

**RFP for Revamping, Redesigning, Hosting and Maintenance of Bank of India's Corporate & Global Sites
(1 year warranty period plus 4 years ATS/AMC)**

Ref BOI:HO:IT:WEBSITE:0631 dated 24.09.2021

Annexure B - Reply to Pre-bid Queries

Sr. No	RFP Page No.	RFP Clause No	RFP Clause	Clarification	Response
1	130	B	B. New Website (Foreign / Regional Language), UI/UX Revamp for entire setup	What are the foreign languages envisaged ?	Details will be shared with selected vendor during the contract period based on requirement
2	114	4.11	1. Bidder has to provide training to a maximum of ten people as per the requirement at a central location in Mumbai in our premises. Venue for the training will be provided by bank. Training period should not be more than a week. Training must be provided by OEM (IF ANY) certified trainers.	Will there be more people attending the training. Can training be done online.	Please refer Corrigendum 1
3	110	4.5.2	The Bank has right to inspect, test and, where necessary, reject the Products after the Products' arrival at the destination, shall in no way be limited or waived by reason of the Products having previously been inspected, tested, and passed by the Bank or its representative, prior to the Products' shipment from the place of origin.	Will the testing scenarios be shared with us.	As per RFP
4	78	V	The bidder should have minimum experience of 2 years, in the last five years, of development, implementation, maintenance & support of minimum one Indian Regional Language Website (other than English) & minimum one Foreign Language Website (other than English)	What are the regional language and foreign language envisaged ? Are national language also required ?	As per RFP
5	75	Annexure 1	Project Manager /Business Analyst/SPOC Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc/MBA (Comp Science/IT) or any other related technical qualifications/ certifications from reputed institutes in the field would be desirable.	Why are qualifications required for Project management. Why is not Project management certificate stressed ?	As per RFP
6	72	46	46.The on-site team shall not be changed without prior approval from the Bank and adequate notice (minimum one month). Any resigned resource of the on-site team should not be relieved before giving suitable replacement.	There may be cases where the resource quits without notice. In Such cases there may be a delay.	Successful bidder has to provide replacement resource immediately with any gap period with adequate qualifications as per scope
7	25	71	Migrate the existing pages including content and database after redesign and reformat.	What is the existing database?	MS SQL
8	General	General	General	What will be the database sizing on cloud?	Bidder has to estimate sizing as per RFP scope and existing website
9	14	Point 3	It has to be noted that all pages, features, functionalities, modules etc. as made live and implemented in Global / English Website in line with scope of work, technical specifications, and in total as per RFP; the same pages, features, functionalities, modules etc. including related translation and proof-reading into respective regional languages (and as applicable in foreign languages) to be replicated in all regional websites (and foreign websites), without any additional cost to the bank during the entire contract period (warranty and ATS period). The translation cost to be borne by the bidder. No separate commercial will be payable by the bank.	Are all the languages mentioned in page 36 considered for translation (Regional and Foreign)? Would this be a one-time effort for all languages or will the bank expect new languages to be translated going forward, as the bank expects the bidder to bear the cost of translating the website.	As per RFP
10	15	Point 6	The sites should be developed based on a defined information architecture & latest/best practices for UI/UX.	Is there any preference for the tech stack that can be used?	As per RFP

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11	15	Point 7	The revamp/redesigned website is to be hosted on a dedicated server (DC-DR setup with high availability) on secured public cloud and must have improved response time.	Please clarify if the term "dedicated server" refers to dedicated virtual server or dedicated physical server. Public cloud technologies achieve tenant isolation using virtualisation and for BOI to take full advantage of cloud technologies, especially PaaS and SaaS, we recommend this term be removed to avoid ambiguity.	As per RFP. Dedicated Virtual Server with secured public cloud setup
12	15	Point 9	Proof of Concept (POC), showcasing the solution with all the required technical functionalities as mentioned in this RFP will have to be provided by the bidders at their own cost within 7 days of written request from Bank, which will be taken into account for technical evaluation and the final short-listing of the bidders through technical evaluation.	At what extent the POC needs to be delivered	As per RFP. The bidder need to arrange POC at their setup
13	16	Point 13	In line to scope, the implementation shall be done by OEM / Bidder, the bidder shall do back to back tie-ups with OEM for the same. During bid submission, the bidder shall submit Implementation Plan with OEM Implementation methodology duly signed by OEM and Bidder. Post completion of implementation and go-live, the bidder should manage and provide support (including back to back support from OEM) during entire contract period.	Pls drop this point. The bidder will propose multiple product/ platform for this requirement and will be responsible for managing the complete solution and deliverable. MAF itself is sufficient.	As per RFP
14	16	Point 14	The proposed solution shall be tightly integrated with all existing setup and new infrastructure /Assets/ applications of the Bank. The necessary integration by the way of API or any other manner to be performed by vendor without any additional cost. The required APIs/any other mode to be developed by the bidder, thereafter deployed and integrated with Bank's setup without any additional cost to the bank during the contract of 5 years. In case of non-integration with bank's existing / new any application, the bank reserves the right to deduct the appropriate amount from the amount payable for required development.	What are the applications and what kind of integration hook they provide for connection (if not REST APIs) ? Is there any system that may need proprietary adapter? Would the bank provide access to the APIs developed to fetch/modify data from existing systems?	As per RFP
15	16	Point 14	The proposed solution shall be tightly integrated with all existing setup and new infrastructure /Assets/ applications of the Bank. The necessary integration by the way of API or any other manner to be performed by vendor without any additional cost. The required APIs/any other mode to be developed by the bidder, thereafter deployed and integrated with Bank's setup without any additional cost to the bank during the contract of 5 years.	Would the bidder have to bear the cost of development for building APIs/integration with new systems that didn't exist during initial development?	As per RFP
16	16	Point 17	The bidder shall do all kind of customizations / development as required by the Bank during the period of contract without any extra cost to the Bank.	For any new changes/customizations based on Bank's request/regulatory changes, if the man days effort is more than 20 days, we would request that it would be considered a Change Request.	As per RFP
17	18	Point 24	The bidder has to provide a certificate on the OEM's letterhead for upgrade and uninterrupted maintenance support for a period of Five (5) years.	Pls elaborate from CSP point of view as the maximum level of usage will be volatile in nature.	As per RFP
18	20	Point 39	The bidder shall do regular backup of the entire website as per the defined Bank's backup policy in offsite tape/storage in encrypted format. The bidder to provide the backup as per the requirement to the bank during contract period without any additional cost with related decryption. On expiry of the contract (in normal course / prior termination), the bidder will share the complete solution/ site and data backup as per requirement & processes of the bank. Thereafter, post bank's confirmation, the bidder to delete all records/ data and provide certificate of deletion of all records / data at their end. OEM support should include in implementing controls for the risk advised by regulators, Govt. of India, other agencies, other organizations.	What is the backup policy for BOI ? Is offsite storage mandatory or cloud storage is ok with inbuilt redundancy ?	As per RFP. The details related to Backup policy of BOI will be shared with selected bidder
19	21	Point 43	Centralized Monitoring System – For centralized monitoring of performance, issue etc. of deployed solution, centralized monitoring system /tool/ dashboard is required.	Can existing cloud monitoring tools be used here?	As per RFP

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20	23	Point 60	The implementation team should comprises of Project Manager/Business Analyst, UI/UX Architect, UI/UX Designer, Software Developer, Test Engineer, SEO Specialist, Data Migration Specialist, IT Infrastructure Specialist and others required for completion of end-to-end implementation and go-live of all websites. The team should also have OEM resource (Solution Consultant / Architect / Expert).	The implementation team should comprises of Project Manager/Business Analyst, UI/UX Architect, UI/UX Designer, Software Developer, Test Engineer, SEO Specialist, Data Migration Specialist, IT Infrastructure Specialist and others required for completion of end-to-end implementation and go-live of all websites. The team should be assisted / guided by OEM resource (Solution Consultant / Architect / Expert).	As per RFP
21	27	Point 8	Personalization of website for regular visitors/users should be included as an important module and customer journey needs to be defined for the same. Website should have capability to capture dynamic data of visitors at various levels (the number of times a visitor visits homepage/web pages, how much time is spent on each webpage, at what time in day it visits the website, from which device, location and any such information related to the visitor). All such information related to visitor access to the website to be available on Centralized Dashboard on real-time basis. Based on the such information, the integration / communication of information to related platform i.e. LMS, Call Center etc. is required ; to provide better service and support.	1. Is personalisation for Authorized users (with login credentials on website) ? or applicable to any visitor accessing public website 2nd time onwards (without any user credential/customer profile). 2. Our understanding is, persoanisation typically needs a customer analytics solution, based on a full customer 360 profile. Please specify if this is how you wish this solution to be architecture or whether you wish customer analytics as part of this solution	Any visitor, as per RFP
22	28	Point 1	It has to be ensured that for any change in any webpage / functionality, the Chatbot to be updated on real time basis to ensure the correct reply to the customer.	How are knowledge bases used for customer responses presently maintained? How are these kept current?	As per RFP
23	28	Point 2	Chatbot should be available in English/ Regional / Foreign Language corresponding to the respective website(s).	Please share the expected chat request volumes by language and any prioritisation that the bank has in mind for language support. For example, page 35 mentions that the initial implementation will be for English, Hindi and Marathi	As per RFP
24	28	Point 12	Creation and maintenance of any number of micro-sites/sub-sites from time to time as per requirement of the bank during the contract without any extra cost to the bank.	More details on what micro-sites/sub-sites would consist of?	As per RFP
25	29	Point 5	Integrating with bank's enterprise data warehouse for sharing of data created during customer interactions	What would be the number of integrations points for the chatbot and the volume of data to be consumed. How would the integration be done (Restful APIs)?	As per RFP
26	29	Point 6	In future, provision to implement other Regional languages as per industry standards should be available without any extra cost to Bank	How many languages are expected to be integrated in the future?	As per RFP
27	29	Point 9	Sending push notifications to customers through bank's channels for cross selling purpose or to continue the previous incomplete conversation	what are the existing channels in bank and what kind of integration points they provide.	As per RFP
28	29	Point 13	Treating personal and public devices separately.	This point is unclear; please elaborate on this requirement	As per RFP
29	29	Point 14	Understanding the needs of customers and professed with promotional techniques to pitch the right kind of product/offer to customer.	Predictive analysis typically comes from the bank's customer analytics solution, is based on a full customer 360 profile, and is leveraged by the chatbot as an API. Please specify if this is how you wish this solution to be architecture or whether you wish customer analytics as part of this solution.	As per RFP
30	30	Point 22	Scalability for enhanced add-on services as per industry standard.	More details needed as for what would consist as an add-on service?	As per RFP
31	30	Point 27	IVA Solution should support speech-to-text (S2T) conversion of the user's voice and text-to-speech (T2S) conversion for the chatbot's spoken response. Solution should also have connectors to use Smart Assistants such as Alexa, Google Home, etc. and Phone, IVR, SMS/eMail etc	If there is phone IVR integration, please specify which telephony platform the bank uses.	As per RFP
32	30	Point 29	Solution should be able to set up a virtual robot in external device	Please elaborate	As per RFP

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33	30	Point 30	Solution should have provision to integrate with external Digital assistant like Alexa, Google Home.	For what purpose would the Bank website's chatbot interact/integrate with an external digital assistant or vice versa? Is there any existing implementation/tie-up with Google Home or Alexa for this?	As per RFP
34	31	Point 24	Solution must be supported on cloud as well as hybrid bot deployments	Please elaborate on hybrid part. are you looking for on-prem deployment as well ?	As per RFP
35	31	Point 33	Solution should have Pre-built integration adaptors must be available for most of the backend systems.	what are the backend systems. and what kind of integration hook they provide for connection (if not REST APIs) ? Is there any system that may need proprietary adapter ?	As per RFP
36	31	Point 35	Solution should support Multi-factor authentication and support for SAML/SSO should be available	Which all systems we will need to integrate for AuthN/SAML/SSO. are these on-prem or cloud solutions ?	As per RFP
37	32	Point 50	Chatbot platform should provide for a live agent dashboard for seamless transfer of entire chat to the live agent. If agent is not available, the chatbot should be capable of raising a service ticket and tracking the same. The chatbot platform should also support rule based re-directing of chat to a relevant live agent based on customer or conversation type. The chatbot platform should have an integrated content management system to support the above if required.	We assume that the redirection logic will be shared by the bank and the same is to be implemented by us. Please confirm	As per RFP
38	33	Point 3	Personalizing with the emotional understanding and predictive analysis of the customer based on the previous interaction & behavior analysis of the user.	Predictive analysis typically comes from the bank's customer analytics solution, is based on a full customer 360 profile, and is leveraged by the chatbot as an API. Please specify if this is how you wish this solution to be architecture or whether you wish customer analytics as part of this solution.	As per RFP
39	33	Point 54	Chatbot should be able to perform the task of recognizing and classifying single and multi-word expression within chat instance	Please elaborate.	As per RFP
40	39	Point 4	API development from website end required by the bank for integration with other systems (SFTP, DMS, CAPS Loan module, e-Platform, CRM, CBS, Bank's Security Solutions etc) should be within 3 days. Please note that API developments are part of Customization scope and penalty will be applicable as specified in Penalty clause related to regulatory/ non-regulatory customization	Need to understand the exact scope to provide development effort	As per RFP
41	40	Point 7	Bidder should implement its own SMS services for sending SMSs to customers like OTP/acknowledgement messages on submission of online request / complaints etc, as and when required by the Bank.	Can third party SMS Gateway implementation be considered? If yes what is the criteria for using such a service?	As per RFP
42	42	Point 9	Call Back Facility and Call Now feature for visitors interested should be available.	We assume that the call back facility is limited to registering the call back request. And Call Now- opens the phone dialer with the calling number . On desktop- display the number	As per RFP
43	42	Point 12	Bank may desire the data output of modules in different formats from time to time as per their requirement. Bidder should be able to provide data output in desired format for the modules as and when required by the Bank	Please help with the type of formats that must be supported, and if there are any size constraints	As per RFP
44	45	Point 6	The Bank's and its customer's sensitive PII & corporate data stored in databases should be encrypted with keys stored in HSM secure custody inline to the bank's satisfaction.	Can BOI please elaborate on "HSM secure custody inline to the bank's satisfaction" - does this imply physical custody and operational management of the HSM would be with the Bank OR is it acceptable to have a FIPS 140-2 Level 3 HSM hosted and operated by the cloud provider while the Bank retains management of the keys?	As per RFP
45	45	Point 6	The Bank's and its customer's sensitive PII & corporate data stored anywhere in the cloud (including servers, object stores, etc.) should be encrypted with keys managed to the bank's satisfaction.	The existing point on encryption covers only databases. We feel all storage layers in the solution should encrypt sensitive PII & corporate data at rest with keys managed by the Bidder on the Bank's behalf.	As per RFP

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46	46	Point 9	The Successful bidder shall ensure all corporate, regional and foreign websites would be in conformity with Bank's Corporate Information Security Policy (CISP). This policy would be addressing bank's risk profile and legal and regulatory requirements. Bank's relevant Information Security policies will be shared with the selected bidder.	Can BOI please provide a copy of their relevant policies for us to ascertain compliance?	Details will be shared with selected vendor
47	46	Point 13	Lock HTML source code to protect web pages from unauthorized copy.	Locking HTML code entirely is not really possible, can more details be shared on what is the ask?	Source Control Repository should be locked
48	65	Point 9	The CSP shall provide a robust, fault tolerant infrastructure, network and security with enterprise grade SLAs with an assured uptime of 99.95%, SLA measured for all subscribed services. Bidders will be responsible for the SLA and breach of such SLA as per the terms and condition set at the time of award of contract.	The CSP shall provide a robust, fault tolerant infrastructure, network and security with enterprise grade SLAs with an assured uptime of 99.9%, SLA measured for all subscribed services. Bidders will be responsible for the SLA and breach of such SLA as per the terms and condition set at the time of award of contract.	As per RFP
49	65	Point 9	The CSP shall provide a robust, fault tolerant infrastructure, network and security with enterprise grade SLAs with an assured uptime of 99.95%, SLA measured for all subscribed services. Bidders will be responsible for the SLA and breach of such SLA as per the terms and condition set at the time of award of contract.	The CSP shall provide a robust, fault tolerant infrastructure, network and security with enterprise grade SLAs with an assured uptime of 99.9%, SLA measured for all subscribed services. Bidders will be responsible for the SLA and breach of such SLA as per the terms and condition set at the time of award of contract.	As per RFP
50	65	Point 10	Cloud must be hosted in India in N+1 architecture with High Availability & redundancy having DC and DR sites in India, with Primary Data Center & DR Data centers should be hosted in separate seismic zones, no network and data sharing/replication to any datacenter outside the boundaries of the country. The CSP will be bound by Indian law, Indian IT Law and the applicable regulations.	Is BOI looking for 2 zones in DC & 2 zones in DR to ensure high availability ?	Yes, as per N+1 architecture ensuring high availability and redundancy
51	65	Point 12	The proposed CSP should be a leaders or niche players in the Gartner's Magic Quadrant for Cloud Infrastructure and Platform Services 2020	Pls allow only leaders. There are couple of Chinese CSP who are also present in Gartner's Niche players and it is a clear threat to allow Chinese CSP to participate	As per RFP
52	81	Point XII	The Cloud Service Provider (CSP) proposed by the bidder should be a Leaders or Niche players in the Gartner Magic Quadrant for Cloud Infrastructure and Platform Services 2020	Pls allow only leaders. There are couple of Chinese CSP who are also present in Gartner's Niche players and it is a clear threat to allow Chinese CSP to participate	As per RFP
53	150	Point 4	The Service provider has to host the Bank's Website on dedicated server in high availability mode at two different Seismic Zones	(1)Need clarity on dedicated server (Is it about isolated hardware/ dedicated server in public cloud) ? (2) Is HA (active-active) also required in 2 seismic zones or is it for DR (or Active-Passive) mode ?	Yes. The solution to be deployed in dedicated Virtual Servers in public cloud in HA(active-active) mode in DC and DR(active-active) in separate seismic zones
54	150	Point 7	The bidder should use only licensed software for website development and should be hosted on a licensed infrastructure. Bidder has to take the prior permission from the Bank before using any open source software.	Would it be ok if open source product is provided by CSP as complete managed service ?	As per RFP
55		General		Will there be partner interconnect between CSP and bank ? or VPN connection ?	As per RFP
56		General		Does BOI need right to audit the data center facilities of CSP through any regulators & through any third parties as needed by the regulators and this may entail data localization, sovereignty, confidentiality and such other things ??	The Bank shall audit the Bidder's as well as OEM's site as part of audit compliance as per Regulatory and Bank's policy from time to time during the contract period.
57	15	7	The revamp/redesigned website is to be hosted on a dedicated server (DC-DR setup with high availability) on secured public cloud and must have improved response time.	Please clarify if the term "dedicated server" refers to dedicated virtual server or dedicated physical server. Public cloud technologies achieve tenant isolation using virtualisation and for BOI to take full advantage of cloud technologies, especially PaaS and SaaS, we recommend this term be removed to avoid ambiguity.	As per RFP. Dedicated Virtual Server with secured public cloud setup

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58	15	9	Proof of Concept (POC), showcasing the solution with all the required technical functionalities as mentioned in this RFP will have to be provided by the bidders at their own cost within 7 days of written request from Bank, which will be taken into account for technical evaluation and the final short-listing of the bidders through technical evaluation.	At what extent the POC needs to be delivered	As per RFP. The bidder need to arrange POC at their setup
59	16	14	The proposed solution shall be tightly integrated with all existing setup and new infrastructure /Assets/ applications of the Bank. The necessary integration by the way of API or any other manner to be performed by vendor without any additional cost. The required APIs/any other mode to be developed by the bidder, thereafter deployed and integrated with Bank's setup without any additional cost to the bank during the contract of 5 years. In case of non-integration with bank's existing / new any application, the bank reserves the right to deduct the appropriate amount from the amount payable for required development.	what are the applications. and what kind of integration hook they provide for connection (if not REST APIs) ? Is there any system that may need proprietary adapter ?	As per RFP
60	18	24	The bidder has to provide a certificate on the OEM's letterhead for upgrade and uninterrupted maintenance support for a period of Five (5) years.	Pls clarify and share further details.	As per RFP
61	20	39	The bidder shall do regular backup of the entire website as per the defined Bank's backup policy in offsite tape/storage in encrypted format. The bidder to provide the backup as per the requirement to the bank during contract period without any additional cost with related decryption. On expiry of the contract (in normal course / prior termination), the bidder will share the complete solution/ site and data backup as per requirement & processes of the bank. Thereafter, post bank's confirmation, the bidder to delete all records/ data and provide certificate of deletion of all records / data at their end. OEM support should include in implementing controls for the risk advised by regulators, Govt. of India, other agencies, other organizations.	What is the backup policy for BOI ? Is offsite storage mandatory or cloud storage is ok with inbuilt redundancy ?	As per RFP. The details related to Backup policy of BOI will be shared with selected bidder
62	23	60	The implementation team should comprises of Project Manager/Business Analyst, UI/UX Architect, UI/UX Designer, Software Developer, Test Engineer, SEO Specialist, Data Migration Specialist, IT Infrastructure Specialist and others required for completion of end-to-end implementation and go-live of all websites. The team should also have OEM resource (Solution Consultant / Architect / Expert).	The implementation team should comprises of Project Manager/Business Analyst, UI/UX Architect, UI/UX Designer, Software Developer, Test Engineer, SEO Specialist, Data Migration Specialist, IT Infrastructure Specialist and others required for completion of end-to-end implementation and go-live of all websites. The team should be assisted / guided by OEM resource (Solution Consultant / Architect / Expert).	As per RFP
63	27	8	Personalization of website for regular visitors/users should be included as an important module and customer journey needs to be defined for the same. Website should have capability to capture dynamic data of visitors at various levels (the number of times a visitor visits homepage/web pages, how much time is spent on each webpage, at what time in day it visits the website, from which device, location and any such information related to the visitor). All such information related to visitor access to the website to be available on Centralized Dashboard on real-time basis. Based on the such information, the integration / communication of information to related platform i.e. LMS, Call Center etc. is required ; to provide better service and support.	1. Is personalisation for Authorized users (with login credentials on website) ? or applicable to any visitor accessing public website 2nd time onwards (without any user credential/customer profile). 2. Our understanding is, persoanisation typically needs a customer analytics solution, based on a full customer 360 profile. Please specify if this is how you wish this solution to be architecture or whether you wish customer analytics as part of this solution	Any visitor, as per RFP
64	31	33	Solution should have Pre-built integration adaptors must be available for most of the backend systems.	what are the backend systems. and what kind of integration hook they provide for connection (if not REST APIs) ? Is there any system that may need proprietary adapter ?	As per RFP
65	28	1	It has to be ensured that for any change in any webpage / functionality, the Chatbot to be updated on real time basis to ensure the correct reply to the customer.	How are knowledge bases used for customer responses presently maintained? How are these kept current?	As per RFP

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66	28	2	"Chatbot should be available in English/ Regional / Foreign Language corresponding to the respective website(s)".	Please share the expected chat request volumes by language and any prioritisation that the bank has in mind for language support. For example, page 35 mentions that the initial implementation will be for English, Hindi and Marathi	As per RFP
67	33	3	Personalizing with the emotional understanding and predictive analysis of the customer based on the previous interaction & behavior analysis of the user.	Predictive analysis typically comes from the bank's customer analytics solution, is based on a full customer 360 profile, and is leveraged by the chatbot as an API. Please specify if this is how you wish this solution to be architecture or whether you wish customer analytics as part of this solution.	As per RFP
68	29	4	Understanding the needs of customers and professed with promotional techniques to pitch the right kind of product/offer to customer.	Predictive analysis typically comes from the bank's customer analytics solution, is based on a full customer 360 profile, and is leveraged by the chatbot as an API. Please specify if this is how you wish this solution to be architecture or whether you wish customer analytics as part of this solution.	As per RFP
69	29	5	Treating personal and public devices separately.	This point is unclear; please elaborate on this requirement	As per RFP
70	29	9	Sending push notifications to customers through bank's channels for cross selling purpose or to continue the previous incomplete conversation	what are the existing channels in bank and what kind of integration points they provide.	As per RFP
71	30	27	IVA Solution should support speech-to-text (S2T) conversion of the user's voice and text-to-speech (T2S) conversion for the chatbot's spoken response. Solution should also have connectors to use Smart Assistants such as Alexa, Google Home, etc. and Phone, IVR, SMS/eMail etc	If there is phone IVR integration, please specify which telephony platform the bank uses.	As per RFP
72	30	29	Solution should be able to set up a virtual robot in external device	Please elaborate	As per RFP
73	31	24	Solution must be supported on cloud as well as hybrid bot deployments	Please elaborate on hybrid part. are you looking for on-prem deployment as well ?	As per RFP
74	31	35	Solution should support Multi-factor authentication and support for SAML/SSO should be available	Which all systems we will need to integrate for AuthN/SAML/SSO. are these on-prem or cloud solutions ?	As per RFP
75	39	4	API development from website end required by the bank for integration with other systems (SFTP, DMS, CAPS Loan module, e-Platform, CRM, CBS, Bank's Security Solutions etc) should be within 3 days. Please note that API developments are part of Customization scope and penalty will be applicable as specified in Penalty clause related to regulatory/ non-regulatory customization	Need to understand the exact scope to provide development effort	As per RFP
76	45	6	The Bank's and its customer's sensitive PII & corporate data stored in databases should be encrypted with keys stored in HSM secure custody inline to the bank's satisfaction.	Can BOI please elaborate on "HSM secure custody inline to the bank's satisfaction" - does this imply physical custody and operational management of the HSM would be with the Bank OR is it acceptable to have a FIPS 140-2 Level 3 HSM hosted and operated by the cloud provider while the Bank retains management of the keys?	As per RFP
77	45	6	The Bank's and its customer's sensitive PII & corporate data stored anywhere in the cloud (including servers, object stores, etc.) should be encrypted with keys managed to the bank's satisfaction.	The existing point on encryption covers only databases. We feel all storage layers in the solution should encrypt sensitive PII & corporate data at rest with keys managed by the Bidder on the Bank's behalf.	As per RFP
78	46	9	The Successful bidder shall ensure all corporate, regional and foreign websites would be in conformity with Bank's Corporate Information Security Policy (CISP). This policy would be addressing bank's risk profile and legal and regulatory requirements. Bank's relevant Information Security policies will be shared with the selected bidder.	Can BOI please provide a copy of their relevant policies for us to ascertain compliance?	Details will be shared with selected vendor
79	65	9	The CSP shall provide a robust, fault tolerant infrastructure, network and security with enterprise grade SLAs with an assured uptime of 99.95%, SLA measured for all subscribed services. Bidders will be responsible for the SLA and breach of such SLA as per the terms and condition set at the time of award of contract.	The CSP shall provide a robust, fault tolerant infrastructure, network and security with enterprise grade SLAs with an assured uptime of 99.9% , SLA measured for all subscribed services. Bidders will be responsible for the SLA and breach of such SLA as per the terms and condition set at the time of award of contract.	As per RFP

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80	65	9	The CSP shall provide a robust, fault tolerant infrastructure, network and security with enterprise grade SLAs with an assured uptime of 99.95%, SLA measured for all subscribed services. Bidders will be responsible for the SLA and breach of such SLA as per the terms and condition set at the time of award of contract.	The CSP shall provide a robust, fault tolerant infrastructure, network and security with enterprise grade SLAs with an assured uptime of 99.9% , SLA measured for all subscribed services. Bidders will be responsible for the SLA and breach of such SLA as per the terms and condition set at the time of award of contract.	As per RFP
81	65	10	Cloud must be hosted in India in N+1 architecture with High Availability & redundancy having DC and DR sites in India, with Primary Data Center & DR Data centers should be hosted in separate seismic zones, no network and data sharing/replication to any datacenter outside the boundaries of the country. The CSP will be bound by Indian law, Indian IT Law and the applicable regulations.	Is BOI looking for 2 zones in DC & 2 zones in DR to ensure high availability ?	Yes, as per N+1 architecture ensuring high availability and redundancy
82	65	12	The proposed CSP should be a leaders or niche players in the Gartner's Magic Quadrant for Cloud Infrastructure and Platform Services 2020	Pls allow only leaders. There are couple of Chinese CSP who are also present in Gartner's Niche players and it is a clear threat to allow Chinese CSP to participate	As per RFP
83	81	XII	The Cloud Service Provider (CSP) proposed by the bidder should be a Leaders or Niche players in the Gartner Magic Quadrant for Cloud Infrastructure and Platform Services 2020	Pls allow only leaders. There are couple of Chinese CSP who are also present in Gartner's Niche players and it is a clear threat to allow Chinese CSP to participate	As per RFP
84	150	4	The Service provider has to host the Bank's Website on dedicated server in high availability mode at two different Seismic Zones	(1)Need clarity on dedicated server (Is it about isolated hardware/ dedicated server in public cloud) ? (2) Is HA (active-active) also required in 2 seismic zones or is it for DR (or Active-Passive) mode ?	Yes. The solution to be deployed in dedicated Virtual Servers in public cloud in HA(active-active) mode in DC and DR(active-active) in separate seismic zones
85	150	7	The bidder should use only licensed software for website development and should be hosted on a licensed infrastructure. Bidder has to take the prior permission from the Bank before using any open source software.	Would it be ok if open source product is provided by CSP as complete managed service ?	As per RFP
86		General		Will there be partner interconnect between CSP and bank ? or VPN connection ?	As per RFP
87		General		Does BOI need right to audit the data center facilities of CSP through any regulators & through any third parties as needed by the regulators and this may entail data localization, sovereignty, confidentiality and such other things ??	The Bank shall audit the Bidder's as well as OEM's site as part of audit compliance as per Regulatory and Bank's policy from time to time during the contract period.
88	51	Content Management System (CMS) / Digital Experience Platform (DXP)	1. The CMS proposed should be part of Challengers or Leaders quadrant of Gartner Magic Quadrant for Web Content Management in 2019 or Challengers or Leaders quadrant of Gartner Digital Experience Platform (DXP) in 2021.	Kindly amend the clause as - The DXP proposed should be part of Challengers or Leaders quadrant of Gartner Digital Experience Platform (DXP) in 2021. Justification: Gartner has retired defining Magic quadrant for Web Content Management since 2019. It now considers the matured Content Management systems as part of Digital Experience Platforms which offers much more features and functionalities than a CMS. Hence Comparison of WCM and DXP is not equal kindly refer the below blogs for more details https://www.cms-connected.com/News-Archive/May-2020/Gartner-Magic-Quadrant-Shelves-WCM-in-2020-Vendors-Discuss-the-Future https://solutionsreview.com/content-management/gartner-officially-retires-the-web-content-management-magic-quadrant/	As per RFP

Annexure B - Reply to Pre-bid Queries					
Sr. No	RFP Page No.	RFP Clause No	RFP Clause	Clarification	Response
89	202	FORMAT 6.16: CONFIRMITY TO ELIGIBILITY CRITERIA	The bidder must submit a letter from the OEM confirming the "Back-to-Back" agreement / arrangement for next 5 years to Bank of India, if the contract is awarded to the bidder.	Kindly Elaborate on "Back-to-Back" Agreement or provide a format for the same, since the MAF already covers authorization to bidder to provide the services to BOI for a period of 5 yrs	MAF will suffice . To have undertaking of "Back-to-Back" agreement / arrangement for next 5 years (contract period)
90	22	3.2 Scope of Work	51. The bidder must have an arrangement with the OEM such that the bidder/ Bank' SI/ Bank should be able to log a call with the OEM directly.	Kindly also include, the OEM should have an office in India with atleast 50 resources to ensure adequate response in case of any critical events	As per RFP
91	101	Delivery Schedule for Website Solution	<p>The delivery of all products and/or systems and/or services and/or functionalities covered under this Phase (End to end Migration, Revamping/ Redesigning, Development, Customization and Maintenance of proposed websites (Bank's Corporate Website, Bank's All Foreign Centers Website (12), Bank's Hindi and Marathi Website with full- fledged CMS, and basic Chatbot (having all the functionalities as per our current Chatbot) to be completed within 70 days of issuance of Purchase Order</p> <p>1. SRS finalization, UI/UX(Layout finalization) of complete project and sign-off. - ---- 10 days</p> <p>2. Developed, Deployment, Implementation & Customization of proposed websites (in Bank's Corporate Website, Bank's All Foreign Centers Website (12), Bank's Hindi and Marathi Website) with CMS and basic Chatbot with existing functionalities) in UAT ----- 40 days</p> <p>3. UAT, submission of observations and its ratification and its sign-off ---- 10 days</p> <p>4. Production Run, Necessary Certification, Audits, Go-live and DR Setup implementation of all websites ---- 10 days</p> <p>Total. --- 70 Days</p>	<p>The delivery of all products and/or systems and/or services and/or functionalities covered under this Phase (End to end Migration, Revamping/ Redesigning, Development, Customization and Maintenance of proposed websites (Bank's Corporate Website, Bank's All Foreign Centers Website (12), Bank's Hindi and Marathi Website with full- fledged CMS, and basic Chatbot (having all the functionalities as per our current Chatbot) to be completed within 90 days of issuance of Purchase Order</p> <p>1. SRS finalization, UI/UX(Layout finalization) of complete project and sign-off. - ---- 15 days</p> <p>2. Developed, Deployment, Implementation & Customization of proposed websites (in Bank's Corporate Website, Bank's All Foreign Centers Website (12), Bank's Hindi and Marathi Website) with CMS and basic Chatbot with existing functionalities) in UAT ----- 60 days</p> <p>3. UAT, submission of observations and its ratification and its sign-off ---- 10 days</p> <p>4. Production Run, Necessary Certification, Audits, Go-live and DR Setup implementation of all websites ---- 15 days</p> <p>Total. --- 100 Days</p> <p>This timeline will help to ensure proper development practices/testing/better outcome</p>	As per RFP
92	24	3.2 Scope of Work	DXP/CMS Solution provided should be of latest version. Bank is entitled to get latest version upgrade whenever released by respective OEM with no additional cost to bank. The DXP/CMS licenses should assigned with End User as Bank.	<p>DXP/CMS Solution provided should be of latest version. Bank is entitled to get latest version upgrade whenever released by respective OEM with no additional cost to bank. The DXP/CMS licenses should assigned with End User as Bank. The DXP/CMS Licences should be perpetual in nature.</p> <p>Justification: This will ensure that in case of default/termination/adverse event - The bank can take-over/handover the Website management to other vendor or OEM partner</p>	As per RFP