

Pre Bid Queries Reply

Sr. no	Page No.	Clause Number	RFP clause	Bidders Queries	Bank's Response
1	23	3.2.2 Website Maintenance Operational activities	Successful bidder to deploy resources at bank's premises in Mumbai 24x7. The resources deployed may be rotated in shifts so as to ensure one resource is always available at bank's premises. The resources must be well trained to handle all operational activities of all sites. Bank will provide the workstation for the resource.	How many resources are to be deployed?	Minimum 1 resource to be present 24x7 at Bank's premises.
2	29 point 3	4.1.2 Technical Bid Evaluation	Demonstration of in-depth understanding of the Bank project requirements through the technical proposal supplemented by Presentation, POC & interactions, references a. Website Features/Modules (5 marks) b. UI/UX (5 marks) c. Security (5 marks) d. Content Management (5 marks) e. Scalability (5 marks) f. SEO & Digital Marketing (5 marks) g. Website Maintenance (5 marks) h. SEO & Analytics (5 marks) i. General (5 marks)	Do you need it via presentation or document?	Presentation will be scheduled for each of the eligible bidders. Eligible bidder will get opportunity to share their understanding, capability and ideas to the bank officials. Also, Annexure 6 pertaining to these deliverables needs to be submitted as per the requirement of the RFP.
3	40	6.2 Delivery	Bank's Corporate Website Revamp and Maintenance – Project must be implemented as per project scope within a period of 3 months in totality from the date of placing of purchase order by Bank. However Bank would decide and freeze individual milestone with the successful Bidder.	Please make it 4 months instead of 3 months.	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.

4	41	6.4 Annual Maintenance Contract (AMC) / ATS (Annual Technical Support)	Bidder will enter into an AMC agreement with the bank at the discretion of the Bank, after the expiry of warranty period to support the website for a minimum period of –5- (Five) years at the rate quoted in “Commercial Bid”. The agreed ATS/AMC rate would be applicable for 24x7 support and response time for issue resolution should not be more than 30 min.	How much warranty period?	The warranty will be for the period of contract i.e. 5 years.
5	54	Annexure 3 Eligibility Criteria Compliance	Bidder has registered an average turnover of at least Rs. 8 crores per financial year for the last three (3) financial year i.e. 2017-18 & 2018-19, 2019-20 (not inclusive of the turnover of associate companies) as per the audited accounts. (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable)	Please reduce the turnover 8 crores to 3 crores for the last 3 years.	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank’s website.
6	68	Annexure 12	Format of Letter to be obtained from the Clients	This is very difficult to get this letter from clients in this format. Please accept other formats of completion certificates/Pos.	Bidders may submit the Annexure 12 in other formats, however, care must be taken that the relevant information is captured. The format should be acceptable to the Bank and the Bank reserves the right to accept/reject the said new format.
7			Tender Submission Date	Please extend the tender for 2 weeks.	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank’s website.
8		Content Management	General Clarification	Based on our experience of working with multiple Public Sector organizations like SBI etc. we recommend that Bank of Baroda website revamp project should mandate the use of a "Digital Experience Platform", which is an integrated platform with capabilities of "Content Management", "Portal", "Workflow, Document Management & eForms", "Digital Asset	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank’s website.

				Management" & "Search" capability with features like personalization, page content analysis, collaboration tools(wiki, blogs, forums), capability of social media integration and is 9compliance to all major standards. W10e are recommending these capabilities based on our experince of working with other Financial organizations. Now a days all public sector enterprises are looking beyond CMS and all leading websites and portals have collaboration and personalization capabilities. Please confirm?	
9		User Concurrency	General Clarification	Number of visitor concurrency over the website is not mentioned. Please provide the concurrent user details	<u>There are on an average 3000+ concurrent users on the domestic website of the bank i.e. www.bankofbaroda.in . However, for subsidiaries (domestic and/or overseas) such data is not available.</u>
10		Other features	Module for submission of request for hot-listing of Debit / Credit Cards and similar features with appropriate security. Integration with DCMS (Debit Card Management System) will be required	What kind of integration is involved in DCMS integration?	There is no integration with the DCMS in the current website. For future use we would require API integration for flow of information/consumption of services with the DCMS of the bank.
11		Project Scope	Architecture	Considering the architecture requirement our recommendation is that content management/ portal should be based on Micro-services architecture and each services/application build on the platform will be a micro service. The solution should use Micro service-based Container Architecture. The container platform shall support deployment and orchestration of multiple containers formats (for eg. docker etc). Docker ensures your applications and resources are isolated and segregated and each container has its own resources that are isolated from other container and so if one container goes down the other will not be impacted. Please confirm.	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
12		Eligibility Criteria – Experience and	Bidder should have knowledge of implementation of guidelines of	Our understanding is that you are looking for a proven OEM product which has been	Yes.

		Support infra structure (D – 3)	various Regulatory institutions like – CERT-In, RBI & Ministry of IT etc. whose recommendations Bank has to comply. (Not Mandatory, Extra mark will be given in technical valuation) - The OEM in their company's letter head shall provide undertaking to this effect	implemented in Banks and other financial organizations and has capabilities to meet all related guidelines of regulatory organizations while bidder should have the knowledge and experience of implementation of those guidelines related to various regulatory institutions and bidder need to comply with it. Please confirm.	
13	29	4.1.2 The number of website revamp and implementations completed (In the last 5 years)**	Implementation in BFSI Implementation in Public/Private Sector Banks or its subsidiaries	Can one reference be used for both the pointers. E.g. If Bank 1 (a PSB) is referenced as part of BFSI implementation and can be further accounted for point 2 i.e Implementation in PSB	Since the Bank has asked for experience in handling BFSI and Public/Private Sector Banks or its subsidiaries separately, therefore overlapping will not be considered.
14	29	4.1.2 The number of website revamp and implementations completed (In the last 5 years)**	Implementation other than BFSI Implementation in BFSI Implementation in Public/Private Sector Banks or its subsidiaries	Assumption is that bidder can give references for Global as well as Indian Organizations. Irrespective of the proposed solution	Yes, global and /or Indian organization experience is acceptable. However, the experience should be relevant to the scope of the RFP.
15	30	4.1.2 Product Demonstration / Presentation cum interview	c) Proof of Concept presented – (10 marks)	It is assumed that proof of concept would be a clickable prototype based on the Outside - In Analysis. Further, how many customer journeys/functionalities are expected to be part of Prototype	Yes. There is no bidding on the number of customer journey for the prototype however, for better clarity and demonstration of ideation capacity of the bidder at least 2 journeys may be presented by eligible bidders.
16	42	6.5 Payment Terms	Phase II (65%) – After the successful implementation of project i.e website goes live.	Suggest to break the milestone to 35% at UAT and 30% at Go-Live	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
17	71	Annexure 15	list of analytics tools/systems/services recommended	Tool Licensing Costs and procurement etc. are not expected from the bidder?	For the recommended tools, an indicative cost may be provided by the bidder if feasible.
18	66	Annexure 10	SEO Activities, Analytics and UI/UX Audits for all sites	Are the cost expected to be 7% of OTC. Further, additional cost of operating the tools that may be procured at later stage is to be separate?	No, it is not expected to be 7% of OTC. A revised Annexure 10 will be uploaded in the tender shortly. No additional cost of operating the tools.

19	66	Annexure 10	Content Management System	How should be the licensing cost (if any) for CMS should be factored in?	It needs to be factored in while submitting the commercial bids. The Bank will not be procuring / paying for the CMS.
20	17	3.2.1	Plugins Websites to be developed should have the scalability of integration with Bank's CRM, Contact Centre, Email, SMS Systems, Online Account Opening, web chatbot, etc.	1. We assume that proposed website is required to be scalable enough to be capable of integrating with the said applications but NO integration is required as part of the current scope. Kindly Confirm. 2. If not then please share below details to integrate with each 3rd party system. 2.1 System details with their technology stack that needs to be integrated 2.2 Integration type - One way OR Two way 2.3 What information / data needs to be integrated? 2.4 Who will provide web services for it?	The same is already elaborated in the tender document in detail.
21	17	3.2.1	Plugins - Locator with search facility to be developed for the location based services Like: ATM / Branch Finder / E – Lobby/BC points etc. The Locator should be integrated with Google Maps / Navigational systems, bidder to secure the required license without additional cost to the bank.	1. Google maps API is a paid service and we assume that its cost will be born by the BoB. Please confirm. 2. If not then we request you to share a fix number of requests, make a separate line item for this in commercial bid and keep its payment terms on actual basis.	The same is already elaborated in the tender document in detail.
22	17	3.2.1	Plugins Integration via Facebook Live video API.	1. Which kind of integration will be required thru facebook live video API. Please elaborate.	The same is already elaborated in the tender document in detail.
23	17	3.2.1	Lead Management System - In case of future extensions / enhancements viz; new product / service additions etc., the same should be done at no additional cost.	1. This is very open clause, we suggest to amend it as per below: - In case of future extensions / enhancements viz; new product / service additions etc., the same should be done on mutually agreed cost.	The same is already elaborated in the tender document in detail.
24	18	3.2.1	Other features Calculators such as EMI Calculator for Home Loan, Car Loan, Personal Loan and other products with a graphical representation should be included.	1. Please provide the list of all products with sample of graphical representation for which calculator will be required to provide. 2. We assume that the all EMI calculators' logic will be provided by BoB.	The same is already elaborated in the tender document in detail.

25	18	3.2.1	Other features - Expenditure Manager, Retirement Planner, Financial Planner, Savings Calculator, Investment Planning Calculator, Mortgage Calculator should be included at proper place on website. Bank would provide data as well as process for such computation.	1. We assume that ready to use API (or business logic) will be provided by BoB for Expenditure Manager, Retirement Planner, Financial Planner, Savings Calculator, Investment Planning Calculator, Mortgage Calculator to place link on website. Please confirm.	The same is already elaborated in the tender document in detail.
26	18	3.2.1	Other features - Daily Quiz for visitors and Opinion Poll of visitors must also be included in the website. These would be enabled on need basis.	1. Which types of Daily Quiz to be included, please elaborate expectations in detail.	The same is already elaborated in the tender document in detail.
27	18	3.2.1	Other features - Web Chat feature should also be made available to visitors and must store all previous conversations of the visitor. Web Chat should every time start from the point where the visitor left last.	1. How many bots (chat window) will be required to consider? 2. How many Interactions in a month will be required to consider? 3. Please provide the list of languages for which bots will be required to provide.	The same is already elaborated in the tender document in detail.
28	18	3.2.1	- Module for submission of request for hot-listing of Debit / Credit Cards and similar features with appropriate security. Integration with DCMS (Debit Card Management System) will be required.	1. Please provide the details of all kind of similar features with appropriate security required to develop in the website. 2. Please provide below details for integration with DCMS (Debit Card Management System) 2.1 Technology stack of DCMS 2.2 Integration type - One way OR Two way 2.3 What information / data needs to be integrated? 2.4 Who will provide web services for it?	There is no integration with the DCMS in the current website. For future use we would require API integration for flow of information/consumption of services with the DCMS of the bank.
29	18	3.2.1	- Bank may desire the data output of modules in different formats from time to time as per their requirement. Agency should be able to provide data output in desired format for the modules as and when required by the Bank.	1. Please let us know all types of formats required to generate for providing of data output of modules.	The same is already elaborated in the tender document in detail.
30	19	3.2.1	Voice Search facility should also be available in the sites.	1. Please share in details what is expected from voice search.	The same is already elaborated in the tender document in detail.

31	19	3.2.1	Relevant iconography & infographics to be used to represent processes and instructions.	1. We assume that the all the infographics and design assest will be provided by the BoB. Please confirm.	The same is already elaborated in the tender document in detail.
32	19	3.2.1	- Vulnerability Assessment Penetration Testing (VAPT) should be done at least once a year and additionally based on security threat.	1. Whether the cost of Vulnerability Assessment Penetration Testing (VAPT) is to be born by the bidder or BoB will directly pay the 3rd party auditor?	Post Go live an annual VAPT will be done by the bank and the Bank will bourn the cost of this VAPT.
33	20	3.2.1	- Security Audit by Internal as well as External Auditors after UAT is to be carried out by the vendor at its own expenses. Vendor should also allow regular security audit of the system by bank or its authorized agency as per their requirements and the company to ensure rectification of the audit observations as part of maintenance. Any audit/security enhancement proposed by the Government or Law enforcing agency should be carried out by the vendor at no cost to the bank.	1. We assume that security audit by 3rd party vendor who is empanelled with CERT-In will be acceptable. Kindly confirm or let us know if you have any preferences. 2. We assume that the security audit is required once before go live. Please confirm and let us know approximately how many times the security audit to be carred out during the contract period after go-live?	Yes it is acceptable. Security audit needs to be carried out once before Go live and second time after go live.
34	21	3.2.1	- CMS should be able to offer the following built-in facilities: Document Management, Event Calendar, Event Management, FAQ Management, Glossary, Polls, and Syndicated Content (RSS).	1. We assume that here a full fledged Document Management System is not required. Please confirm.	The same is already elaborated in the tender document in detail.
35	22	3.2.1	SEO Website to be revamped/developed with latest technology and optimized for better Search engine results and it has to have interactive web pages and provision to integrate with social media like Facebook, Twitter, LinkedIn, YouTube, Instagram etc. Sharing of pages / Posting option from website to be available to visitors as per bank's requirement. Also add all social media plug-in tools in website i.e. share, like, quote sharing tool, Facebook messenger send button, and Facebook save	1. Search engine provider are frequently changing their logic for website ranking in response of search, so no one can give assurance for website having all the time appearance within Top 3 listings in search engine. So please ammed this caluse with "Website to be revamped/developed..... Bidder should try that post website should appear within Top 3 listing in search engine."	Agreed. Addendum will be issued clarifying this point.

			button, etc. to share few lines/complete text from web page directly in Facebook or any other social media platform post Website should all the time appear within Top 3 listings in search engine. Monthly and Quarterly review will be done by Bank to ensure the same		
36	22	3.2.1	SEO Supplement Flash or Java plug-ins with text on the page. Provide a transcript for video and audio content if the words and phrases used are meant to be indexed by the engines.	1. Would BoB team provide brief and guideline to support content creation as part of transcript creation.	Bank will not provide transcript for video and audio content.
37	23	3.2.2	- Successful bidder to deploy resources at bank's premises in Mumbai 24x7. The resources deployed may be rotated in shifts so as to ensure one resource is always available at bank's premises. The resources must be well trained to handle all operational activities of all sites. Bank will provide the workstation for the resource.	1. What will be the duration of deployment - for 1 year post go-live or for entire contract period?	The same is already elaborated in the tender document in detail.
38	26	3.2.2	SEO & Analytics Analytics tools/systems/services will be provided by Bank. Bidder to propose/recommend analytics tools/systems/ services as per Annexure 15. Bidder to provide two recommendation for each tools/systems/services and may suggest other options if required. Note: - Scope of supply also includes components, materials, accessories required to render the equipment's and systems offered complete in all respects even though every individual item may not have been specifically mentioned in the RFP.	1. Please elaborate expectations in terms the clause "Scope of supply also includes components, materials, accessories required to render the equipment's and systems offered complete in all respects even though every individual item may not have been specifically mentioned in the RFP.".	The same is already elaborated in the tender document in detail.

39	28	4.1 /4.1.2	<p>Technical Bid Evaluation Criteria: The number of website revamp and implementations completed (In the last 5 years)** Evaluation Parameter: Implementation in BFSI [Full marks (5) –if criteria are met for 5 or more Institutions. 4 Marks – if the criteria are met for 4 Institutions. 3 Marks –if the criteria are met for 3 Institutions. 2 Marks –if the criteria are met for 2 Institutions. 1 Marks –if the criteria are met for 1 Institution.]</p>	<p>1. We request you to please consider implementation in BFSI / PSUs / Government Organization.</p>	<p>This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.</p>
40	29	4.1.2	<p>Technical Evaluation - Portfolio/Clients of bidder in website design, development and digital marketing (Higher marks will be allotted if portfolio/clients include Pvt. Sector Banks/MNC Banks)</p>	<p>1. We request you to please Consider bidder in website design, development for clients include Pvt. Sector Banks/MNC Banks/PSUs (Higher marks will be allotted if bidder in website and digital marketing for portfolio/clients include Pvt. Sector Banks/MNC Banks/PSUs)</p>	<p>This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.</p>
41	35	5.2.1	<p>5.2.1 Performance Guarantee 5.2.1.1 The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the purchase order or signing of the contract whichever is earlier in the format as provided by the Bank to the extent of 10% of the total contract value for the entire period of the contract including warranty obligation plus one year claim period and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a schedule commercial bank , other than Bank of Baroda.</p>	<p>1. Looking at the post-pandemic conditions of the businesses and cash flow we request you to break the PBG in TWO parts i.e. one for capex and other for opex and calculate it as 5% of the respective amount. 2. For opex part the PBG to be accepted on yearly basis.</p>	<p>This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.</p>
42	40	6.3	<p>6.3 Penalties and Liquidated Damages</p>	<p>1. We suggest you to amend the penalty clause with 5% penalty cap on each</p>	<p>This suggestion/request will be evaluated by the bank internally and any changes, if</p>

			Penalty Cap for each milestone and overall	milestone as well as for overall penalty. Please consider	required, will be informed in the form of addendums by updating in the tender section of the bank's website.
43	41	6.5	6.5 Payment Terms 2. Phase II (65%) – After the successful implementation of project i.e website goes live.	1. We request you to break this milestone into two as below: 1.1 Phase II (15%) - On website design approval. 1.2 Phase II (50%) – After the successful implementation of project i.e website goes live.	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
44	54	Annexure - 3	Annexure 3 - Eligibility Criteria Compliance Financial 1. Bidder has registered an average turnover of at least Rs. 8 crores per financial year for the last three (3) financial year i.e. 2017-18 & 2018-19, 2019-20 (not inclusive of the turnover of associate companies) as per the audited accounts. (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable)	1. Looking to the position, size, revenue and others notable parameters of BoB we feel the asked turnover criteria is very low. Therefore we suggest to amend eligibility criteria as below so that more quality bidders can be attracted. "Bidder has registered an average turnover of at least Rs. 100 crores per financial year for the last three (3) financial year i.e. 2017-18 & 2018-19, 2019-20 (not inclusive of the turnover of associate companies) as per the audited accounts. (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable)"	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
45	16	Main corporate website	-	How many pages do the main corporate website have approximately?	There are approximately 3000 pages in the Bank of Baroda domestic website
46	18	Links of PlayStore, AppStore, and other	-	Is there any mobile APP development in scope?	No
47	18	such stores should also be present for mobile site visitors.	-	Please provide name of the CRM system used ? What integration with CRM system is envisaged?	There is no integration with the CRM the current website. For future use we would require API integration for flow of information/consumption of services with the CRM of the bank.
48	18		-	What type of integration with Contact center is envisaged?	As per the business requirement services may be extended from website using API integration.
49	18		-	Does BOB have a separate online account opening platform? Is it same across all country specific sites?	Yes there is a separate account opening platform with the bank only for domestic users.

					It can be used by users in India only.
50	18		-	Is there a single web based chat system to serve all countries?	Presently, there is only one chat system for domestic use only.
51	18		-	What are the total number of external integrations envisaged?	There is no external integration envisaged as of now. For future use we would require API integration for flow of information/consumption of services with the internal / external systems of the bank.
52	20	The blog / articles to have functionality of automatic inter-linking to relevant product pages.	-	Would BOB allocate access of writing blogs to users? Would SI be responsible for writing blogs?	No, users (visitors) will only be allowed to leave comments. No as a part of RFP it is not required but this service may be availed by the bank in future on mutually agreed terms.
53	57	Annual Turnover	-	We request the annual turnover criteria to be increased so that only bidders qualified for undertaking the assignment can participate	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
54	-	-	-	1. Would just like to clarify given the current situation, could the RFP process alternatively be carried out over mail instead of an in-person handover?	Certain aspects of the RFP process like pre bid meeting, presentations will be done online but for other jobs like bid opening, bid submission in-person attendance will be required.
55	-	-	-	2. Please List the 25 websites or 2/3 examples of RRBs, Subsidiaries, International Territories, etc. in order for us to review the functionality (whether they are static/dynamic).	The bidder may visit Bank's Corporate website www.bankofbaroda.in , https://www.bankofbarodauk.com/ & https://www.barodagraminbank.com/ for understanding purpose
56	-	-	-	3. Which websites would be a revamp and which would be a development from scratch?	Already existing websites will be revamped and where there are no websites for certain subsidiaries, overseas office in that case website needs to be developed.
57	-	-	-	4. Will the content for the websites be provided by the Bank of Baroda team or will the agency be responsible for Content Writing as well as as other website content such as images, etc.?	Basic Raw information / content shall be provided by the Bank for the pertaining page / section. Agency has to SEO optimize the content and post approval from Bank, make the content live.
58	-	-	-	5. With regards to Multilingual Language, should we provide separate CMS, etc for	Hindi Website shall be managed separately and the content shall be provided by the Bank.

				each language or should we convert English into Hindi via API based?	
59	-	-	-	6. Please elaborate on online account opening. Does it mean that there would be a custom form and data gets entered into the CMS that we create? If not, what would be the flow?	Yes there is a separate account opening platform with the bank only for domestic users. Users will be redirected to this portal
60	-	-	-	7. Chatbot: It will be a third party plugin. Will it be provided to us or does the agency have to purchase it.	It will be provided to the agency to implement on the site.
61	-	-	-	8. Locator with search functionality: Will the user enter the location or will he/she select it from a dropdown with the display of branches, etc. based on the location? Please confirm.	The same is already elaborated in the tender document in detail.
62	-	-	-	9. Please elaborate more on: "Website should offer "Demo" to visitors/users."	The same is already elaborated in the tender document in detail.
63	-	-	-	10. Survey option: Will this be in the form of Q/A or image based?	The same is already elaborated in the tender document in detail.
64	-	-	-	11. Web Chat feature: Clarifying that we will be using the third party plugin and they store the conversation for 1 month. The same may vary depending upon the plan we adopt.	It will be provided to the agency to implement on the site.
65	-	-	-	12. "Module for submission of request for hot-listing of Debit / Credit Cards and similar features with appropriate security." - Will there be a form where the user will fill in details and it gets saved in our database?	There is no integration with the DCMS in the current website. For future use we would require API integration for flow of information/consumption of services with the DCMS of the bank.
66	-	-	-	13. "Integration with DCMS (Debit Card Management System) will be required." - Please elaborate on how this works.	There is no integration with the DCMS in the current website. For future use we would require API integration for flow of information/consumption of services with the DCMS of the bank.
67	-	-	-	14. Please elaborate more on: "Data Dictionary for all the modules."	Data dictionary pertains to all the user data being captured on the site. e.g. lead information of user, comments on blog etc.
68	-	-	-	15. "Bank may desire the data output of modules in different formats from time to time as per their requirement." - Please	Data should be exported in various formats like .xls, .csv, .docx etc.

				provide us with an example as it is a very broad statement.	
69	-	-	-	16. "Lock HTML source code" - There is no complete proof to disable the source code but we can aim to deploy all possibilities.	This pertains to information security aspect of the sites which shall be discussed with the selected bidder and implemented on mutually agreed terms.
70	-	-	-	17. Spell Checker, Glossary check: Clarifying that plugins will be incorporated for the same.	Yes.
71	-	-	-	18. The below Line has been mentioned on Page 25 of the PDF document, however there is no mention of detailed scope of work in SEO. So we shall need the clarity on that line. "The detailed scope of work can be found in Annexure 1."	It is mentioned in Appendix 1
72	-	-	-	19. As per the Criteria for Evaluation of Technical Bids, Sr. No. 2, Point (c) - please define "Proof of Concept".	Proof of concept would be a clickable prototype based on the observations /suggestions of the bidder. For better clarity and demonstration of ideation capacity of the bidder at least 2 user journeys may be presented by eligible bidders along with rationale.
73	-	-	-	20. As per Annexure 10 Commercial Bid Details, Sr. No. 3 & 4 - is the agency required to state one cost for all 25 websites or a separate cost per website? And hence, similarly for the ATS/AMC at 7%.	A revised Annexure 10 will be uploaded in the tender shortly.
74	9	1/1.1	Bank of Baroda maintains its corporate website which attracts an average traffic of more than 1.2 lakh visitors per day and is estimated to grow after revamp of website.	Although you have already provided an approx visitor count based on the historical data/customer pool, could you please advise on by how much percent (%) the visitor count is expected to increase approximately after the revamp?	Average 30% Y-o-Y growth has been seen in the past 2 years and Agency may estimate projections based on the same.
75	15	3.2	Revamped/Developed websites should be in alignment with corporate theme using latest web technology to showcase bank's products & services to current and potential clients in attractive, user friendly and easily navigable manner and also comply with industry standards and guidelines of various regulatory	Could you please provide information on the existing website technology stack? (Language, O/S, App Server, DB etc.)	Current OS windows server 2012 R2 DB - SQL server 2012 IIS :- 8 Asp.Net 4.0

			bodies including Reserve Bank of India, Ministry of Finance etc		
76	27	4/4.1/4.1.2 (Point No 2 within the table)	Portfolio/Clients of bidder in website design, development and digital marketing (Higher marks will be allotted if portfolio/clients include Pvt. Sector Banks/MNC Banks)	Request you to provide some clarity on Digital Marketing/SEO. Could you please advise on your expectation about SEO work (Traffic / Keywords ranking/page views etc.)?	The same is already elaborated in the tender document in detail.
77	27	4/4.1/4.1.2 (Point No 2 within the table)	Portfolio/Clients of bidder in website design, development and digital marketing (Higher marks will be allotted if portfolio/clients include Pvt. Sector Banks/MNC Banks)	Request you to amend the clause as "Portfolio/Clients of bidder in website design, development and/ or digital marketing (Higher marks will be allotted if portfolio/clients include Pvt. Sector Banks/MNC/BFSI Sector"	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
78	27	4/4.1/4.1.2 (Point No 3 within the table)	Demonstration of in-depth understanding of the Bank project requirements through the technical proposal supplemented by Presentation, POC & interactions, references c. Security	Request you to provide some clarity on Security. Are you looking for CERTIN Audit as well apart from standard security measures like VA/PT etc.?	The same is already elaborated in the tender document in detail
79	27	4/4.1/4.1.2 (Point No 3 within the table)	Demonstration of in-depth understanding of the Bank project requirements through the technical proposal supplemented by Presentation, POC & interactions, references e. Scalability	We are under the assumption that this refers to scalability in terms of handling load/traffic, however we request you to provide additional clarity on Scalability	The same is already elaborated in the tender document in detail
80	27	4/4.1/4.1.2 (Point No 3 within the table)	Demonstration of in-depth understanding of the Bank project requirements through the technical proposal supplemented by Presentation, POC & interactions, references i. General	Request you to provide clarity/additional details on what it means by General. Any examples would also help	Please refer to point 3.2 of the RFP.
81	27	4/4.1/4.1.2 (Point No 3 within the table)	Feedback received from clients, Quality of work done, services provided, timelines followed, smooth implementation, after support, professional behavior of bidder, value	Request you to provide clarity on this. On what parameters are these evaluated or what kind of documents/certificates are needed? (Ex: Appreciation Certificate, References, Completion Cert etc.	Bank will evaluate the bidders based on the submissions in Annexure 12 and the cross checking done by the bank.

			addition to client, understanding of requirements, service levels followed, on-time delivery, team strength and any other parameter found important at the time of evaluation.		
82	27	4/4.1/4.1.2 (Point No 4 within the table)	Also, Bank will require the Project Manager to be located out of Bank's office in Mumbai at least for a period of one month till the website goes live for smooth co-ordination and execution. Replacement of Project Manager should be informed to Bank at the earliest.	Is it mandatory for the PM to be onsite or this can be relaxed based on the current situation? Also, please clarify if the expenses will be borne by the Bank?	The same is already elaborated in the tender document in detail.
83	27		b) Critical analysis of the present site viz- a-viz peer Banks (gap analysis)	Is there any sample or reference BFSI Websites that the Bank really likes or has envisaged in terms of design, look & feel etc. or this is an open book exercise? Any examples would help	The same is already elaborated in the tender document in detail.
84	27	4/4.1/4.1.2 (Point No 1 within the table)	The number of website revamp and implementation s completed (In the last 5 years)**	Request you to change the number of years as 7 instead of 5	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
85	27	4/4.1/4.1.2 (Point No 1 within the table)	Websites to be developed should have the scalability of integration with Bank's CRM, Contact Centre, Email, SMS Systems, Online Account Opening, web chatbot, etc.	Which CRM is Bank currently using? Any inhouse CRM or off the shelf based solution?	The details regarding CRM shall be provided to empanelled agency post on boarding.
86	17	3/3.2.1	Integrations with various systems mentioned in the RFP	We are assuming the required APIs will be provided by the client?	Yes.
87		General	Payment Gateway	Will there be any Payment Gateway integration within the website?	Yes, the bank may decide to integrate payment gateway as and when required.
88		General	Technologies	Will the bank prefer any open source technologies to get rid of licensing cost?	No
89		General	Website Revamp	Since this is a revamp, will Bank provide the existing code or it needs to be developed? Also, will Bank provide the Dev, Test environment?	The dump of existing website shall be provided by the Bank. However, the test environment shall be provided by the bidder. Bank shall provide the live infrastructure before Go Live.
90		General	CBS	Which CBS is Bank currently using? Will there be any communication with CBS or integration required?	The details regarding CBS shall be provided to empanelled Agency post on boarding.

91		General	Website Contents	We are assuming all the required contents of website (bilingual) will be provided by the client along with images?	yes
92	28	4.1.2 Technical Bid Evaluation Sr. No.1	Criteria: The number of website revamp and implementation s completed (In the last 5 years)** Evaluation Parameters: Implementation in Public/Private Sector Banks or its subsidiaries [Full marks (3) – if criteria are met for 3 or more Banks. 2 Marks – if the criteria are met for 2 Banks. 1 Mark – if the criteria are met for 1 Bank. Sub Scores: 3	Kindly amend the clause as: Criteria: The number of website revamp and implementation s completed (In the last 5 years)** Evaluation Parameters: Implementation in Public/Private Sector Banks or its subsidiaries [Full marks (3) – if criteria are met for 2 or more Banks. 2 Marks – if the criteria are met for 1 Bank. Sub Scores: 3	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
93	54	Annexure 3 Eligibility Criteria Compliance B Financial Sr. No. 1	Bidder has registered an average turnover of at least Rs. 8 crores per financial year for the last three (3) financial year i.e. 2017-18 & 2018-19, 2019-20 (not inclusive of the turnover of associate companies) as per the audited accounts. (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) Support Document required: Copy of Audited. Balance Sheet and Profit and Loss account should be submitted along with Schedules.	Kindly consider the provisional balance sheet for FY 2019-20, as our audits are still in process	In such case, CA certified provisional figures for FY 19-20 may be submitted.
94	55	Annexure 3 Eligibility Criteria Compliance C Technical Sr. No. 2	Bidder should have developed at least two websites using Content Management System (CMS) and provided SEO/Analytics services in last five financial years. The certificate regarding satisfactory implementation and maintenance of CMS based website is required. Support Document required: Copy of Client Certificate to be submitted	Kindly amend the clause as; Bidder should have developed at least two websites using Content Management System (CMS) or provided SEO/Analytics services in last five financial years. The certificate regarding satisfactory implementation and maintenance of CMS based website is required. Support Document required: Copy of PO or Client Certificate to be submitted	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.

95	55	Annexure 3 Eligibility Criteria Compliance D Experience & Support Infrastructure Sr. No. 2	Bidder should have Website designing, development, migration, maintenance and customization experience for BFSI / Banks / Insurance Companies / Government Organization / Financial Institutions / Listed Companies in India in the last 5 financial years and having separate technical team for SEO, Analytics, Tool implementation and usage, UI/UX audit and CMS operations on payroll for strategizing, designing, development, maintenance of websites Support Document required: Relevant reference letters from the concerned Organizations and bidders letter on company letter head confirming availability of resources for strategizing, design, development and Maintenance, SEO, Analytics, Tool implementation and usage, UI/UX audit and CMS operations of websites on company payroll.	Kindly amend the clause as; Bidder should have Website designing, development, migration, maintenance and customization experience for BFSI / Banks / Insurance Companies / Government Organization / Financial Institutions / Listed Companies in India in the last 5 financial years and having separate technical team for SEO/Analytics/Tool implementation and usage/ UI/UX audit/ CMS operations on payroll for strategizing, designing, development, maintenance of websites Support Document required: Relevant reference letters from the concerned Organizations and bidders letter on company letter head confirming availability of resources for strategizing, design, development and Maintenance, SEO/Analytics/Tool implementation and usage/ UI/UX audit/ CMS operations on payroll of websites on company payroll.	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
96	15	3.2.1	All regulatory and mandatory requirements w.r.t website including design, content, functionality or any other technical requirement, which arise during the period of contract and are to be complied by the Bank should be implemented without any extra cost for entire period of contract	We may keep a no. Of instances or phases that we can cover in this part like 1 or 2. That will be at extra cost.	
97	15	3.1	Main corporate website – 1 - Revamp of exiting site	No of pages on the main corporate website.	There are approximately 3000 pages in the Bank of Baroda domestic website
98	17	Lead Management System	The module should be scalable for including online account opening, FD/RD opening, and any other such process launched by bank in future. In such	These customization would be at extra cost? Also how many instances or phases are expected?	The same is already elaborated in the tender document in detail.

			scenario, bank will share API based interface specification and vendor to coordinate with bank's team for necessary customization.		
99	17	Lead Management System	In case of future extensions / enhancements viz; new product / service additions etc., the same should be done at no additional cost.	How many new products/services additional are expected can we keep a upper cap to it example 1 or 2.	The same is already elaborated in the tender document in detail.
100	17	Design	The design and development at all stages to adhere to Bank' s Branding Guidelines with regards to Font, Color, Text Size etc.	This will be provided/guided by the bank?	Yes bank will provide its brand guidelines for reference.
101	18	Information Architecture	Bidders need to define placement of CTAs at right junctures to maximise lead capture and simply user experience.	Is there a guide or document to be followed, if yes please share.	The same is already elaborated in the tender document in detail.
102	19	Information Architecture	Site map should be prepared and made available by the bidder	All the options and pages to be included will be share by the bank, is that the correct statement.	The dump of existing website shall be provided by the Bank.
103	54	Eligibility Criteria	Bidder should be preferably having CMMI (Capability Maturity Model Integration) Level 5 Certification (NotMandatory, Extra mark will be given in technical valuation).	Please allow us to submit ISO certificate instead of CMMI	This requirement is not mandatory. Agency may submit additional documents as deem fit.
104	55	Eligibility Criteria	Bidder should have designed, developed and maintained minimum four Interactive, Responsive and Multi lingual (Multi lingual not mandatory but preference will be given) Websites in last five financial years. Certificate of satisfactory service rendered for designing, development and maintenance of the website has to be submitted. Details of websites maintained by your firm along with periodserved.	We are MSME and comes under Start Up. Please exempt us for Experience criteria.	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
105	55	Eligibility Criteria	Bidder should have experience of at least twowebsites of BFSI Sector involving designing / development / migration /	We are MSME and comes under Start Up. Please exempt us for Experience criteria.	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of

			implementation of guidelines issued by various Regulatory Bodies viz; WCAG 3.0 Guidelines (Level A “or Level AA or Above) / IPV6 Compliant etc. in last five financial years. (Not Mandatory for Guidelines, Extra mark will be given in technical valuation)		addendums by updating in the tender section of the bank’s website.
106	55	Eligibility Criteria	Bidder should have developed at least two websites using Content Management System (CMS) and provided SEO/Analytics services in last five financial years. The certificate regarding satisfactory implementation and maintenance of CMS based website is required.	We are MSME and comes under Start Up. Please exempt us for Experience criteria.	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank’s website.
107	-	-	-	<p>- General Query on Design & Development Q: We understand that the Internet Banking pages will link to the Core Banking Application.</p> <p>1. Are the User Screens of the Web Interface of the Core Banking Application facing within the scope of this project?</p> <p>2. Should the UI/UX elements guiding the rest of the website apply to the Internet Banking application as well?</p>	<p>1. The Core Banking Solution is not included in the current scope. Please refer to the RFP document for the current scope</p> <p>2. The Internet Banking is not included in the current scope. Please refer to the RFP document for the current scope</p>
108	-	-	-	<p>- other websites/micro sites etc. Q: Pls elaborate other websites/micro sites</p>	The same is already elaborated in the tender document in detail.
109	-	-	-	<p>- The design and development at all stages to adhere to Bank’s Branding Guidelines with regards to Font, Color, Text Size etc. Q: Will these all details provided by the brand team?</p>	Yes the details of Brand Guidelines will be provided.
110	-	-	-	<p>- Personalization of website for regular visitors/users should be included as an important module and customer journey needs to be defined for the same. Q: Do you mean a manual screen to show how to navigate on the website?</p>	No. It means the landing page and the subsequent user journey to be tailored as per the user history/segment. The same is already elaborated in the tender document in detail.

111	-	-	-	- General Query on Design & Development Q: Can the bidder use Open Source systems, platforms and tools for development and management of this system? We may use Open Source CMS tools, DevOps tools as well as Development platforms.	no
112	-	-	-	- Sites should open same in all major OS Platform (Mac OSX, Windows OS and Linux) and Browsers (Chrome, Safari, Firefox and IE). Website structure is to be browser independent (Safari, Chrome, Firefox, and Internet Explorer) Q: Internet Explorer is being phased out by Microsoft. Therefore, we may not be able to guarantee performance on this browser. However, we can prepare the site for Microsoft Edge. Is this acceptable?	The application must be supported by all the browsers without any exception.
113	-	-	-	- Visitor counter should be provided to the Bank and website should prompt the visitor its last visited page on website. Q: Can be done based on IP/any specific login. Is that okay?	Yes
114	-	-	-	- Survey option should be available on website for Bank to publish and conduct periodical surveys of its visitors. Survey reports should be provided to the Bank at the end of every survey. The surveys would be enabled based on the requirement of bank and the content would be provided by the bank. Q: Does the bidder have to develop a Survey Management System? Or is integrating an existing and suitable Survey Management System with features to launch Surveys acceptable to the Bank.	This aspect of the sites shall be discussed with the selected bidder and implemented on mutually agreed terms.
115	-	-	-	- An admin user to be provided for the bank to authorize and reply to the comments on article. Q: Can you clarify the statement?	The Bank has a blog section where users may post comments/queries and the same needs to be replied/answered to by the admin user.

116	-	-	-	- Data Dictionary for all the modules should be maintained and provided to Bank on quarterly basis. Q: What is data dictionary?	Data dictionary pertains to all the user data being captured on the site. e.g. lead information of user, comments on blog etc.
117	-	-	-	- Module for submission of request for hot-listing of Debit / Credit Cards and similar features with appropriate security. Integration with DCMS (Debit Card Management System) will be required. Q: Which DCMS is being used by Bank of Baroda? Can we get more technical details of this system including technologies being used, processes and parties concerned?	This information will be shared with the selected bidder post on boarding. Bank shall require API integration for flow of information/consumption of services with the DCMS of the bank.
118	-	-	-	CMS should be able to offer the following built-in facilities: Document Management, Event Calendar, Event Management, FAQ Management, Glossary, Polls, and Syndicated Content (RSS). Q: In the context of CMS, what features in Document Management is expected? Is a separate Document Management System which provides version control, work-flow management required? "	The same is already elaborated in the tender document in detail.
119	-	-	-	- CMS should be able to offer the following built-in facilities: Document Management, Event Calendar, Event Management, FAQ Management, Glossary, Polls, and Syndicated Content (RSS). Q: What features of Event Management are expected in the context of CMS?	The same is already elaborated in the tender document in detail.
120	-	-	-	- CMS should be scalable and have the option to add other languages/features/modules in future Q: Should we add a tentative SOW to add other languages in future or that can be taken later on?	The same is already elaborated in the tender document in detail.
121	-	-	-	- CMS system must support non-IT literate users to operate the contents within the overall rules and workflow laid down. This will include creating contents, editing, publishing across all modes including text,	This aspect of the sites shall be discussed with the selected bidder and implemented on mutually agreed terms.

				video etc Q: Should this be done in WordPress?	
122	-	-	-	- Websites to be developed should have the scalability of integration with Bank's CRM, Contact Centre, Email, SMS Systems, Online Account Opening, web chatbot, etc. Q: Can you pls elaborate the integration of CRM here?	The same is already elaborated in the tender document in detail.
123	-	-	-	- It should have the option of integration with Bank's back end systems like RSS feeds E-banking, CRM, CLMS, Contact Centre, Bank's email, SMS Systems, CIBIL, Mobile app etc. either real time or as required by Bank. Q: For integration with Bank's back end systems like RSS feeds E-banking, CRM, CLMS, Contact Centre, Bank's email, SMS Systems, CIBIL, Mobile app etc. either real time or as required by Bank, would API support be available? Would Bank arrange for support from third party in cases we have to integrate with third party systems?	Yes. The API service provider will provide necessary details and support required for integration.
124	-	-	-	- Integration with third party application like tax planner, online IT filing, EMI/Loan calculator etc. and selected external sites of banks, other financial institutions, income tax etc. for smooth access from corporate website. Q: Can you help us with the integration documents required?	Integrations will be used as per the business/compliance requirement from time to time. in most cases it will be URL redirection or API consumption. Bank will provide the required details for such integrations.
125	-	-	-	- Website should offer "Demo" to visitors Q: Please elaborate what comes under Demo?	It refers to the help menu which will guide the users on the various functionalities in the website.
126	-	-	-	- In such scenario, bank will share API based interface specification and vendor to coordinate with bank's team for necessary customization. In case of future extensions / enhancements viz; new product / service additions etc., the same should be done at no additional cost. Q: Would be in addition to the primary	No

				SOW and will be considered as an additional scope element that will incur some costs as per the complexity of the functionality.	
127	-	-	-	- The bidder shall be responsible to share SLA adherence and traffic reports with Bank. Q: Can you send what all specific things are required in that SLA?	The same is already elaborated in the tender document in detail.
128	-	-	-	- Bidder will have to guarantee a minimum uptime of 99.5% (for the entire site), calculated on a monthly basis. (Appendix 2) Q: Who is responsible for the architecting the physical IT infrastructure solution underlying the site to meet the SLA requirements specified in the RFP?	Bank will provide the necessary infrastructure for the sites, unless explicitly mentioned / advised that the selected bidder has to arrange it.
129	-	-	-	- Some ROI measuring tool should be there. Customer Lifetime Value (CLV) should be calculated. Q: Can you share a more detailed understanding on the functioning of the tool?	This aspect of the sites which shall be discussed with the selected bidder and implemented on mutually agreed terms.
130	-	-	-	- Selected vendor to enable option for Re-Marketing on the basis of visitor's last search on website Q: Pls elaborate with example	This aspect of the sites which shall be discussed with the selected bidder and implemented on mutually agreed terms.
131	-	-	-	- Bidder should be able to launch and maintain vernacular sites at the earliest and as per the SLA stated in this RFP Q: Pls elaborate with example	The same is already elaborated in the tender document in detail.
132	-	-	-	Provide a transcript for video and audio content if the words and phrases used are meant to be indexed by the engines Q: Pls elaborate with example	Bank will not provide transcript for video and audio content.
133	-	-	-	Tag the visitors with their social media profile along with demographics, area of interest and search. Save this data in our database. Also, include share/follow buttons. Q: Pls elaborate with example	The same is already elaborated in the tender document in detail.

134	-	-	-	- Bidder should be preferably having CMMI (Capability Maturity Model Integration) Level 5 Certification (Not Mandatory, Extra mark will be given in technical valuation). Q: Can you pls elaborate this pointer?	This requirement is not mandatory. Agency may submit additional documents as deem fit.
135	-	-	-	- Bidder has registered an average turnover of at least Rs. 8 crores per financial year for the last three (3) financial year i.e. 2017-18 & 2018-19, 2019-20 (not inclusive of the turnover of associate companies) as per the audited accounts. (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) Q: 2019-20 is still under Audit. Hence we can provide only previous 3 years. Will that work?	In such case, CA certified provisional figures for FY 19-20 may be submitted.
136	-	-	-	- Documents to be sent via courier Q: Given that the offices are closed, we won't be able to provide hard copy of the company documents. Will it be okay if we send the documents as scan copy?	Please be guided by the requirement specified in the tender document. In case of any change, Addendum shall be uploaded in the Website Tender Section
137	-	-	-	SI needs to recommend CMS platform or bid for CMS platform.	The eligible bidder should provide the CMS with required features as stated in the RFP.
138	-	-	-	BOB needs headless CMS or Hybrid CMS which includes headless and traditional	The CMS requirements are already elaborated in the tender document please refer to the CMS section.
139	-	-	-	Do you need WYSIWYG "what you see is what you get" full page experience editor	Please refer to the scope of work mentioned in the RFP
140	-	-	-	Do you need integration with creative tools like photoshop	Please refer to the scope of work mentioned in the RFP
141	-	-	-	Do you need RESTful Web content management system as evidenced by industry reports E.g. Gartner or Forrester in the past 10-15 years or any system is acceptable	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
142	-	-	-	Do you need RDBMS for storing content or a light weights file system based repository for easy backup and restore	This aspect of the sites shall be discussed with the selected bidder and implemented on mutually agreed terms.

143	-	-	-	Do you need page layout editor in CMS	The CMS requirements are already elaborated in the tender document please refer to the CMS section.
145	-	-	-	Would you like to have ready page components available for faster time to market.	The CMS requirements are already elaborated in the tender document please refer to the CMS section.
146	-	-	-	You need platform to have Ability to plug-in Translation providers to support automated and manual translation workflows for the content nodes.	The CMS requirements are already elaborated in the tender document please refer to the CMS section.
147	-	-	-	Does BOB need Image reedition to be created automatically	Please refer to the scope of work mentioned in the RFP
148	-	-	-	do you need AI and ML features in CMS	The CMS requirements are already elaborated in the tender document please refer to the CMS section.
149	-	-	-	Would you like to have automatic asset / image rendition. (Useful for multiple images of event)	Please refer to the scope of work mentioned in the RFP
150	-	-	-	Would you like images to be tagged using AI or this has to be manual feature. (Will SI be required to tag all the images of event or function or that is not required)	Please refer to the scope of work mentioned in the RFP
151	-	-	-	Would you like to have adaptive image rendering i.e. based network bandwidth availability.	Please refer to the scope of work mentioned in the RFP
152	-	-	-	Do you need digital asset management (DAM)	Please refer to the scope of work mentioned in the RFP
153	-	-	-	Do you need AI and ML features in DAM, like auto cropping of images and videos	Please refer to the scope of work mentioned in the RFP
154	-	-	-	Do you need MAF from OEM of CMS vendor for back to back support	The CMS requirements are already elaborated in the tender document please refer to the CMS section. Please refer to the RFP point 5.2.3.16.
155	-	-	-	We request you to allow Analytics engine and personalization to be hosted out of OEM data centre . As these don't capture any PII - Personal Identifiable information	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
156	-	-	-	Do you need analytics data to be real time to enable real time personalization	Please refer to the scope of work mentioned in the RFP
157	-	-	-	You need Sample data to be captured and presented to department or 100 % data	Please refer to the scope of work mentioned in the RFP
158	-	-	-	Can OEM monetize analytics data captured	No

159	-	-	-	Do you want different dashboard for different type of users in Analytics	Yes
160	-	-	-	Do you want anomaly detection and auto alerts in Analytics	Please refer to the scope of work mentioned in the RFP
161	-	-	-	Do you want facility to slice and dice data of analytics or just reporting tool named as Analytics	Please refer to the scope of work mentioned in the RFP
162	-	-	-	We request you to consider OEM experience for BFSI segment	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
163	-	-	-	Do you need feature - create one asset and multi use i.e. over mobile app and website etc. When it changes in one place it automatically changes all places.	The CMS requirements are already elaborated in the tender document please refer to the CMS section.
164	-	-	-	Since most Web Analytics solutions are provided as cloud hosted so our understanding is that cloud hosted solution are acceptable to BOB.	This aspect of the sites shall be discussed with the selected bidder and implemented on mutually agreed terms.
165	-	-	-	If multiple / hundreds of photographs / videos are clicked of any event then all these photographs should be auto sized while streaming based on available network - please confirm if our understanding is correct.	Please refer to the scope of work mentioned in the RFP
166	-	-	-	Please confirm our understanding that you need responsive website to any device / Form factor	Please refer to the scope of work mentioned in the RFP
167	-	-	-	Do you need bidder to showcase / demonstrate any specific feature of 1. WCMS special features or Web Analytics or Personalization Engine solution offered 2. Prepare any theme for demonstration	Please refer to the evaluation section mentioned in the RFP
168	-	-	-	Do you need System should be able to use AI/ML to identify anomalies for any metric and report it	Please refer to the scope of work mentioned in the RFP
169	16	Project Scope	The sites should be developed basis a defined information architecture & best practices for UI/UX. Uniformity	Our understanding is that, with this project, bank is consolidating and standardizing the Corporate as well as all the subsidiary websites for easy	Yes.

			should be maintained across all the websites of the bank.	management of same. Please confirm our understanding that all the revamped sites will be hosted from and single platform and managed centrally for common themes etc.	
170		General	OEM Criteria	Based on our experience, when planning for a consolidation & standardization, it is also important to have a strong platform supporting the cause. We request to include eligibility benchmarking for the underlying platform also like Gartner MQ/Forrester Wave Report of DXP/CMS.	This suggestion/request will be evaluated by the bank internally and any changes, if required, will be informed in the form of addendums by updating in the tender section of the bank's website.
171		General	OEM MAF	Though, there is reference of OEM, request you to kindly share the MAF format to bind the OEM's stake also in the project.	Please refer to the RFP point 5.2.3.16.
172	56	Eligibility Criteria – Experience and Support infra structure (D – 3)	Bidder should have knowledge of implementation of guidelines of various Regulatory institutions like – CERT-In, RBI & Ministry of IT etc. whose recommendations Bank has to comply. (Not Mandatory, Extra mark will be given in technical valuation) - The OEM in their company's letter head shall provide undertaking to this effect	OEM's will not be able to provide undertaking on-behalf of bidder's for their knowledge/capabilities on various guidelines. Request you to kindly exempt OEM's from issuing such letter and ask for alternate supporting documents.	Agree. Modification in this clause updated in the addendum 1.
173				Whether consortiums are allowed to participate	No.