Pre Bid Queries reply on Bank Of Maharashtra Website Revamping   date: -28.11.2016 (Please check Annexure related to Social Media Integration and maintenance)

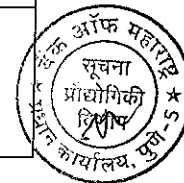| Sr No	Page No	Section No	Clarification point	Description	Clarification	Bank Remark
1	8	9		The websites will be trilingual and it is the bidder's responsibility to incorporate the languages – Hindi, English & Marathi. Unicode conversion to be bidder's responsibility.	Is the Marathi content will provided by the bank or vendor responsibility?	Successful Bidder has to convert the matter in Hindi and Marathi
2	9	Scope of the Assignment	Point no 14.		STQC Certifications. As this has to be given by the empaneled testing company and external, hope bank is not expecting the development company is also certified by STQC.	Bank may obtain the STQC certification; bidder has to support the activity. Bidder need not be a STQC certified
	9	Scope of the Assignment	Point no 15.		As bidder is suppose to provide the Server hardware details, we would like to know the existing website visits and expected increase in the visits in the future.	Only successful bidder will be allowed to visit co-hosting site of the Bank
	9	Detailed Scope of Work	Point no d.		On January 12, 2016 when the new Microsoft Lifecycle Support policy for Internet Explorer went into effect, WEPOS became the only remaining supported OS for IE7. After which support continued on until WEPOS reached EOL on April 12, 2016; Making the April 2016 security update the last ever public update for IE7. In such scenario do you think we should still make the website compatible with IE7? At least IE 9. Should be there.	Website should support IE 7 and above internet explorer. Also it should support to all popular browsers
	51	The designed website must include but not restricted to following information/link/services/product as mentioned below	15 - 6		Direct Links – We understand that this will be only links from the website and we don't have to work anything on these external links.	After Clicking on hyperlink website can direct to external website. Further web services should be used for that if required
	55	Deployment			High Availability. Is this architecture will be provided by the bank or we have to suggest various components required in the HA architecture and bank will procure them and provide them in the facility	High availability should be maintained in co-ordination with website hosting agency

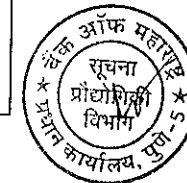| Sr No	Page No	Section No	Clarification point	Description	Clarification	Bank Remark
3	17	5.1/2 Eligibility Criteria and documents to be submitted by the bidder		Engaged in revamping of website and provide technical support for existing / newly developed website during the last 5 years as on the date of bid submission, in Banks/Financial Institutions/Insurance Companies/PSU/Government Organizations.	Can companies lesser than 5 Years experience also Bid? Experience of 4 Years	Company having experience less than 5 years can not participate in RFP process
	17	5.1/2 Eligibility Criteria and documents to be submitted by the bidder		The bidder should have successfully completed the implementation of a minimum of 2 website solutions in the last 3 years for Banks/Financial Institutions/Insurance Companies/PSU/Government Organizations and the sites should have been live for at least 1 year prior to the date of issue of the RFP.	Can other Web based Application also be considered for last 4 years?	No
4	5	Invitation for Tender offers	Invitation for Tender offers	Bank of Maharashtra invites sealed tender offers (Technical bid and Commercial bids) from eligible, reputed institutions / professional firms / companies for Engagement of Bidders for "Revamping of corporate website".	Is this Invitation for RFP of Revamping of corporate website bankofmaharashtra.in only and no other domains or pages of the bank's if any?	Website bank of Maharashtra domain is to be considered. Only supporting webpages may be provided for the other sub domain of the site

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	7	Context of the assignment	Context of the assignment	Bank is required to redesign, host and maintain its existing website (bankofmaharashtra.in) by service provider. In this connection, Bank invites Request for Proposal (RFP) from suitable bidders of reputed and proven track record for revamping, redesigning, migration and maintenance of Bank's existing Website	Does this mean design and maintenance of only the www.bankofmaharashtra.in domain and no other associated domains or pages?	Website bank of Maharashtra domain is to be considered. Only supporting webpages may be provided for the other sub domain of the site
	10	Scope of the Assignment	Terms of reference	etailed Scope of Work (Page No.10 & Point No. Q) -The websites should facilitate social media integration. Vendor who will revamp the website will also manage the Bank's Social Media integration i.e. on Facebook, Twitter, Linkedin, blogs etc.	Does Social Media Integration means links to Social Media Pages of Bank? Please explain. Also do you have social media pages currently? If yes is there a social agency managing these	Successful bidder has to perform the integration and maintenance of the social media
	47	2.5 Social Media Integration	Web Content Management System	This system shall also include the capability to "Like", "Share", "Print" and "E-mail" the relevant page.	Does this mean someone can print the web page content by clicking on the print icon provided on the page or like the page by clicking on the Like button or Share the page by similarly clicking on the Share button	Social media integration is defined on separate annexure. Only linking should be provided from website to social media platform

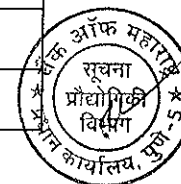| Sr No	Page No	Section No	Clarification point	Description	Bank Remark
1.	2	3.1	Bidder to note that the software with database licenses....	Generally OS & database license are provided by Hosting Agency. Since Bank will provide hosting facilities, it is advisable for operational convenient that Bank should only provide license for OS, Database, Antivirus, Web application firewall etc. connected to hosting services. However as an application development Company bidder will provide related license for application development, if any. Kindly advise.	Hardware , OS & SQL Server will be provided by the bank at Data centre of CO-Hosting site
2.	3	3.1.18	All the licenses required for Software to meet the tender document requirements would need to be procured by the bidder in the name of Bank		
3.	2	3.1.8	The home page must be........ Streaming videos........	Please let us know whether streaming videos will be uploaded in YouTube duly embedded?	Yes
4.	4	3.2.i	Multimedia formats including but not limited to streaming ...		Yes
5.	2	3.1.9	Translation – Trilingual .... Marathi.	Please let us know whether Bank will provide translated content in Marathi & Hindi.	Bidder has to provide language conversions of the concern pages

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6.	3	3.1.13	Complete set of corporate website........	Please let us know whether Bank will host the site in public / private cloud.	Bank may host site on private cloud in future
7.	4	3.2.u	The complete solution should be capable of being deployed on a Private/Public Cloud and must support virtualization.		
8.	3	3.1.14	Bidder to provide support to Bank for Standardized Testing and Quality Certification (STQC) upon the completion of the project.	Whether Bank will appoint STQC for testing & bidder will only provide support in implementation of observations for compliance? Please advise.	If bank obtain the STQC certification then bidder has to provide the necessary support

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9.	3	3.1.16	The bidder should arrange to conduct periodic risk management analysis, security vulnerability assessment of the application and network at least once in a year.	To access bidder's role, please elaborate on the role of hosting agency for security vulnerability assessment for network related issues since hosting facility will be provided by Bank.	vulnerability assessment for network related issues will be taken care by hosting agency
10.	3	3.2	Dynamic Modules & External Sites	There are many dynamic modules available in existing site under same domain like various loan applications, applications status, Grievance etc. where some of the modules need improvement – validations. Please elaborate. Understand from existing site that map services for locaters hired by Bank from 3rd party agency. In absence of information, should we presume that Bank will continue their services with 3rd party?. Kindly elaborate.	Web site has to allow access link to in house developed software to existing software or to be implemented on the website. After migration to new website in house software should work properly

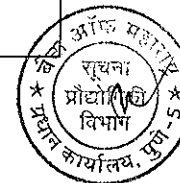| Sr No	Page No	Section No	Clarification point	Description	Bank Remark
11.	4	3.2. f	Personalization capability feature to be added for the end-users.	Please elaborate.	All personalized capabilities futures should be allowed on website like change of color etc
12.	4	3.2.l	Information security measures to handle typical attack..........	Please let us know the role of SOC & NOC of data centre where server will be placed. During any attack support of datacentre are absolutely essential. Please let us know whether datacentre will provide Ddos solutions?	Information will be shared with successful bidder
13.	4	3.2.q	Should facilitate social media integrated....	Please let us know the role for bidder in connection with social media integration. Whether the Agency has to develop & maintain social media sites or will suitably provide link from site. Please elaborate.	Successful bidder has to perform the integration and maintenance of the social media . The scope of Social media integration and management is defined on separate annexure
14.	4	3.2.x	The websites must be supported at both DC and DR sites.	Please let us know how many Mock drills Bank desires in a year.	Every quarter

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15.	5	3.3.iii	Provide interfaces to integrate ....with other banking system and solutions.	Please elaborate whether simple links to be provided from the site to other system and solutions or the interface to be done like through web services? If it is through web services - please let us know how many such services to be in place & their details.	As per requirement, normal hyperlink or web services can be given
16.	6	3.4 Line 9	All software envisaged is required to be on-premises software licensed to BOM.	The applications and the website will be hosted in the server provide by Bank. Please let us know why license to be provided for "on premises' of Bank.	Bank will provide licenses of OS,SQL Server & Anitivirus. Other licenses if required need to be purchased by successful bidder
17.	6	3.4 Line 27	Program updates, patches, fixes and critical security alerts as required	As per our understanding from the RFP the bidder will be providing the web application / solutions with the website hence patches fixes etc. connected thereof will be the responsibility of web applications developer.Please let us know what will be the bidders role in updating patches of OS, database and server related alert / activities which normally falls within the responsibility of hosting Company.	Patches related to application, database, os need to applied in co-ordination with Hosting agency

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18.	9	4.6	The successful bidder must provide for separate production (at DC and DR), testing and training environments.	Please elaborate.	In regular routine, before uploading content on the website it should approved by Marketing department of the Bank. To perform such activity, bidder should provide Suitable UAT environment.
19.	39	2.2.E	The system......geo tagging ...resources.	At present Bank is using services of mapmyindia.com for Geo tagging. Please let us know whether Bank will continue with them. Also let us know whether Bank will provide LAT LOG for various locations of Bank?	Bank will continue with mapmy India.
20.	40	2.2.I	Staging content............ the live site.	Does Bank mean that the content will be available only after they are published but not they are uploaded. Kindly elaborate.	In regular routine, before uploading content on the website it should approved by Marketing department of the Bank. To perform such activity, bidder should provide Suitable UAT environment.
21.	41	2.5	Social media integration....	Please let us know whether the bidder will give suitable link to social media site?	Bidder is responsible to integrate and maintained social media sites
22.	41	2.6.A	The CMS system shall be integrated active directly.........	Whether LDAP to be provided by Bank?	Yes

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23.	44	13.A	Cert-In Auditor	Whether Bank will appoint Cert-In Empanelled Auditor?	Yes
24.	49	4.1	Bidders shall ..... BOM	Please le us know where the server will be located physically, Bank's premises or in the premises of ISP? Also let us know who will maintain the server, network etc. etc.	Server is located at Date Center of Hosting agency, appropriated care will be taken by hosting agency
25.	52	9.10	Secured socket layer	Please let us know whether Bank will provide SSL certificate?	Point is NA
26.	53	11.1	Report should be generated	Please let us know whether reports are for CMS or other dynamic modules.	Web site will have various module like customer complaint management, customer suggestion. Website should provide necessary reports for these module.
27.	54	13.2	Comprehensive maintenance for a period of 4 years post warrantee period.	Kindly elaborate.	Please read that "ATS/AMC for 2nd and 3rd year after 1 year free warrantee period" (Total AMC for two year after 1 year warrantee)
28.	56	16.5 & 16.6	Bandwidth .... URL monitoring	Normally these activities undertaken by hosting agency. Please elaborate.	Hosting agency will take care

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3	45	2.2 E Content Management		The system shall provide geo-tagging facility. The system shall display the locations in maps. Co-ordinates of locations will be provided by BOM.	Assuming for tagging facility handle by google map facility.	Bank has tie up with Map my india, Successful bidder has to incorporate the same in new website
4	45	2.2 F Content Management	Annexure G – Functional and Technical Specification	The system shall trace what content is being published, set a schedule for content to be published, and automatically remove outdated content. The system should allow content to be published and unpublished on specified dates.	Assuming there is Business rule for remove outdated content from site. Assuming the workflow of approval for publish content on site provided by client.	Concern plan will be discussed with the successful bidder

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5	46	2.4 Search Engine Optimization	Annexure G – Functional and Technical Specification	Search Engine Optimization	Assuming keywords related to search engine will be provided by client	Yes
6	47	2.6 A Security	Annexure G – Functional and Technical Specification	The CMS system shall be integrated with Active Directory for authentication and roles based editing. Audit trails of edits, content approval, and session management are necessary.	Assuming client should provide all the necessary details related to integration with there active directory for role base security	NA

- All Commercial should be mentioned excluding tax

- Remaining Terms and Conditions of RFP will remain unchanged
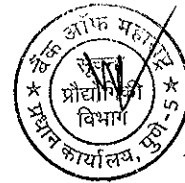
Annexure -2 Social Media Integration and Maintenance

- Create profiles for Bank of Maharashtra on Facebook, Twitter, LinkedIn and YouTube
- Create a Social media marketing strategy to drive qualified visits to Bank of Maharashtra corporate website.
- Increasing the level of content engagement on social media mediums. Plan on social campaigns to keep user based engaged and increase number of followers
- Assist in consolidating weekly and monthly content plans based on Bank of Maharashtra inputs and advise on its placement on relevant social media platforms
- Identify and advise on new opportunities to continually improve the social media presence. Provide reports on the amount and quality of content created and provide recommendations for improvement of the on-line presence
- Keep track of competitors, their initiatives on social and other stakeholders that may be relevant to Bank of Maharashtra.
- Advise on matters related to content and overall user experience of social media sites
- Utilize blogging as a medium to reach out to customers and to create awareness on Bank's products & services.
- Bank of Maharashtra would like to measure the number of people using the Social Media platform, the number of posts or conversations engaged in and the number of keywords tracked
- Agency is expected to monitor and manage online reputation. It is expected to track negative sentiment and respond/block to negative opinions, complaints etc in real time with appropriate responses.