply with RFP terms & conditions.

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16	109	35	Bidder should ensure periodic Vulnerability Scanning and Penetration Testing of the Cloud set up as per Company guidelines, regulator/government authorities' prescription in this regard.	Periodicity of VAPT Frequency?	Refer clause 17. Security, point 141 under Annexure VII of RFP. Bidder should comply with RFP terms & conditions.
17	112	35	User Access Review report to be submitted monthly/quarterly.	Do you mean - Application level access?	Yes - User access report should cover Applications, Database, Security components etc. as per proposed the solution, Scope of work and Annexure - VII (Functional/ Technical Requirements & Scope of Work)
18	132		Reports should be generated and emailed to identified email addresses and should also be available online for viewing	Please confirm whether this requirement is connected to applications or infrastructure related query.	Both - Applications & Infrastructure.
19	133	36	The Solution shall support generation of Adhoc reports	Elaborate on Adhoc?	On basis of Canfin requirement/ Audit requirement etc.
20	169	39	The Bidder shall supply native chatbot features like lead generation, In-principle sanction letter generation, products showcase, branch locator etc.	Can chatbot Q&A reside in a 3 rd party server?	Bidder should ensure the requirement of ChatBot Services as mentioned in the RFP. Pls comply with RFP terms & conditions.
21	31. Annexure-III Point No. 1	25	The bidder must have GST registration number and should be a registered company in India as per Companies Act 1956 / 2013 and must be in existence for the last 5 years on the date of RFP	Whether LLP (Limited Liability Partnership) can participate in the Bidding process.	Refer Amendment.
22	14	Page 13	Development Time - 2 Months	Time is very less, request you to make it 4 Months	Bidder should comply with RFP terms & conditions.
23	15	Page 13	CBS Integration	Need more details on this as to what all integrations are there? Who will provide APIs?	Refer clause 6. Scope of Work & Annexure - VII (Functional/ Technical Requirements & Scope of Work). CBS vendor & Bidder should develop necessary API's based on the requirements.

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24	17	Page 14	VAPT Audit	While a CERT-In empaneled Audit will happen before Go-Live. Is the CERT_In Audit expected every year during AMC or a self certification will work?	Refer clause17. Security, point 47, 141 under Annexure VII of RFP
25	4	Page 25	The bidder should have successfully completed the implementation of a minimum of 2 website solutions in the last 3 years for Banks/Financial Institutions/Insurance Companies/ PSU/Government Organizations and the sites should have been live for at least 1 year prior to the date of issue of the RFP.	Since it's a cmploex project and needs working experience in BFSI sector, we propose to change the clause to The bidder should have successfully completed the implementation of a minimum of 2 website solutions in the last 3 years for Banks/Financial Institutions/Insurance Companies and the sites should have been live for at least 1 year prior to the date of issue of the RFP. Also, the work order value to be minimum 50 Lakhs. Completion certificate to be submitted.	Bidder should comply with RFP terms & conditions.
26		Page 9	Project Completion and Management:For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as primary point of contact for the Company.	Is this a primary requirement? We have been delivering solutions to Canara Bank, Bengaluru / LIC - Mumbai, IOB - Chennai and UCO Bank - Kolkatta through initial client visit and then online meetings.	Refer Amendment.
27	36	Page 31	Bi-Libgual Website	What all languages are expected? Who will provide translated Content?	In the initial launch the site will be in English language. The content for the remaining languages will be set up subsequently as and when provided by Company.

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28	68	Page 33	POC	What is expected in POC. You will appreciate that all Tender requirements cannot be fulfilled in POC. Are you looking for POC of CMS?	Yes - POC includes basic CMS as well. Bidder should comply with RFP terms & conditions.
29	75	Page 33	DC & DR	Whats the server configuration you are looking for in DC and DR?	Refer Point no 75. under Annexure - VII (Functional/ Technical Requirements & Scope of Work).
30	90	Page 34	Web Application and DB	Are you looking at Web Application and DB to run on different Servers OR they can run on the same Server?	Yes, Web/Application server should be separated with Database server respectively at DC & DR.
31	143	Page 37	4 Years AMC	We undersand that post warranty, its 5 Years AMC - Please confirm.	Refer Amendment.
32	169	Page 39	Chatbot	Need more details on the expectation here? Who will provide APIs to fetch data?	Refer Point 168 & 169 under Annexure-VII. Bidder should comply with RFP terms & conditions.