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Banks Board Bureau

Pre-Bid Meeting for SI and AMC for SBIS

Date: 29-4-2021

Time: 3:00 pm – 4:00 pm

Venue: VC (BBB Room 2)

The pre-bid meeting for the SI and AMC for the Senior Banker Information System was held on abovementioned date /time /venue. The queries raised by the bidders on the RQF and the comments of the Bureau are tabulated below.

The list of participants and their affiliations are given at the end of the document.

Topic	Page	Query	Comments of Bureau
1 - Introduction & Purpose	Page 4	<p>After 4 weeks of deployment it is mentioned that the vendor has to further takeover the code maintenance & upkeep the database.</p> <p>Do we have to provide coding and programming support as well in the support and maintenance phase of 3 years?</p> <p>Would you also need UI /UX expertise during support? Please clarify?</p>	<p>No coding/programming support is expected. However, in case of any bugs, the vendor is expected to debug the system to maintain the uptime.</p> <p>No coding / programming support is needed for the application.</p> <p>UI/UX expertise is not expected.</p> <p>The vendor would recommend to the Bureau the architecture and the requisite hardware necessary for the project. Though the Bureau would procure the hardware, the vendor would be responsible for the installation and maintenance of the hardware facilities.</p>
3 - Minimum Eligibility Criteria	Page 4	<p>It is mentioned " <i>The Agency should be able to provide a qualified for undertaking the assignment</i> " What action is anticipated here ? Please clarify</p>	<p>There is a typo here. Please read it as "The Agency should be able to provide qualified personages for undertaking the assignment."</p>

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5.2 - Objective of the RFP	Page 6	To install, test and commission the infrastructure, timeline given is 4 weeks. Can you help us understand the base on which this timeline has been pre-decided?	The SBI team for development is already assigned and they require the infrastructure for development and deployment of the SBIS. Since most of the architecture is cloud based, we do not expect more than 4 weeks for implementation.
6.3 - Submission Of Proposal	Page 9 (ii)	It is mentioned " <i>The Proposals must be submitted online only as indicated in the Data Sheet and not later than the time and the date indicated in the Data Sheet</i> " Which datasheet are we referring too? Please clarify.	The datasheet is given on Page 1 on the Notice Inviting Tender.
Authorized Signatory	General Query	Will a letter of authorization with required sign and stamp work here as a proof? OR do we have to submit power of attorney OR board resolution copy and the name of signing authority should exist there?	letter of authorization with required sign and stamp is acceptable.
20.9 - Recovery	Page 15	What is the amount of security deposit?	None
20.17 - Termination For Default	Page 17 (b)	Acceptance criteria on quality standards anticipated by BO. Are there any predefined standards and parameters determined or documented anywhere? Can you please clarify?	The quality standards are given in the RFQ at appropriate places. Eg. Uptime, Response time, concurrent users etc. Uptime should be 99%

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22. Terms Of Payment	Page 19	It is mentioned " <i>The payment schedule will be as per the terms in the Service Level Agreement signed between the Bureau and the vendor</i> " Can you please share a draft of service level agreement for our side of scrutiny ?	The SLA will be prepared based on the terms of the RFQ and additional terms mutually agreed upon between the BO and the successful bidder.
Other General Questions			
1) Can you please share a demo video or demo access of an existing SBIS web application? The idea here is to seek a complete understanding of an existing site, workflow that exists, and aim to understand user roles, their user journey within the platform etc? Is it an internal B2B platform? Do you allow users to register? Post registration what activities do they perform on the current SBIS web application?		There is no existing SBIS Web application. The SRS for the application is ready and SBI tech team is working on it. The same will be shared with the successful bidder. It is an application for all banks / Financial institutions. There is a user onboarding process in the design and there are multiple activities / workflows in SBIS.	
2) Can you please share with us the list of third party tools, any external service or applications that are integrated with this platform?		The indicative list is given in para 5.4 of the RFQ (page 6)	
3) What sort of user generated data this platform currently sustains and maintains?		SBIS is at SRS stage but shall maintain confidential and private data.	
4) Is it possible to share what kind of forms and templates & workflows this platform carries?		It is in the SRS that is being handled by the developers from SBI.	
5) Can you please provide detailed application workflow, number of users and versions? This will help us to recommend detailed architecture for software / hardware & licensing information		Detailed architecture for software / hardware & licensing information shall be shared with the successful bidder. The cost of such software / hardware / license etc shall be borne by the BO.	
6) Do you want hosting to be done over an existing cloud provider? OR in-house data center ?		Existing cloud provider is preferred but both the options are open.	

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7) How is the application currently built and run?	It is under development.
8) What is the expected per day traffic during peak hours so we can scale the infrastructure accordingly?	We expect not more than 10-15 concurrent users per day.
9) Does BO have any specific cloud infrastructure preferences? Like AWS, google cloud etc?	No.
10) It is noticed that you haven't mentioned how "Change Requests" would be anticipated during the support phase? If any? Change request is the new task or new functionality or new service that you may want the vendor to fulfill. How would commercials work in those scenarios ?	The Change Requests would be handled based on effort estimations and agreed man day rate that would be sought from the bidder later. Since there are no estimates of CRs, they are not a part of this RFQ.
11. Windows / Linux	Windows is preferred Red hat can be an option
12. Is there a suggested / minimal team composition that is expected by BBB / SBI?	No minimum team is expected.
13. What are the development timelines?	The development is being done by SBI Team. The exact time lines shall be known at the time of award of the contract.
14. What is the nature of engagement that is expected from the SI / Support vendor during the development phase?	The SI / Support vendor shall setup and maintain the environment to the satisfaction of the SBI Development team.
15. What are the deliverables from SBI towards application development, documentation of work?	SBI Team shall develop and debug the application upto the Go Live stage.
16. What is the expected number of users (total & concurrent) for this application?	Total - 3500-4000 users initially Concurrent - 10 -15 users per day on average.
17. Will the application have administrative section to maintain the master data (user, role, geography etc.) and will the master data be maintained by delegated users?	Yes
18. Page 8 Section 5.4 Technical Specifications	

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Point vii To better understand the support requirements, backup schedule etc., is the 99% uptime expected on work hours (8 hours Mon-Fri) or 24 X 7?	99% uptime during working hours on work days and upto 90% uptime during the remaining period (24x7)
19. Page 8 Section 6 General Instructions Point i A full security audit will be conducted before the first production deployment of the application and the deployment is done only once all vulnerabilities have been resolved and the status confirmed via additional audit(s). The security auditor is assumed to be an independent entity with no association to the participants in the contract and with no conflict of interest. It is assumed that the same security auditor will continue for the duration of the contract.	This is a one-time audit.
20. Any vulnerability fix that requires a design change or specification change is outside the contract.	Yes.
21. The frequency of audit's that need to be supported by the SI/Support vendor need to be clarified for purpose of the contract.	One time at the time of deployment.
22. Page 10 6.1 SSL Certification: Please clarify the requirement, what is the guiding principle for this.	The web application should have an SSL certificate
23. Is it mandatory that the bidder has a partnership with SSL?	It is not mandatory.
24. There is a mention of submissions being made in "covers", in Schedule of Events, point 8 that the bid is to be done only via MSTC portal, is there any part of the bid that needs to be submitted physically? if so what is the time line for the same?	No physical submission is needed.
25. Page 18 Section 20.17 Termination for Default It is assumed that the contract is composed of multiple jobs with set deliverables and that the termination/refund clauses refer to individual jobs in question and not to the entire contract the contract is also composed of services that have a limit of time wherein a particular service is found deficient, beyond which the service is rendered complete and not refundable.	Termination/refund clauses refer to individual jobs

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26. What are the MSTC Help Desk contacts	MSTC Helpdesk Numbers- 03340609118, 03340645316, 03322895064	03340645207, 03322901004,
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Attendees from Bureau

1. Dr. Vijay Singh Shekhawat, Secretary
2. Rishabh Garg, AGM
3. Devansh Rawat, Assistant Manager

Vendors

Name of the Representative	Company
Amar	Kwen
Arun Pandey	IndiaNIC
Gaurav Galia	IndiaNIC
Jimmit Rangras	IndiaNIC
Dhanjay Arora	Kwebmaker
Ashish	Kwebmaker
Mukesh	Kwebmaker
Danish	Kwebmaker
Rushabh	Kwebmaker
Satish Aanimella	Gossamer IT Consulting LLP
Ali	Gossamer IT Consulting LLP
Surya Pratap	Gossamer IT Consulting LLP
Shrestha	Innovins