

REQUEST FOR PROPOSAL

**For Design, Development, Hosting &
Maintenance of**

Banks Board Bureau Website

www.banksboardBureau.org.in

(Date: June 2, 2020)

Notice Inviting Tender

Banks Board Bureau invites sealed Proposal Offers (technical offer and commercial offer in separate sealed cover) from interested and technically qualified vendors for Re-Design, Development, Hosting and Maintenance of website/portal www.banksboardbureau.org.in

The details are given below:

Schedule of Events:

Sr.	Particulars	Timeline
1.	Name of RFP	REQUEST FOR PROPOSAL For Re- Design, Development, Hosting& Maintenance of Banks Board Bureau's Official Website
2.	RFP Issuance Date	June 2, 2020
4.	EMD	Nil.
6.	Date of Pre-bid Meeting	June 5, 2020 at 3:00 pm through VC mode.
7.	Last Date of Submission Response (Closing Date) of RFP	June 20, 2020 till 5.00PM
8.	Mode of submission of bids	By Post or by in Sealed Cover at the following address Secretary, Banks Board Bureau, 4th floor, Reserve Bank of India, Byculla Office building, Near Maratha Mandir Theatre, Mumbai Central, Mumbai – 400 008.
9.	Date of Opening of Technical Bid	June 22, 2020 at 10:30 am
10.	Date of Presentation by eligible bidders	June 23, 2020 from 10:30 am through Video Conference mode only
12.	Venue for presentation, pre-bid meeting & opening of bids	Online Through WebEx platform of Banks Board Bureau
13.	All correspondence related to this RFP should be sent to following email IDs	banksboardbureau@rbi.org.in

Technical specifications, Terms and Conditions and various format and Performa for submitting the tender offer are described in the RFP Document and its Annexures.

(Secretary)
Banks Board Bureau

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Tender for Website of Banks Board Bureau

1. Introduction & Purpose:

Banks Board Bureau (hereinafter called "The Bureau") has an existing website (www.banksboardBureau.org.in) that is hosted on Windows IIS 8 server in RBI. The site is developed on .NET and has 8 static pages with text, images and hyperlinks only with no database, search facility and self-authoring. The Bureau intends to re-design and develop additional pages with database interface, move the host from RBI server to alternate server, and outsource the maintenance of the site. The Bureau also aims to have a database (text & images only) that can be queried by visitors. The database shall be hosted online and an admin tool / page shall be provided to the Bureau for editing the same. The Bureau also intends to have a self-authoring tool for one page to update latest results and articles.

2. Invitation

The bidders desirous of taking up the project for supply of above modules for The Bureau are invited to submit their proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at the Bureau's discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to provide to The Bureau the above modules as per The Bureau's requirement outlined in this RFP. The eligibility & technical bids will be evaluated first, then commercial bids of the successful bidders will be opened and the contract will be awarded to L1. This RFP is not an offer by The Bureau, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of The Bureau with the selected Bidder(s).

3. Minimum Eligibility Criteria:

The Agency should be able to provide a qualified web designing, building, maintenance and hosting team, for undertaking this assignment. The Agency team would work closely with the Bureau. A confirmation letter from the Agency for being able to provide the qualified team should be attached. Details of the team dedicated to the The Bureau project should be provided.

S.no	Description	Document/Proof
1	The agency should produce Articles of Association (in case of registered firms), Bye laws and certificates for registration issued by the Registrar of Companies.	Certificate of incorporation issued by the Registrar of companies along with Memorandum of Articles of Association
2	The agency should be registered with the Service Tax department and carry a valid PAN/TAN. Proof of the same must be submitted	Copy of GST Registration Copy of PAN Card Copy of TAN Card
3	The agency's turnover should be more than INR 10 lacs average over the last three years viz, 2016- 17, 2017-18 and 2018-19.	A certificate to this effect from Chartered Accountant in original must be submitted
4	Bidder should have a positive net worth during the last three financial years (2016-17, 2017-18 and 2018-19)	Copies of Income Tax returns for the last three years (2016-17, 2017-18 and 2018-19)

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5	department on account of IT services	Self-Declaration that the bidder has not been blacklisted
6	An undertaking (self-certificate) that the agency has resources having domain knowledge in Web Development Governance applications. Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise	Certificate from any of the Government body as a proof
9	The Bidder should have prior experience of handling at least 3 similar assignments as System Integrator in last 3 years i.e 2016-17, 2017-18 and 2018-19 preferably with Govt./Semi Governments organization	Copies of purchase orders in last three financial year's i.e. years i.e 2016-17 ,2017-18 and 2018-19 and linked satisfactory completion certificates may be submitted as supporting documents
10	The methodology to execute the work in terms of design, brief on software, tools, technology to be used for the development including the qualifications of the proposed personnel to be assigned for designing and implementation of Website/portal	
11	Essential Knowledge and expertise, experience of website maintenance, management, No of employees, and office in India and abroad	See below (Point No. 5)

Technical Bid of the bidders only who fulfil the eligibility criteria will be opened.

4. Qualification and Experience of the firm and of the key professional staff

4.1 Eligibility criteria for the firm/company/agency:

(Documentary proof to be provided against each criterion)

- I. Must be in active business for a minimum period of 5 years and profitable for last three years ie. FY 2016-17, FY 2017-18 & FY 2018-19.
- II. Must have capability to deploy adequate personnel, if required. The minimum number of employees in its permanent roll should be 10.
- III. Must not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this contract.
- IV. Must not be black-listed by any Central / State Government / Public Sector Undertaking in India
- V. Organization may involve one more agency as partner only for meeting work experience and MoU for such must be submitted. However, the bidder can't change the consortium partner during the course of the contract.

4.2 Qualification and Experience of the Firm/Agency (Along with Consortium)

(Documentary proof to be provided against each criterion)

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- I. Must have experience of handling 3 projects in developing portal, out which 2 projects must be of PSU/govt. agencies.
- II. The agency must have one knowledge expert having experience of at least 3 years in the field of developing website/portal. (Necessary documents along with CV of the official should be provided to substantiate the claim.)
- III. The agency must have one knowledge expert having experience at least 3 years in the field of software development/ web designing/portal development. (Necessary documents along with CV of the officials should be provided to substantiate the claim.
- IV. The agency must have one knowledge expert having experience at least 3 years in the field of server maintenance/web site troubleshooting. (Necessary documents along with CV of the officials should be provided to substantiate the claim

4.3 Eligibility criteria for the personnel coordinating with The Bureau during portal development

(Documentary proof to be provided against each criteria)

- I. Must be an employee of the bidding company.
- II. Must have experience of at least 5 years in software development/ web designing/portal development

5. Scope of Work:

5.1 This document constitutes a formal Request for Proposal for the re-design and development of new website, hosting of website, maintenance and support. The vendor is required to cater to the following functionalities: Designing of layout of web pages for the Bureau with necessary graphics to give a good look and feel to the Bureau's website; Design, Development of modules and hosting them on the site.

5.2 The site must include

- Search Engine (within the website) through which a facility a visitor should be able to search any heading/content available on website.
- Web Casting (uploading of movie picture files of events).
- Bilingual - (English and Hindi) –The Hindi website should be a complete replica of English website. All pages/modules of English website should be made available in Hindi website in Hindi language. The Hindi font to be used for Hindi website should be provided by vendor.
- Re-Designing of layout of Home page, internal pages and dynamic modules of website, Images/Photos used on website would be provided by vendor from their source and the Bureau may ask vendor to replace any of the image/photo used in any section of website. Bureau may also provide some images/photos time to time to be placed on website.
- Content Management System (CMS): The website should provide complete CMS feature wherein administrator (or any user created by

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administrator) can change /update/upload any of the contents like –files, images, web page contents of website.

- The bidder shall also be responsible for maintenance of the static web pages by uploading all the changes/modifications including uploading new pages, providing links, etc. as suggested by the Bureau within the time frame as specified by the Bureau. Bureau will make available the document in MS-Word /Excel / PDF /JPEG /GIF /BMP document format. Any downloadable file from website should be available in two format - .DOC (Microsoft Word) and .PDF (Adobe Format). Vendor has to convert files provided by Bureau into .PDF format before uploading.
- Integration with social media especially twitter handle of the Bureau

5.3 The Bidder shall also be responsible for:

- Registration of domain name and implementation of SSL certificate, if required.
- Admin module-Separate password protected module for administrator for managing different sections of website with the facility of Content Management System. Administrator should be able to create other users with selected access level to change website contents.
- The dynamic web pages will be uploaded at The Bureau's site by "web master" named/identified/designated by Bureau. Suitable logins/user-ids to be created for the web master.
- The web site should be Mobile compatible. The web site should be compatible with all browsers.
- The web site may be linked with all known social media platforms.

5.4 The Bureau website will be hosted with the vendor. The vendor will have administrative rights for maintenance of site. Vendor is required to provide rights to the Bureau to upload information. Vendor would provide details (such as ftp login name, password & other details as required) of web server to Bureau as when it desires. Domain name will be the same as existing ie. banksboardbureau.org.in.

The average number of website visits is approximately 100 per day with approximately 10-15% increase yearly. Hosted Solution should be equipped with highly scalable architecture and shall ensure that there will be no interruptions to the service offered.

The proposed solution should provide followings:

- a) High Availability (24*7) i.e. uptime of not less than 99.90% (Server & Network Infrastructure, Quarterly Computation).
- b) High Reliability (The number of unplanned outages should be zero)
- c) Website Response Time (Server response time should be under 200ms) — applicable for shared resource also.

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- d) High Scalability i.e., Load Balancing & Clustering (as per the need of the Bureau, facility to add multiple servers and clusters)
- e) High Performance & Reliability of Hardware's/Networking Equipment's — required to achieve website uptime, response time and RTO & RPO

It will be the responsibility of the vendor to make provision for DR setup.

5.5 Technical Aspects:

The web Site should deliver

Home Page

- Homepage should be attractive and well-constructed, so that it makes a good first impression to all who visit the site.
- Tag line should increase user's understanding of the site.
- Key topic areas should be presented in order of importance and should be easy to scan.
- Homepage should clearly communicate the site's purpose and show all major options available on the Web site.
- The majority of the homepage should be visible "above the fold" and should contain a limited amount of prose text.
- Easy access to the homepage should be provided from every page in the site.

Page Layout

- All items should be appropriately aligned on the pages and layout should be consistent on all the related pages.
- Limit the amount of white space (areas without text, graphics, etc.) on pages that are used for scanning and searching.
- Style & colour scheme should be consistent across the site.
- Use a fluid layout that automatically adjusts the page size to monitor resolution settings that are 1024x768 pixels or higher

Navigation

The navigation system on the website should be designed/ developed in a manner in which visitors should exert minimum effort to find the information he/she is searching for. The navigation should possess following characteristics

- The visitor should have a clear idea of where they are in relation to where they were providing a brief chain of links at the top of the page.
- The web site must maintain a consistent visual appearance from page to page.
- The contents on the website should be logically organised throughout the website
- Navigation tabs should be located at the top of the page, and look like clickable versions of real-world tabs

- There should be a Site Map option allowing visitors to directly jump to a location on website. The site map should be quick and highly functional sufficiently describing each link.
- **Heading, Titles & Labels:**
 - Headings should be used in their appropriate HTML order and heading levels should not be skipped
 - All pages should have category labels including links and clearly reflect the information contained within the category.
 - **Content Management System(CMS)**- A simple web based interface for creating and publishing the information. This includes defining users and groups and restricted access to the site for editing purposes. The CMS should provide administrator Document Tree and Editing window through which administrator could edit website contents.
 - **Adaptability to Different Browsers**- As website would be viewed by users across the country and abroad and it is imperative that users would be using different browsers; therefore, website should be developed/ designed in a manner that as wide a range of browsers as possible contents should be correctly displayed. **Also, the website should be compatible for all types of handsets/mobile phone/laptops/tablets.**
 - **Website Optimisation:** The website should be hosted with a company that provide following services /facilities.
 - Fast connection.
 - Efficient back up system in place to protect entire data in case there is power outage or web server crash.
 - 24/7 reliable tech support.
 - Secure against all types of hacking.
 - **Website promotion/advertisement**- In order to have substantial Internet Presence the website should be listed with all major search engines.
 - **Website Security:**
 - Free from OWASP 2011 Top 10, Vulnerabilities
 - Protecting against DoS attack targeting application like locking of the application
 - The admin module, uploader module should be in separate folder so that HTTPS can be configured on the functionality that requires login action to be done.

5.6 Other Requirements

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- In the control panel all the logs must be created so as to facilitate the tracking of modifications in website/portal different administrators by central administrator
- Training to the Bureau administrators/content uploads should be provided.
 - Proper user manuals in PDF format should be provided with deployment of the website. Manual should cover the steps to manage content & steps to upload content/images/video & other basic uploader sections. Similarly, training would be given to administrator for the admin related sections in CMS.

5.7 Review and Acceptance testing

- The website development work will be reviewed during its development.
- Firstly, acceptance test will be carried out by developer after that The Bureau shall carry out the acceptance testing w.r.t. scope of the work.
- All defects found during the review, compliance testing and security testing shall be fixed to the satisfaction of The Bureau.

5.8 Deliverables

- Documentation covering User Interface Design, SRS and technical Design Report (TDR) of planned website.
- User manual for administration and management of website
- Training on administration, operation & maintenance of developed website
- Test Report w.r.t.
 - Functionality
 - Compliance
 - Security

5.9 Website Development Methodology:

Sr. No.	Process Stage	Execution By	Timeline
1.	Clear understanding by the vendor on the Bureau's exact requirement and deciding the domain name of The Bureau's website. Vendor would register domain name once decided.	Bureau, Vendor	1 weeks of award of contract.
2.	SRS	Vendor	1 weeks of award of contract.
3.	Submission of website/portal design document to BUREAU	Vendor	2 weeks of award of contract.

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4.	Approval of design document by BUREAU	Bureau	3 days from receipt of design document from vendor
5.	Offering initial version of the website/portal to BUREAU for User Acceptance Testing (UAT)	Vendor	2 weeks from approval of design by BUREAU
6.	UAT by BUREAU	Bureau	3 days from receipt of portal from vendor
7.	Carrying out Security Audit of website/portal and acceptance of Audit Report by BUREAU	Bureau	3 days from completion of UAT and sign off by Bureau
8.	Launch of web portal and submission of application source code to Bureau	Vendor, Bureau	1 week from acceptance of Security Audit Report by Bureau
9.	Submission of Technical and User Manuals to The Bureau and training of Bureau administrators	Vendor	2 weeks after commissioning of website/portal

The entire website should be displayed and approved by the concerned authorities before finalisation. Only on due satisfaction of the functioning of the website by the authority, conveyed in writing, the same can be hosted.

5.10 General Instructions:

- The Bureau website/portal should be designed in such a way so that its load time does not exceed 3 seconds and it should be able to handle large number of concurrent users with ease.
- It is to be noted that the Website/portal will undergo future developments and enhancement activities and various portals will be integrated with the website. The development and maintainability of the website/portal should be such that there should be no glitch in doing the same.
- The solution must comply with following guidelines/standards/Security Measures:
 - a) Cert-in Guidelines about Database, Network, Firewall, Security. Antivirus etc.(as applicable, guideline available at <http://www.cert-in.orq.in/>)
 - b) STQC Guidelines issued by Central Vigilance Commission (as applicable, guideline available at www.eqovstandards.00v.in and www.cvc.nic.in).

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- c) Information Technology Act 2000 and subsequent amendments related to Hardware, Software and Data center/DR Services.
- d) RBI/NIC/Govt. of India Guidelines regarding Data center Services.
- e) These guidelines among other should cover the following aspects for Data center Services:
 - Network security
 - Hosting security
 - Website and other Applications security
 - Database security
 - Logging and Backup policies
 - Physical security
 - Disaster Recovery Site
 - Security Audit
 - Penetration Testing
 - Incident Handling and Recovery
- f) Any unwanted security threat or hacking attempt should be taken on high priority and dealt with immediate effect.
- g) The new website should be guarded against all vulnerabilities, including but not limited to OWASP top 10 attacks, file integrity check and necessary security features to be built for securing the site from hacking.
- h) Facility for secure-remote access shall be provided along with an appropriate Content Management Tool for designated officials of the Bureau, including Webmaster to access / manage the content.
- i) As the Bureau website has to function under the regulations/ recommendations of regulatory authorities such as — CERT-In, & RBI, etc., the Successful Bidder will address all issues/ security related threats/ vulnerabilities notified to the Bureau by these institutions and fix/ resolve them to the satisfaction of these institutions/ Bureau.
- j) The website and support infrastructure may be periodically audited by the security auditors appointed by Bureau. The audit scope can include source code, vulnerability assessment, penetration test and related infrastructure. The Successful Bidder will facilitate the audits, fix/ rectify all the vulnerabilities unearthed by the security auditors without any cost to the Bureau.
- k) Audit trail for logon-logoff and any modification should be available for at least 3 months.
- l) Any security breach identified must be informed to Bureau immediately and attended instantly to protect interest of the Bureau. Selected vendor would be responsible for providing fix to the problem in consultation with Bureau (both the bank's) security team.
- m) Any such incidence should be followed by Root Cause Analysis (RCA) and audit of the system.
- n) The proposed solution should implement IP Version 6 (IPv6) with backward compatibility with current IP version 4 (IPv4).
- o) Backup/Restoration Services.
- p) Some of the popular know attacks against which the protection is required are :
 - ✦ DoS/DDoS/LDoS/PDoS
 - ✦ Intrusion prevention systems (IPS)/ intrusion detection and prevention systems (IDPS)

- ✦ Teardrop
- ✦ Peer-to-peer
- ✦ Flooding
- ✦ Sniffing
- ✦ Nuke
- ✦ Smurf
- ✦ Sock stress
- ✦ Slow Read and many more

q) The bidder shall take steps to prevent unauthorized access to data and contain malicious activities directed at the Bank's website through the Internet or otherwise.

5.11 SSL Certification:

- The bidder should be a partner of the OEM, whose SSL product it intends to use.
- Information broacher /product catalogue must be attached with the quotations clearly indicating the product quoted for.

Vendors are expected to offer solutions covering all the functionality as mentioned in this RFP document. Incomplete responses are liable for disqualification.

The Bureau expects to receive Eligibility, Technical and Commercial bids for the above mentioned functionalities in separate envelopes. In no case the bids should be submitted together in one cover

6. Proposal:

Preparation of proposal

The proposal should on A-4 sized pages (Font – Times New Roman; Font Size 11 with margins set at least 2.5cm all round); should include the following:

Part A: Eligibility: Eligibility Bid/Criteria proposal should include all documents (FORMS) pertaining to **Annexure 1**.

Part B: Technical: Technical proposal should include all documents pertaining to **Annexure 2**

Part C: Financial : The financial proposal shall be considered all expenses excluding all chargeable taxes. For the avoidance of doubt, it is clarified that all taxes excluding GST charges shall be deemed to be included in the cost of service. Further all payment shall be subjected deduction of taxes at source as per applicable laws. Bidders should express the price of their services **in Indian rupees** only. Format for financial proposal is enclosed as **Annexure-3**.

Submission of Proposal:

The proposal shall be typed and shall be signed by the head or a person duly authorized to bid by bidder agency. All pages of the offer, except for un-amended printed literature, shall be initialled by the person or persons signing the offer.

- a. Proposals from Firms should be submitted in three distinct parts, eligibility, technical & financial.
- b. The eligibility bid (ANEXURE-1) titled “[Firm Name] **ELIGIBILITY BID**”.
- c. The complete set of Technical Proposal (ANNEXURE-2) titled “[Firm name] **TECHNICAL PROPOSAL**”
- d. The Financial Proposal in Annexure-3 format titled “[Firm name] **COMMERCIAL PROPOSAL**” .
- e. Non-compliance to the above process will be liable to rejection.

8. Evaluation and Selection Procedure:

Evaluation Methodology:

Stage 1:

- Compliance with the pre-qualification criteria given in Section 4 will be evaluated first.
- The technical bids of those bidders who do not fulfil the pre-qualification criteria will not be evaluated and will be disqualified.

Stage 2:

Only the technical proposals considered as technically responsive would be evaluated based on the bidder’s capabilities, experience, approach and methodology and the CV’s of the proposed personnel and the scores would be given (out of 100). To assist in the scrutiny, evaluation and comparison of offers, the Bureau may, as its discretion, ask some or all bidders for technical clarification/presentation of their offer.

S.No	Criteria	Score
1	Company Background and prior Experience in the similar assignment	30
2	Methodology, Work Plan and Understanding of TOR	30
3	Key professional staff qualifications and competence for the assignment/job.	10
4.	Infrastructure details for Hosting	30
Total		100

Stage 3:

- A. All the bidders / applicants whose bids are found to be qualified in quality evaluation shall be considered for financial evaluation. All bidders securing 75 or more in the technical score (hereinafter called “Qualified Bidders”) shall be eligible for the Financial Proposal evaluation.
- B. The Bureau shall notify those agencies/firms/institutions, through email, whose proposals did not meet the minimum qualifying standard or were considered nonresponsive to the RFP and/or TOR, indicating that their financial proposals will be returned unopened after completing the selection process.
- C. The Bureau shall simultaneously notify the agencies/firms/institutions, through email, that have successfully satisfied the qualifying standard and indicate the date and time set for opening the financial proposals within one week after the notification date.
- D. The financial proposals shall be opened for the technically qualified consultants who choose to attend. The name of the consultant, the quality scores, and the proposed prices shall be automatically transmitted by email when the financial proposals are opened.
- E. If there are conditions attached to any financial proposal, which shall have bearing on the total costs as indicated in the proposal, the Tender opening officials shall reject any such proposals as non-responsive financial proposal.
- F. The financial proposals will be ranked in terms of their total evaluated cost. The least cost proposal will be ranked as L-1 and the next higher and so on will be ranked as L-2, L-3 etc. The least cost proposal (L-1) will be considered for award of contract. The committee will put up a report on financial evaluation of the technically qualified consultants to the competent finance authority along with the recommendation that the least cost proposal (L-1) can be approved / invited for negotiation and for final award of contract.

9. Award of Contract:

- a. **Effective date of Start of Contract:** The effective date of start of contract will be reckoned from the date of launching and acceptance of the website by the Bureau.
- b. **Period of Contract:** The period of contract will **3 years** form the date of launching and acceptance of the website by the Bureau. This period includes
 - Warranty Period of 1 year from final launching & acceptance of site to Bureau.
 - Maintenance for a period of 2 years to start after expiry of warranty.

10. Warranty/Maintenance of Website:

The period of contract will **3 years** form the date of launching and acceptance of the website by the Bureau. This period includes. Warranty Period of 1 year will start from final launching & acceptance of site to Bureau. The vendors will have to provide support for the website for any shortcomings that may arise on account of lapses/deviations/defects/changes in the website during the period of warranty (12 months) without any extra cost to the Bureau. After the expiry of warranty Annual Technical Support(ATS)/AMC for a period of 2 years.

11. Clarifications & amendments

11.1.1 If deemed necessary the Bureau may seek clarifications on any aspect from the bidder. However that would not entitle the bidder to change or cause any change in the substance of the bid already submitted or the price quoted. The bidder may be asked to give presentation for the purpose of clarification of the bid.

11.1.2 Bidder is required to direct all communications for any clarification related to this RFP to the The Bureau's official mentioned in this document.

All questions relating to the RFP, technical or otherwise, must be in writing and addressed to the following address.

Postal Address:

**The Secretary
Banks Board Bureau
4th floor,
RBI Office Building
Byculla, Opposite Mumbai Central Station
Mumbai Central
Mumbai - 8**

E-mail Address: banksboardbureau@rbi.org.in

Interpersonal communications will not be entered into and a Bidder will be disqualified if attempting to enter into such communications. All queries /clarifications requested must be addressed in the format as per Annexure-4 only.

The bidder must communicate the same in writing in 2 days prior to pre-bid meeting scheduled date. The Bureau will try to reply, without any obligation in respect thereof, every reasonable query raised by the bidders in manner specified. However, the Bureau will not answer any communication initiated by the bidders later than the above time limit.

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However, the Bureau may in its absolute discretion seek additional information or material from any Bidders after the RFP closes and all such information and material provided must be taken to form part of that Bidder's response.

Bidders should invariably provide details of their valid email address (es) as responses to queries will only be provided to the Bidder via valid email. Bureau reserves the right to communicate such response to all Bidders.

The Bureau may in its absolute discretion engage in discussion with any Bidder (or simultaneously with more than one Bidder) after the RFP closes to clarify any response.

45.1.3 At any time prior to the deadline for submission of bids, The Bureau may modify the bidding document by amendment.

45.1.4 Any clarification issued by The Bureau will be in the form of an addendum/corrigendum and will be sent on email only. The amendment will be binding on all bidders. The Bureau, at its discretion may extend the deadline for submission of bids in order to allow prospective bidders a reasonable time to take the amendment into account or prefer to retender without scribing any reason, whatsoever.

12. Date of Bid Expiration

Due to the nature of the evaluation process and approval activities that may occur, proposals must be valid for a minimum of **120 days** from the last date of proposal submission.

13. Cost of Proposal

The agency shall bear all costs associated with the preparation and submission of its bidding document, including cost of presentation for the purposes of clarification of the bid, if so desired by the purchaser. The Bureau will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the qualifying process. The Bureau reserves the right to cancel the RFP and is not liable for any outcome due to the action taken.

14. Contents of the RFP

The agency/firm/institution is expected to examine all instructions, forms, terms & conditions and Statement of Work in the RFP document. Failure to furnish all information required for submission of the bids not substantially responsive to the RFP in every respect will be at the agency's/firm's/institution's risk and may result in the rejection of the bid.

15. Bid Integrity

Wilful misrepresentation of any fact within the Bid will lead to the cancellation of the bid/contract without prejudice to other actions that Bureau may take. All the submission, including any accompanying documents, will become property of The

Bureau. The bidders shall be deemed to license, and grant all rights to the Bureau to reproduce the whole or any portion of their solution for the purpose of evaluation, to disclose the contents of submission to other bidders and to disclose and/ or use the contents of submission as the basis for RFP process.

16. FORMAT AND SIGNING OF BID

16.i The bidder should prepare submission as per minimum eligibility criteria, Technical Bid, Commercial Bid and other requested information.

16.ii All pages of the Scanned Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.

16.iii Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them.

16.iv In case of any discrepancies between soft copies submitted through emails / upload etc, the hard copy submitted will be considered as base document.

16v Bid should be typed and printed on A4 size paper [font times new roman 12].

17. Last Date Of Receipt Of Bids

June 20, 2020 at 5:00 pm

18. Late Submission Of Bids

No late submissions are permitted. No bids received after the last date by the Bureau shall be accepted irrespective of when the same was actually sent by courier / post.

19. Modification And Withdrawal Of Bids

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity. However bidder can withdraw the bids before opening of the bids

20. Authorized Signatory

The "Authorized Signatory" as used in the bid shall mean the one who has signed the RFP document forms.

The authorized signatory should be the duly Authorized Representative of the agency /firm/institution, for which a certificate of authority will be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized signatory. The power of authorization or any other document consisting of adequate proof of the ability of the signatory to bind the agency/firm/institution shall be annexed to the bid. The Bureau may reject outright any proposal not supported by adequate proof of the signatory's authority.

21. Contact details of the Agencies

The Bids prepared by the agency and all correspondence and documents relating to the bids exchanged by the agency and the Purchaser, shall be written in the English language, provided that any printed literature furnished by the agency may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

22. Power of Attorney

Registered Power of Attorney executed by the agencies in favour of the Principal Officer or the duly Authorized Representative, certifying him/her as an authorized signatory for the purpose of this RFP. The Bureau shall not be responsible for non-receipt / non-delivery of the Bid due to any reason whatsoever. The agencies are advised to study the RFP document carefully. Submission of Bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications

23. Conflict of Interest

The agencies that are selected for the work will have to maintain the confidentiality of the information compiled. In no case the agencies would be allowed to use the data or share the information with anyone else, except for the Bureau. The Bureau shall hold the copyrights over any of the data collected or compiled during the course of the awards.

24. Language of Bids

The bids prepared by the agencies and all correspondence and documents relating to the bids exchanged by the agencies and the Purchaser, shall be written in the English language, provided that any printed literature furnished by the agencies may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

25. Confidentiality

The Bureau requires that recipients of this document to maintain its contents in the same confidence as their own confidential information and refrain from any public disclosure whatsoever.

26. Disclaimer

The Bureau and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of The Bureau and/or any of its officers, employees.

27. Amendment of RFP

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At any time prior to the last date for receipt of bids, the Bureau , may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective agency/ firm/institution, modify the RFP document by an amendment. In order to provide prospective agencies/firms/institutions reasonable time in which to take the amendment into account in preparing their bids, Bureau may, at their discretion, extend the last date for the receipt of bids and/or make other changes in the requirements set out in the RFP.

28. Force Majeure

In case either party is prevented from performing any of its obligations due to any cause beyond its reasonable control, including but not limited to act of God , fire, flood, explosion, war, action or request of government authority , systematic breakdown, failure of electricity supply, accident and labour trouble, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other of any such factors or inability to perform and resume performance as soon as such factors disappear or are circumvented.

29. Penalty: Bureau reserves the right to levy penalty if the website is not developed to the Bureau's satisfaction or within the project's time frame or both, as the case may be. The Bureau reserves the right to levy penalty as per the contract/ agreement at the time of award of actual contract and it will also depend on nature of work. Bank also reserves the right to levy penalty if during the course of AMC of website the vendor does not do any updation in the said module/capsule.

30. Recovery:

- a. Recovery by the Bureau and refund by the vendor (including payment of penalty etc.) have been used interchangeably in this document.
- b. The Bureau reserves the right to appropriate any monies due to it from the vendor, either for advance payments made or for penalties levied, from the security deposit made by the vendor. In such case, the vendor will have to replenish the security deposit to bring it to the amount mentioned under the relevant paragraph. No job will be allotted to such vendors till the security deposit amount is resubmitted in full.

31. Termination of the Bid

The Bureau shall have the right to reject this bidding process any time before issuing letter of award to the selected agencies.

32. Patent Rights

For any licensed software used by the Vendor for performing services or developing website for the Bureau, the Vendor should have right as well right to license for the outsourced services or third party software development. Any license or intellectual Property Right violation on the part of Vendor / Subcontractor should not put the Bureau at risk. The Bureau should reserve the right to audit the license usage of the Vendor.

The Vendor shall, at their own expenses, defend and indemnify the Bureau against all third party claims or infringement of intellectual Property Right, including

Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad. In case of violation/ infringement of patent/ trademark/ copyright/ trade secrete or industrial design, the supplier shall after due inspection and testing get the solution redesigned for The Bureau at no extra cost. The supplier shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the Bureau is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible therefor, including all expenses and court and legal fees.

33. Liquidated damage

Delay at any stage in execution of the contract due to reasons solely attributed to successful agency/firm/institution beyond the time schedule as agreed or any extension thereof granted by the Bureau shall attract Liquidated Damages at the rate of 0.5 % of the total contract value per week of delay subject to maximum of 10 % of the total contract value. Such liquidated damages by way of price reduction shall be recoverable by the Bureau by reducing the price payable to the vendor.

34. Termination of Contract

The Bureau shall have the right to terminate the contract of the agency at any time during the tenure of the work, if the performance of the agency is found to be unsatisfactory or violation of any clause of the RFP pertaining to execution of the work. For termination of the contract, Bureau shall provide the agency a notice of minimum of 30 days, to allow the agency to clarify its position of unsatisfactory performance observed by Bureau. If the clarification provided by the agency is not up to the satisfaction of the competent authority of Bureau, the contract of the agency will be terminated.

35. Termination For Insolvency

The Bureau may at any time terminate the Contract by giving written notice to the Vendor, if the vendor becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has occurred or will accrue thereafter to the Bureau .

36. Governing Law And Disputes (Applicable In Case Of Successful Bidder Only)

All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably. If however, the parties are not able to solve them amicably, party (The Bureau or Vendor), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and

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the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai The Vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bureau or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English. **Each party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the parties unless the award otherwise provides.**

37. Delays In The Vendor's Performance In Successful Implementation Of The Project

Delivery of the solution and performance of the services shall be made by the Vendor in accordance with the time schedule, technical specification, scope of the project and other terms & conditions as specified in the RFP/service level agreement /Contract. Any delay in performing the obligation /defect in performance by the supplier may result in imposition of penalty (mentioned as per the penalty clause mentioned elsewhere in this RFP) or termination of contract.

38. Termination For Default

The Bureau shall have the right to terminate this contract/ withdraw a job awarded to the vendor at any phase of development in the event of:

- a. In-ordinate delay, attributable to the vendor, in adhering to the delivery schedule.
- b. Acceptance criteria on Quality standards are not met even after rework.
- c. Vendor declining to incorporate any changes/modifications as desired by the Bank.

The Bureau may choose to terminate this contract with one month notice without assigning any reason whatsoever.

On termination of the contract/ withdrawal of the job awarded to the vendor, the vendor will return all kinds of material/documents received from the bank and refund all the payments received from the bank for the job in question immediately, failing which the bank will have all rights to adjust the amount against claims of the vendor in respect of other job(s) or from the security deposit held with the client and/or proceed against in court of law.

39. Governing Language

The contract and all correspondence/ communications and other documents pertaining to the Contract, shall be written in English.

40. Governing Law

The contract shall be interpreted in accordance with the laws of the Government of India.

41. Notices

Any notice given by one party to the other pursuant to this contract shall be sent to other party in writing to other Party's address.

For the purpose of all notices, the following shall be the current address:

Secretary
Banks Board Bureau,
4th Floor, Reserve Bank of India
Byculla Office Building,
Opp Mumbai Central Station,
Mumbai Central,
Mumbai - 400008

The notice shall be effective when delivered or on the notice's effective date whichever is later.

42. Vendor's Obligation

The vendor is obliged to work closely with The Bureau's staff, act within its own authority and abide by directives issued by The Bureau from time to time. The Vendor is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours on the part of its personnel. The Vendor will treat as confidential all data and information about Bureau obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Bureau .

43. Conditions for Consortium / Outsourcing:

The agencies/firms/institutions may have the option to submit the proposal with other consortium partners with the following conditions-

- One consortium partner can be associated with lead partner/Bidding agency.
- The bidder can't change the consortium partner during the course of the project.
- In case of consortium, the lead partner must submit the letter of association (agreement). Non-submission of agreement documents of the consortium partners will lead to disqualification.

In case of any such discrepancy found, bid for the both consortium and firm will be rejected. Selected agency/firm/institution cannot outsource their work to any third party at any point of time. The consortium partner should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this contract. The consortium partner should not have been blacklisted by any Central / State Government or Public-Sector Undertakings. If at any stage of qualifying process or during the course of the contract, any suppression / falsification of such information is brought to the knowledge, The Bureau shall have the right to reject the proposal or terminate the contract, as the case may be, without any compensation to the consortium of agency/firm/institution. **The Bureau shall only deal with the lead member for all the purposes.**

44. Bid Processing Fees, Bid Security and Performance Security:

44.1 Bid Security/ Earnest Money Deposit (EMD)

No EMD is required to be submitted

44.2 Bid Processing Fees/Application Fees

There is no application / bid processing fees payable to the Bureau.

44.3 Performance Security

Within thirty (30) days of the receipt of notification of award of contract from The Bureau, the successful agency/firm/institution shall furnish the Performance Security in the form of Bank Guarantee. The value of Performance Security would be 10% of the total contract value. The Performance Security would be valid till the end of contract period. Bid security will be refunded to the successful bidder on receipt of Performance Security.

45. Terms of Payment

The payment schedule for the Design, development, maintenance and hosting of new Website for state designated agency

S.NO	Deliverable	Percentage granted
1.	Finalisation of Layouts.	10%
2.	Preparation of the Web Pages and off-line testing on vendor's web-server	20%
3.	Acceptance of the final cut	20%
4.	After getting certificate from the vendor to certify that Hardware Infrastructure is capable enough of handling 150-200 concurrent web connection on yearly incremental up to 30%	20%
5.	After Successful Hosting of the website. Vendor has to submit certificate from the same. Bureau will give a confirmation certificate.	20%
6.	On completion of 3 years from the date of acceptance of the final cut. Alternatively, it may be released against a Performance Bank Guarantee (Bureau' Format) for the equivalent period.	10%

GST if any, if applicable and intended to be claimed from the Bureau, must be specifically mentioned along with invoices.

- Annual Maintenance Cost payment will be done quarterly on the basis of performance of uptime of portal.

Form-1: Covering Letter

To,

Secretary
Banks Board Bureau,
4th Floor, Reserve Bank of India
Byculla Office Building,
Opp Mumbai Central Station,
Mumbai Central,
Mumbai - 400008

Sir/ Madam,

Sub: Request for proposal for Design, Development, Maintenance and Hosting of new Website/Portal for The Bureau

The undersigned is the authorized representative of the (Name of Bidder), having read and examined in detail the complete RFP document in respect of selection of agency for **Design, Development, Maintenance & Hosting of new Website/Portal for the Bureau**. (Name of Bidder), do hereby express their interest to provide services and support as specified in the scope of work.

Details about the organization

Format for providing details about the Organization:

1.	Name of the Organization	
2.	Address with phone, fax and email	
3	Year of establishment	
4	Name & Designation of the Head of the Organization	
5	Total Experience of organization (In years)	
6	Official website	
7	Whether you have offices across the country(Y/N)	
	If Yes, please give details.	

Enclosed the following:

- Form 2: Prior Experience.
- Form 3: Proposed Work plan including the timelines •
- Form 4: Resume of the member in the proposed team
- Form 5: Declaration Letter.
- Annexure-1:Eligibility Bid document
- Annexure-2: Technical Bid document

- Annexure-3: Financial Bid document
- Documentary proof as per eligibility criteria

Registered Power of Attorney executed by the agency in favour of the Principal Officer or the duly authorized Representative, certifying him/her as an authorized signatory for the purpose of this RFP. (Bidder shall mention the Form No. Clearly over the respective enclosure of the technical proposal)

We hereby declare that our Proposal is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Thanking you,
Yours faithfully

(Signature of the Authorized Representative)

Name :

Designation :

Seal :

Date :

Place :

Business Address:

Form-2

Prior Experience

List of clients to whom services have been provided effectively from FY 2015-16. Please specify clearly following details-

- The number of portal development for PSU/Govt. Agencies (No. of assignment) with work order and Completion certificate
- Website development for any Firm/Agency/institution other than PSU/Govt. Agencies.
- No. of portal/Website developed for any Bureau/ training institute/educational institute.
- Other Similar assignment as mentioned in RFP

Note: Please attach Letter of Intent or Purchase Order for each assignment executed Web Development, portal development and maintenance services.

Witness:

Agency/Firm:

Signature _____

Signature _____

Name _____

Name _____

Address _____

Designation

Company _____

Date _____

Date _____

Form-3 Proposed Work Plan including the timelines

[Explain your understanding of the objectives of the Assignment/job, approach to the Assignment/job, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach]

(Maximum 4 pages)

Witness:	Agency/Firm:
Signature _____	Signature _____
Name _____	Name _____
Address _____	Designation _____
Company _____	
Date _____	Date _____

Form-4 Resumes of the members in the proposed team

Agency shall submit full resumes of the project leader and members of the team proposed for the assignment, including contact information as per the following format (in max. 2 pages).

- 1) Name:
- 2) Complete Contact Information:
- 3) Proposed Position:
- 4) Educational Qualification: 5) Employment Record:
- 6) Years of Experience
- 7) No. of project taken up related to portal/Website development for any Firm/Institution/Agency/Consultancy
- 8) Relevant Work Experience / Work Undertaken that best illustrates capability to handle the proposed task
- 9) Certification / Signature:

Form-5 Declaration Letter

Declaration Letter on official letter head stating the following:

We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this contract.

We are not black-listed by any Central / State Government / Public Sector Undertaking in India.

Witness:

Agency/Firm:

Signature _____

Signature

Name _____

Name _____

Address _____

Designation _____

Company _____

Date _____

Date _____

Annexure-1

Eligibility Bid/Criteria

Bidder's Organization Name.....

Name of Contact Person.....

Address.....

.....

Phone

No.....

Fax

No.....

Email.....

.....

Sl.No.	Particulars	Relevant information (with documentary Proof)		
1	Type of bidder's organization (Government/ Semi government / private/ Society etc), A copy of the organization's registration.			
2	The agency should be registered with the Service Tax department and carry a valid PAN/TAN/GST. Proof of the same must be submitted			
3	The organization's total turnover for past three financial years shall be at least Rs.10 Lacs (A summarized sheet of turnover of last three years certified by registered CA)	2016-17	2017-18	2018-19
5	Bidder should have a positive net worth during the last three financial years (2016-17, 2017-18 and 2018-19)			
8	An undertaking (self-certificate) that the agency has resources having domain knowledge in Web Development Governance applications. Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise			

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9.	The Bidder should have prior experience of handling at least 3 similar assignments as System Integrator in last 3 years i.e 2016-17 ,2017-18 and 2018-19 preferably with PSU/Govt./Semi Government organization.	
10.	No. of Government websites/Portal in 3 years having similar features as desired for The Bureau	
11.	The methodology to execute the work in terms of design, brief on software, tools, technology to be used for the development including the qualifications of the proposed personnel to be assigned for designing and implementation of Website/portal	
12.	Essential Knowledge and expertise, experience of website maintenance, management, No of employees, and office in PAN India and abroad	

SIGNATURE OF AUTHORISED SIGNATORY

BUSINESS ADDRESS

COMPANY SEAL/STAMP

DATE

Note:

1. Form-2 & Form-5 should be enclosed with Eligibility Bid.

2. : Documentary proof to be provided against each criterion.

Annexure-2**Technical Bid**a. **Functional & Technical Requirement**

Sr. No.	Particulars	Vendor Response (Yes/No/ possible with deviations)	Remarks, particularly regarding deviations
FUNCTIONAL REQUIREMENTS			
I.	Development of New Modules		
	HOME PAGE Designing of layout of web pages and creation of homepages for The Bureau's website. All pages would provide option for –printing, sending through e-mail that particular web page.		
	SEARCH ENGINE This should be text based search engine within the website with three options like any word, all words or exact phrase. When result is displayed the searches keyword should be highlighted with bold red colour. Effective search in Google, MSN and any other search engine.		
	LOCATOR The Bureau will provide address.		
	WEB STATISTICS URL for viewing the statistics report of the number of hits on the website. The vendor should provide a dedicated page with unique user id and password wherein reports pertaining to no. of hits, utilisation of Bandwidth etc. can be viewed by Bureau staff from time to time.(Complete web stats)		
	ADMIN MODULE The vendor should provide admin module to Web Administrator who could further create users (like Principal/Vice Principal/ any other person as required) and provide them access level on website to change contents. Note: Content Management System (CMS) feature should be used so that administrator or any other user could change each detail of website.		

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	<p>DROP DOWN MENUS -Should be convenient and not have multiple drops. -navigation should be achieved with the least number of mouse clicks.</p>		
	<p>ON-LINE TOOLS Bank- wise- Training Centre Links/ Addresses Using Maps wherein visitor may navigate through mouse to get details of training centres across India. The image/map so required should be made available by vendor.</p>		

	<p>CONTENT UPLOADING The web administrator as well as pre-specified heads will be authorised to upload data directly.</p>		
	<p>NAVIGATION The look and feel of the interface should be impressive, user friendly, effective use of the corporate colour. The data that is generated through the use of the interface should be managed without multiple interventions. Navigation of a single page as well as all pages should be ergonomic; the links should lead in a logical sequential manner.</p>		
<p>II.</p>	<p>WEB SITE MAINTENANCE SLAs</p>		
	<ul style="list-style-type: none"> • FLASH BANNER (For new announcements, new products and more) • Web casting (Movie picture files whenever some event happens in CBI/DB like announcement of Results, CMD online with voice facility) • Upload information/data etc. provided by Bureau within 1 hrs. • Design and effect critical minor changes within 12 hrs. • Design and effect non-critical minor changes within 2 days. • Web site uptime SLA to be not less than 99.99%. • Date of last page updated and number of visitors to the site to be available on Home Page. 		
	<p>TECHNICAL REQUIREMENTS</p>		

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1.	GENERAL REQUIREMENTS To design using ASP.NET, Java, JSP, XML, HTML, Java Script, VB Script ,SQL Server, IIS etc. Animated graphic design skills Capability to host the web pages independent of browsers (users should be able to access the pages by using browsers like IE, Google Chrome, Firefox, etc.) 24X7 monitoring of the web site to detect downtime.		
2.	Server (Dedicated /Shared)		
2.	SPACE ALLOTTED	(In TB)	
3.	No. of Pages	(In Number/Digits)	
3.	STATIC New look and feel of the site (Both English and Hindi)		
4.	SECURITY REQUIREMENT		
	<ul style="list-style-type: none"> • Web server should be placed in DMZ(De-militarised Zone) • DMZ should be created by installing Firewall • NIDS should be installed to scan all traffic coming to Web Server • HIDS should be installed on Web Server • Web server should have latest Anti-Virus at present 	Yes/No	
	and updated frequently.	Yes/No	
	<ul style="list-style-type: none"> • RAS, Telnet services should be disabled on the Web Server. • 24X7 security monitoring and management for the setup. • Vendor should allow Security audit of security infrastructure by Bank's official/consultant • Vendor has to submit a document on placement of the proposed web server in DMZ by explaining the type of firewall, NIDS, HIDS, anti-virus with the help of a detailed diagram and explanation. Here, please indicate whether such document is enclosed or not. Reports on phishing attacks, hacking and intrusion detection. 	Yes/No	
		Yes/No	

b. Other Information

Sr. No	Parameters	Response	
1.	Vendor's experience in design, Development, Hosting and maintenance of websites (in years)		
2.	No. of websites currently hosted		
3.	Details of Major websites hosted	Name of the Customer	No. of Years hosted
	Project 1		
	Project 2		
	Project 3		
4.	No. of qualified website engineers employed	(Furnish the qualification details with number of engineers under each qualification)	
5.	Availability of centralised help desk	Yes/No	
6.	Location of hosting Site	India/abroad(specify country)	
7.	How many companies are using this server presently (in case of shared server)		
8.	Server hosted at own or third party	Own/Third Party	
9.	Availability of additional infrastructure at a. Power Generator/UPS b. Air Conditioning equipment c. Fire detection & suppression equipment d. Availability of documented operational Procedures	Yes/No	Yes/No
		Yes/No	Yes/No
		Yes/No	Yes/No
		Yes/No	Yes/No
10.	Hardware Specifications required at DC & DRS (Please specify Server configuration): (Give details of Quantity & Configuration)		
11.	Software/Operating System Detail		
12.	Application Server Details		
13.	Database Server		
14.	Storage		
15.	Internet Bandwidth		
16.	Firewall & Network Equipment		
17.	DNS Services/Name Server Services		
18.	Static Public IP Address		
19.	Availability of Space with expansion capability		

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20.	Details of Reference Sites	Customer Name	Duration of website hosting
	Reference Site-1		
	Reference Site-2		
	Reference Site-2		
	Location of the development & support centre	Mumbai/Outside Mumbai (Specify the City)	
21.	Whether the website hosting is made secure by implementation of security infrastructure (as specified under the 'Security Requirement' section of RFP)	Yes/No	
22.	No security breach leading to the damage to the website of any client during the last three year	Yes/No (Certificate to this effect should be submitted)	
23.	Name of the Bank/large financial institution whose website is developed and maintained		
24.	Specific special features which the bidder may like to add/highlight in the project.		

Note:-

1. At DC& DR **one server in HA Mode** (High Availability Mode) is required currently.
2. The average number of website visits is approximately 100 per day with approximately 30% increase yearly.
3. The Hardware server should be capable of handling 150-200 concurrent web connection on yearly incremental up to 30%.
4. In case of the hard disk utilization reaches to 75%-80%, Bidder has to make provision for additional hard drive/storage.
5. The proposed server/storage should have physical slot to install additional sets of hard disks.

(Signature of the bidder)

With Seal

Date:

Annexure-3

Financial Bid

Name of the Bidder _____

Sr	Description	Amount in Rupees
1	Website design and development	
2	Hosting Charges	
3	Annual Maintenance Charges	
4	Estimates of other chargeable items that are not included in 1 above but are necessary for operationalisation of site	
5	Per webpage design and development cost for additional Static content pages that may be added in future	
6	Per webpage design and development cost for additional dynamic content pages that may be added in future	
7	Per webpage design and development cost for additional database linked dynamic content pages that may be added in future	

All amounts should be exclusive of GST and inclusive of any other charges / conversion rates etc.

(Signature of the bidder)

With Seal

Date: