पंजाब एण्ड सिंध बैंक
(भारत सरकार का उपक्रम)
प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग,
द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम – 122003
Email: ho.it@psb bank in

पंजाब एण्ड सिंध बैंक

Punjab & Sind Bank
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पी.एस.बी.

Punjab & Sind Bank

(A Government of India undertaking)

Addendum No. 2 Dated: 27.04.2026

RFP for Selection of vendor for Redesigning, Redevelopment, Hosting and Maintenance of Bank's Website and Intranet Portal for 5 years

GeM BID No: PSB/HOIT/RFP/GEM/2026/B/7403310/2025-26 Dated 30-03-2026

Head Office IT,
2nd Floor, Plot No. 151, Sector 44, Institutional Area, Gurugram -122003.

E-mail: HOIT.tenders@psb.bank.in

This document is prepared by Punjab and Sind Bank for the "Selection of vendor for Redesigning, Redevelopment, Hosting and Maintenance of Bank's Website and Intranet Portal for 5 years" The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend and reissue this RFP Document and all amendments will be integral part of the RFP. The Bank also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever and without any cost and / or compensation therefor

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Addendum – 2

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Introduction

PSB/HOIT/RFP/GEM/2026/B/7403310/2025-26 Dated 30-03-2026 for **"RFP for Selection of vendor for Redesigning, Redevelopment, Hosting and Maintenance of Bank's Website and Intranet Portal for 5 years"**

पंजाब एण्ड सिंध बैंक Punjab & Sind Bank GURUGRAM H.O.I.T. Dept. सूचना प्रौद्योगिकी विभाग

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Following amendments have been made to RFP clauses. All other terms and conditions of the RFP shall remain unchanged.

Modification in RFP Clauses

<table>
<tr><th>S.No.</th><th>Page No.</th><th>Clause No.</th><th>Original Clause</th><th>Revised/ Added/ Deleted</th></tr>
<tr>
<td>1</td>
<td>113</td>
<td>3.3DELIVERY AND IMPLEMENTATION</td>
<td>
<table>
<tr><th>Sr.no</th><th>Description</th><th>Timeline</th></tr>
<tr><td>1</td><td>Functional Specification, recommendation for the hardware, Documentation finalization with Bank</td><td>1 week from the date of purchase order</td></tr>
<tr><td>2</td><td>Migration, Development (UI/UX and other integrations, installation and providing UAT Setup</td><td>4 weeks from the date of finalizing functional specification document.</td></tr>
<tr><td>3</td><td>Internal Testing by the bidder: Validation of functionality,</td><td>1 week after development and migration completion</td></tr>
</table>
</td>
<td>
<table>
<tr><th>S.NO</th><th>Phase wise Migration</th><th>Tentative Timelines</th><th>Actual timelines for penalty calculation</th></tr>
<tr><td>1.</td><td>Pre-Migration Planning</td><td>2 Weeks</td><td rowspan="3">Overall implementation timelines for Go-Live of Bank Website & Intranet Portal (Sangrah & Sanchay) shall be 6 month form the date of acceptance of PO</td></tr>
<tr><td>2.</td><td>Development (UI/UX) , Integration , installation and providing UAT setup to Bank</td><td>2.5 Month</td></tr>
<tr><td>3.</td><td>Pre-Launch Testing , Security Audit and</td><td>2.5 Month</td></tr>
</table>
</td>
</tr>
</table>

				performance, and integration before handing over for UAT.			closure of all UAT Observations before Go-Live	
			5	UAT closure of all observations & UAT Signoff	Within 9-11 days from completion of internal testing	4.	Training	1 week
						5.	Launch and Go-Live	1 Week
			5	Pre-live Audit and Compliance Checks: Conduct security audit, performance validation, and compliance verification before go-live	Within 3-5 days before golive	6.	Post-Migration stabilization and Monitoring	2 weeks
			6	Training for Bank's IT and Content Teams: Provide training on CMS usage, basic troubleshooting, and content updates	Within 1 week post-UAT signoff			
			7	Post Go-live Support and Stabilization	2 weeks from go-live			

			8	Post-live Audit: Verification of operational readiness, security compliance, and performance benchmarks after stabilization.	Within 1 week after stabilization	
			9	Migration and go-live of all websites after completion of pre-live audits	2 months time from the date of purchase order	
2	**111**	**3.2Payment Terms**	Cost of license of Enterprise solution - Payment will be released on Yearly basis.			Cost of license of Enterprise solution - Payment will be released yearly basis on successful deployment of License.
3	**90**	**2.4.10 SECURITY REQUIREMENTS & AUDIT**	All security threats must be treated as high priority. A Root Cause Analysis (RCA) with supporting evidence must be provided within 2 working days of any detected fault or abnormal behaviour. If not provided suitable penalty clause may be applicable			All security threats/any downtime issues must be treated as high priority. A Root Cause Analysis (RCA) with supporting evidence must be provided within 2 working days of any detected fault or abnormal behaviour. **The delay in submission will lead to penalty @ Rs. 2000/day.**

Ref: RFP No. PSB/HOIT/RFP/GEM2026/B/7403310/2025-26 Dated 30.03.2026

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank response
1	50	CHAPTER 2- SCOPE OF WORK	2.1 Broad Scope: - 11	Auto-Tagging & Recognition: Automatically generate descriptive tags, identify objects, and recognize text within images in OCR upon upload.	Please confirm whether OCR-based text extraction is required for form auto-fill, or if embedding with the uploaded image is sufficient, so that we can estimate the required compute resources accordingly.	Please be guided as per RFP
2	50	CHAPTER 2- SCOPE OF WORK	2.1 Broad Scope: - 12	Smart Cropping: Cropping that automatically identifies the focal point of an image (e.g., a person's face) so it is not cut off when resizing for different banners	Kindly confirm whether AI models or services can be utilized for smart cropping and Intelligent Character Recognition (ICR) features.	Please be guided as per RFP
3	54	2.4 General Scope of Work:	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	30 The bidder shall ensure all deliverables conform to WCAG 3.0 Level AA and IS 17802:2021/2022. Conformance shall be verified through both automated scanning and manual testing using screen readers (JAWS/NVDA/TalkBack) as per RBI's 2026 compliance framework.	Kindly confirm whether the WCAG audit report is required from a third party, or if the bidder's internal audit and report will be sufficient.	WCAG audit report required from empanneled third party vendors.
4	55	2.4 General Scope of Work:	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	35. All installed OS / DB / App / Middleware / firmware/ other related software for the Intranet portal must be of stable version and all recommended patches should be installed by the bidder and same to be submitted to the Bank on monthly basis and also be cleared through Bank's Information Security Team.	Kindly confirm whether the OS and database licenses will be provided by the Bank, or if the bidder is required to provide them, or whether open-source OS and database alternatives can be used instead of licensed versions.	**For Website-** Selected Bidder Will ensure the hosting ,server and management of website with licensed version of OS/DB/APP/ etc. **For Sanchay -** Selected Bidder will host the intranet portal in Bank premisses , Bank will provide the server,OS & DB LICENSE
5	55	2.4 General Scope of Work:	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	38. The URLs of the management server/software of proposed solution should be accessible on HTTPS/TLS 1.3 or latest Protocol with valid certificate. Bidder has to comply with the latest protocol as and when it changes. Bidder has the responsibility for renewal of the SSL certificate from time to time within the entire contract period without any additional cost to the bank.	Kindly confirm whether separate SSL certificates are required for the website and intranet portal, or if a wildcard SSL certificate can be used for both.	Please be guided as per RFP
6	56	2.4 General Scope of Work:	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	39. The bidder shall do regular backup of the entire solution as per the defined Bank's backup policy in offsite tape/storage in encrypted format. The bidder to provide the backup & restoration as per the requirement to the Bank during contract period without any additional cost with related decryption	Kindly confirm whether the Bank will provide the backup solution, or if the bidder is required to set up the backup solution for both the website and the intranet.	Please be guided as per RFP
7	56	2.4 General Scope of Work:	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	42. The Bidder must provide full assistance and technical support throughout the audit lifecycle for the entire project and all subsequent enhancements. This includes mandatory performance and resolution of Application Security Audits, SAST, DAST, and VAPT by CERT-In empanelled auditors during initial Go-Live, and for every customization, enhancement, or version upgrade throughout the contract period. All identified vulnerabilities must be remediated and validated through re-testing/closure audits at no additional cost to the Bank.	Kindly confirm whether the post go-live VAPT audit is required every 3, 6, or 12 months, so that the bidder can consider the same accordingly.	Please be guided as per RFP
8	56	2.4 General Scope of Work:	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	46 Reports in HTML / CSV / Excel and other required formats to be able to generate from Solution Dashboard (CMS). All reports should be configured to generate auto or scheduled responses and send via SMTP / any other mode on periodicity (set in day) / daily/monthly/yearly as per the bank requirement.	Please provide the tentative number of reports that need to be developed.	There are multiple pages such as Feedback sections/complaints sections/locker application and SARFASIact and customer queries and many more as per the Bank requirement.
9	58	2.4 General Scope of Work:	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	54. Migrate the existing pages including content and database after redesign and reformat.	Kindly share the data size of the website and intranet that needs to be migrated.	**Website** - Total pages: Static - 700 Dynamic - 25-30 total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3 Optional integrations → 0–1 -> OTP/SMS gateway -> Email service Databases & Schemas: Primary CMS DB (MySQL) → 1 Optional separate DB for logs/integration → +1 Table Classification Breakdown - Estimated: 30 – 60 tables For **Intranet** - DB - 152 mb and No of document - 10000 + (Approx) , No of sections - 17+

10	58	2.4 General Scope of Work:	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	58. Selected Bidder will ensure DPDP act on Bank website and Intranet (Sanchay & Sangrah) without any extra cost.	Kindly confirm whether DPDP and other regulatory guidelines will be shared by the Bank from time to time, or if the bidder is required to conduct periodic internal reviews and implement necessary changes as per updated guidelines.	DPDP and other regulatory guidelines will be shared by the Bank with the selected bidder.
11	58	2.4 General Scope of Work:	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	61. Selected Bidder will provide and ensure the integration of Content delivery Network (CDN)/cache techniques in Bank website and Intranet portal. The provided CDN service should ideally be PCI DSS certified.	Kindly provide the estimated monthly bandwidth usage and the volume of HTTP requests for the CDN.	The Current Monthly traffic is around 2 lakh. Bank vision is to reach 15-20 lakh per month.
12	59	2.4 General Scope of Work:	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	64. Selected Bidder will developed Dynamic micro-sites up to 10 pages each as per the requirement of Bank without any extra cost .e.g. for lead generation.	Kindly provide the tentative number of microsites that may need to be developed in a year.	Please be guided as per RFP
13	59	2.4 General Scope of Work:	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	The proposed solution should be able to integrate with SIEM, Active Directory/ LDAP/ PIM, DAM, IDAM, Security Solutions for user authentication or with any other solution/ tool as stated by the Bank in order to have control and visibility. Bidder shall provide support for end-to-end integration as required.	Kindly confirm whether the bidder's scope is limited to integration only, and whether the respective support team will provide agents, with support required for end-to-end integration.	Yes, the bidder's scope is limited to integration. However , Support is required if any issue.
14	60	2.4 General Scope of Work:	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal):-	1. Development and Presentation of the templates along with Alpha version of the website - Vendor shall create minimum 3 mock-up designs for the website , Intranet portal & Sangrah Portal each design shall have a home page and two inner pages. From those created designs, either one or a mix of designs will be selected which will then be used for the further development of the website.	Kindly confirm whether the presentation and mockups need to be submitted along with the bid submission or later during the technical presentation.	The presentation and mockups is to be submitted during the tecnical presentation of the eligible bidder.
15	61	2.4 General Scope of Work:	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal):-	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, and any such information related to the visitor) and should act dynamically .	Kindly confirm whether a cloud-based analytics platform for website analytics, such as Google Analytics, will be used.	Please be guided as per RFP
16	62	2.4 General Scope of Work:	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal):-	17. Short duration's videos need to be uploaded on the site as per need of Bank.	Kindly confirm whether the videos will be provided by the Bank, or if the bidder is required to shoot videos or create animated videos as per the requirements.	Please be guided as per RFP
17	63	2.4 General Scope of Work:	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal):-	9. Design an intuitive information architecture with a predictive, cohesive navigation structure, incorporating a technique (e.g. Quick Search bar) that provides real-time suggestions to help users explore our products and services efficiently. The website shall feature an AI-powered search bar utilizing Natural Language Processing (NLP) to understand user intent, synonyms, and conversational queries. It should provide instant, relevant results with autosuggestions and typo-tolerance, ensuring customers can find complex banking products or reports effortlessly.	Kindly confirm whether, for the intranet, the Bank will provide the hosting environment, and if the bidder proposes an LLM-based NLP solution, whether the Bank will also provide GPU resources.	For intranet Bank will provide the hosting requirement if the bidder proposes an LLM-based NLP solution, SI will provide a GPU resources.
18		Other			Kindly confirm whether the cost of third-party paid APIs, such as Google Maps, OpenAI and Facebook, will be borne by the Bank or by the bidder.	Bidder to factor the same.
19		Other			Kindly confirm whether the DR environment should be a 100% replica of the DC, or if 50% of the DC capacity would be acceptable.	DC and DR should be identical at all time.
20	76	2.4 General Scope of Work:	2.4.8 TESTING & CERTIFICATION PHASE	The vendor must ensure the revamped website and Intranet maintain continuous compliance with WCAG 3.0 Level AA, GIGW (2.2 & above), STQC, W3C, and IPv6 standards throughout the contract. Within six months of going live, the vendor is responsible for conducting all necessary audits and delivering official certifications. Furthermore, any new Indian Government mandates or legal standards introduced during the contract must be implemented immediately. These updates and ongoing compliance requirements are to be fulfilled at no additional cost to the Bank.	Kindly confirm whether an STQC GIGW or STQC DBIM certificate is required, or if an internal audit report will be sufficient.	Please be guided as per RFP
21	78	2.4 General Scope of Work:	Quality Assurance & Testing	Performance & Load Testing (simulate 100,00+ concurrent sessions) (for the entire website & Intranet Portal)	Since the website and intranet will be deployed on separate environments, we request you to kindly provide the respective number of concurrent users for each. This will help us plan the hardware sizing accordingly and perform load testing as per the specified numbers. Alternatively, please confirm whether each system should support a load of 10,000+ concurrent users.	Website current user- as website is publicly open , hardware size must be enough to handle the huge traffic , For website CMS- concurrent_ 5000 user will test. For Intranet - Intranet portal is only for staff , and there are around 10,000 staff members, so load testing will conduct accordingly
22	80	2.4 General Scope of Work:	2.4.9 HOSTING	The bidder shall provide the dedicated web hosting infrastructure of Tier level III compliant or above Data Centre for Window based (Window Operating System, IIS web server, .NET Framework, Anti-Virus Protection, Firewall) web hosting.	Kindly confirm whether the bidder can propose a Linux-based web hosting infrastructure instead of a Windows-based web hosting infrastructure.	Please be guided as per RFP
23	86	2.4 General Scope of Work:	2.4.9 HOSTING	The proposed CSP should be a leaders or niche players in the Gartner's Magic Quadrant for Cloud Infrastructure and Platform Services 2020.	Kindly confirm whether the bidder can propose hosting only on any MeitY-empanelled CSP that falls under the Leaders or Niche Players category in the Gartner Magic Quadrant for Cloud Infrastructure and Platform Services 2020.	Please be guided as per RFP

24		2.4 General Scope of Work:	2.4.9 HOSTING - Scope	1. Deploy Websites & all the other mentioned SLBCs Website/Intranet portal, on the Banks premises (Bank's DC & DR)	1. Kindly clarify whether the website needs to be deployed on the cloud or in the Bank's Data Center (DC). Also confirm where the Disaster Recovery (DR) setup for the website will be hosted—on the cloud or in the Bank's DC. 2. For the Intranet portal, please confirm whether the required infrastructure for both DC and DR will be provided by the Bank. 3. Kindly confirm whether the Development (Dev) and User Acceptance Testing (UAT) environments should be set up separately for the website and intranet, or if both can be configured within the same environment.	Please be guided as per RFP
25		Other			Kindly share the details of the Intranet portal **Sanchay** and **Sangrah** modules and their features, along with information on the number of forms, workflows, reports, pages, and database size (including tables, procedures, and jobs).	Database size - 152 MB , No of schema - 88 No of Document - 10000+ approx , No of workflow - 17+ approx
26		Other	Section 2.1, 2.2		What is the current technology stack (CMS platform, programming language, database, server OS) of the public website?	Current technology - CMS -PHP , DataBase - mysql
28		Other	Section 2.5.1		Is the Sangrah portal (internet-facing) on the same tech stack and infrastructure as Sanchay, or a separate deployment?	Mysql version - 10.4.11-MariaDB-log Php-laravel - PHP 7.3.15
27		Other	Section 2.5.1		What is the exact Laravel version, PHP version, and MySQL version currently used in the Intranet portal (Sanchay)?	Mysql version - 10.4.11-MariaDB-log Php-laravel - PHP 7.3.15
29		Other	Section 2.4.1		How many total pages (static + dynamic) does the public website currently have? Please provide approximate count by section (products, services, regulatory, downloads, etc.).	Total pages: Static - 700 Dynamic - 25-30 Count by section (products, services, regulatory, downloads, etc.) Products (Retail + MSME + Corporate) ~50 to 80 pages Services / Digital Banking ~30 to 50 pages Customer Corner / Support / Contact ~25 to 45 pages Media / Gallery / Announcements ~10 to 20 pages Utility / Functional Modules ~20 to 40 pages total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB
30		Other	Section 2.5.1		How many total pages, modules, and sub-portals exist on the Intranet (Sanchay) portal? Are there separate department-wise sub-portals?	Total pages - 17+ Approximately
31		Other	Section 2.4.2		What is the approximate total data volume (GBs) for content migration including PDFs, Word, Excel, images, and database records for both website and intranet?	Total pages: Static - 700 Dynamic - 25-30 Count by section (products, services, regulatory, downloads, etc.) Products (Retail + MSME + Corporate) ~50 to 80 pages Services / Digital Banking ~30 to 50 pages Customer Corner / Support / Contact ~25 to 45 pages Media / Gallery / Announcements ~10 to 20 pages Utility / Functional Modules ~20 to 40 pages total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB
32		Other	Section 2.4.5		How many active CMS users currently manage content on the website? How many per role (admin, editor, approver)?	500
33		Other	Section 2.5.1		How many active intranet users are there? Is LDAP/Active Directory authentication already in place? If yes, what AD version?	Intranet portal is use for staff around 10000 staff is present and it is integrated with LDAP

34		Other	Section 2.4.9		What is the current average daily traffic (page views and unique visitors)? Is the 10,000+ concurrent users requirement a current peak or a projected target?	Current daily traffic is 4000-5000
35		Other	Section 2.4.1		Which modules on the existing website are currently integrated with Core Banking System (CBS)? What CBS platform does PSB use and what integration method (API, batch, web-service)?	website is yet to be integrated with CBS (Finacle) platform
36		Other	Section 2.2		Can the Bank provide read-only access to the existing website and intranet for pre-bid technical assessment, or will documentation be shared only post-award?	Will be shared with the successful Bidder
37		Other	Section 2.5.1		What is R-Yabot? Is it an internal chatbot or document intelligence system? What integration interface does it currently expose (REST API, file-drop, etc.)?	Internal chatbot. Bank will provide the API to integrate
38		Other	Section 2.4.3		How many micro-sites or sub-sites are currently live under the PSB domain (e.g., NRI, MSME, recruitment sites)? Is migration of all of them in scope?	Subsites/microsites yet to be developed
39		Other	Section 2.4.3		Besides Hindi and English, which specific Indian regional languages are currently available on the website and which are mandatorily required in the new website?	Please be guided as per RFP
40		Other	Section 2.4.1		Is there a defined cap on the number of dynamic micro-sites (up to 10 pages each) to be built over the 5-year contract period, or is it truly unlimited?	Please be guided as per RFP
41		Other	Section 2.4.3		Does PSB currently have a CRM or Digital Lending Platform in place? If yes, which vendor/product and what integration interface is available?	Yes, Bank will share the details with successful Bidder
42		Other	Section 2.4.1		For CGRMS (Customer Grievance Redressal Management System): is this an internal system or a third-party platform? What is the available integration mechanism?	Integration is in scope
43		Other	Section 2.4.7		For Live Sensex with NSE/BSE integration: is a paid API subscription the responsibility of PSB or the selected bidder?	The Selected bidder has to factor the cost
44		Other	Section 2.4.6		Were the SEO targets (500+ keywords, 35-45% in top 5 within 6 months) achieved on the existing site, or are they fresh aspirational targets for the new site?	Fresh aspiratioinal targets
45		Other	Section 2.4.3		Will PSB obtain and provide Bhashini API credentials and bear its cost, or must the bidder handle Bhashini onboarding and related expenses?	Bank will provide the API
46		Other	Section 2.4.11		Is PSB expecting the bidder to recommend a specific MarTech platform, or will the Bank prescribe the platform? Any preference (Adobe, Salesforce, open-source)?	Bidder to propose
47		Other	Section 2.4.3		Will PSB provide a Google Maps API key and bear associated API usage costs for the ATM/Branch/E-Lobby locator, or is this the bidder responsibility?	The Selected bidder has to factor the cost
48		Other	Section 2.5.1		How many distinct applications or form-based modules currently run on the Intranet? Can a functional inventory be shared pre-bid?	17 + Approximate
49		Other	Section 2.5.1		What is the current user count and department coverage for Sanchay? Are there branch-level users across all 1,610 branches?	10000 staff members- across Bank
50		Other	Section 2.5.3		The RFP says PSB will provide Oracle ULA License. Must the new intranet mandatorily use Oracle DB, or can the bidder propose an alternative DB?	Please be guided as per RFP
51		Other	Section 2.5.1		What is the expected document volume per day/month for OCR processing and push to R-Yabot/Sangrah?	Approximately 10-15 Per day
52		Other	Section 2.5.1		Which integrations (HRMS, LDAP, SMS Gateway, DMS, SFTP, SIEM, DAM) are currently live with APIs available? For systems not yet live, what are expected timelines?	Will be shared with the successful Bidder
53		Other	Section 2.5.1		For the PDF watermark requirement: is the watermark user-specific (employee ID), document-specific, or both?	Employee ID and current time
54		Other	Section 2.5.1		Can PSB provide examples of current gamification/quiz use cases on the Intranet so complexity can be assessed?	Bidder will proposed to the Bank
55		Other	Section 2.5.1		Will the 25 new use case suggestions by the bidder be evaluated as part of the technical score during bid evaluation, or is it a post-award deliverable?	Post award deliverable, one or two use cases may be showcase by the bidders during the presentaion
56		Other	Section 2.5.1		Is the 500 MB single file upload a current intranet requirement or a new one? What are the most common file types uploaded?	New requirement
57		Other	Section 2.4.5, 2.1		Does PSB have a preferred CMS platform in mind (e.g., Adobe Experience Manager, Sitecore, Liferay, Drupal Enterprise)? Or is the choice entirely the bidder choice?	Please be guided as per RFP
58		Other	Section 2.4.5, 2.1		Will PSB bear the CMS platform license cost directly, or should it be bundled in the bidder commercial quote? How are license renewals post-contract handled?	Bidder to factor
59		Other	Section 2.4.5		The CMS must support ~5,000 users with 50 concurrent users. Does this figure include only website CMS authors, or intranet users as well?	CMS must support ~5,000 users with 50 concurrent users each for website and Intranet
60		Other	Section 2.4.3		Must the front-end be built with React.js/Next.js specifically, or can other modern frameworks (Vue.js, Angular) be proposed?	Please be guided as per RFP
61		Other	Section 2.4.5		Given RBI data localization guidelines, is processing content via external AI APIs (OpenAI) approved by PSB CISO? Or is an on-premise/private cloud AI model required?	Please be guided as per RFP

62		Other	Section 2.4.5		What is the content archival policy and defined retention periods? What is the maximum age of content to be migrated to the new CMS?	10 years
63		Other	Section 2.4.5		What is the content archival policy and defined retention periods? What is the maximum age of content to be migrated to the new CMS?	10 years
64		Other	Section 2.4.5, 2.5		Does the Bank intend to use a single CMS instance for both public website and intranet, or separate CMS instances?	CMS instances should be seperate for website and Intranet
65		Other	Section 2.4.9, 2.5.3		Please confirm: who provides physical servers for the intranet - PSB or the bidder? The RFP states intranet is hosted on Bank premises but also requires bidder to provide hardware requirements.	Please be guided as per RFP
66		Other	Section 2.4.9		Is a cloud (MeitY-empanelled CSP) deployment the preferred model for the public website, or will a traditional dedicated co-location DC be acceptable?	Please be guided as per RFP
67		Other	Section 2.2		Who is the current hosting vendor for the public website and what is the exit/transition clause with them? Will transition assistance be provided by the outgoing vendor?	Please be guided as per RFP
68		Other	Section 2.4.9		Are there any geographic restrictions on DC and DR location (e.g., specific states excluded, mandatory cities)?	DC,DR must be in India as per govt guideliness
69		Other	Section 2.8, 2.4.9		Does RPO = Zero apply to both the public website and the Bank-premise intranet? Achieving zero RPO on Bank premises requires synchronous replication - please confirm available network bandwidth between Bank DC and DR.	Please be guided as per RFP
70		Other	Annexure XIX		Will PSB provide existing hardware specifications (CPU, RAM, storage) for current intranet servers so bidders can assess reuse versus new procurement?	Please be guided as per RFP
71		Other	Section 2.4.1, Annexure IX Row 9		Should CDN costs for the entire 5-year contract be included in the commercial bid? Is a specific CDN provider preferred or mandated?	Please be guided as per RFP
72		Other	Section 2.4.9		For the backup of the entire website every 2 hours requirement - is incremental backup acceptable, or is a full backup every 2 hours mandated?	Please be guided as per RFP
73		Other	Section 2.4.9		Does the no sharing of hardware requirement apply to cloud deployments as well (i.e., dedicated/bare-metal only, no shared multi-tenant VMs)?	Please be guided as per RFP
74		Other	Section 2.6		Does the quarterly DR drill require a full production failover, or is a partial simulation acceptable? What is the permissible maintenance window?	Full production switchover to DR
75		Other	Section 2.4.8, 2.4.10		Are bidders expected to quote CERT-In empanelled auditor costs within the commercial bid, or will PSB engage the auditor separately and bidder only remediates findings?	The Selected bidder has to factor the cost
76		Other	Section 2.4.10		Does PSB have an existing SIEM platform? If yes, which product (QRadar, Splunk, Sentinel, etc.)?	Deatils will be shared with Selected Bidder
77		Other	Section 2.4.8		Is the STQC GIGW audit and certification in scope at bidder cost? STQC audits typically involve government fees - who bears this cost?	The Selected bidder has to factor the cost
78		Other	Section 3.13, 2.4.10		The RFP mandates vulnerability remediation within 10 working days for all findings. For critical/zero-day vulnerabilities this may be impossible to do safely. Will a risk-based SLA (Critical: 48 hrs, High: 5 days, Medium: 15 days) be acceptable?	Please be guided as per RFP
79		Other	Section 2.4.1		Please provide the specific CERT-IN advisory reference for SBOM/CBOM requirements. This determines tooling requirements.	Please be guided as per RFP
80		Other	Section 2.4.1		Since DPDP Rules are not fully notified, what is PSB current position on data processing consent mechanisms - should cookie consent and PII request portal be implemented from day one?	DPDP and other regulatory guidelines will be shared by the Bank with the selected bidder.
81		Other	Section 3.12		Section 3.12 states no VPN access during migration/implementation. How will the bidder off-site development team securely access the intranet staging environment?	Please be guided as per RFP
82		Other	Section 2.4.11, 2.4.10		Has PSB CISO reviewed and approved AI/ML features that process user behavior data? What are the data minimization and anonymization requirements for AI analytics?	Please be guided as per RFP
83		Other	Section 3.3, Table A		Table A sets go-live at 2 months from purchase order. Given full migration, 3 mock-ups per portal, CMS setup, 10+ integrations, and VAPT clearance - is this timeline negotiable?	Please refer to Addendum
84		Other	Section 3.3, Table A		Only 9-11 days are allocated for UAT closure. If Bank internal sign-off takes longer, will Bank-side delays be excluded from liquidated damages calculation?	Please be guided as per RFP
85		Other	Section 3.13		For issues caused by third-party vendors (CBS, CRM, NSE/BSE API), what escalation process will PSB follow? Will these be excluded from SLA breach calculation?	Please be guided as per RFP
86		Other	Section 2.7		For the onsite L2 resource at PSB Gurugram HO - will PSB provide workstation, internet access, and physical access badge, or must the bidder arrange these?	Details will be shared with selected bidder
87		Other	Section 2.7		Since SEO activities are largely remote/tool-based, is full-time physical presence for the SEO specialist mandatory, or is a hybrid model (e.g., 3 days onsite) acceptable?	Please be guided as per RFP

88		Other	Section 2.6		Does the 15-minute SLA for newsletters and MD messages apply 24x7 including weekends and public holidays, or only during banking hours?	Please be guided as per RFP
89		Other	Section 2.6		For non-regulatory customization requests raised during AMC, is there a defined monthly effort limit (man-hours), or is it truly unlimited at no extra cost?	Please be guided as per RFP
90		Other	Annexure IX Row 1		Annexure IX quotes license cost per year. If PSB terminates early, what happens to the perpetual license that was promised in Section 2.1?	Please be guided as per RFP
91		Other	Section 1.23		Prices are fixed for 5 years with no escalation. Given rising manpower costs, is any cost-of-living adjustment available for manpower line items?	Please be guided as per RFP
92		Other	Section 1.15.3		Will PSB provide a design brief or branding guidelines before the technical presentation, or are bidders expected to develop 3 mock-ups based solely on the existing website?	Selected Bidder will provide the design template using reference from other Bank website.
93		Other	Section 1.15.3, Appendix K		Will Appendix K feature compliance be scored based on written responses in the bid document alone, or will it be re-verified and potentially adjusted during the technical presentation?	Please be guided as per RFP
94	126	4	The arbitrators shall hold their sittings at New Delhi. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at New Delhi alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement. The laws applicable to this contract shall be the laws in force in New Delhi, India.		The arbitrators shall hold their sittings at Nashik.	Please be guided as per RFP
95	136	4.14	Limitation of Liability Vendor(s) aggregate liability under the Contract shall be limited to a maximum of the Contract value. This limit shall not apply to third party claims for IP Infringement indemnity,bodily injury (including Death) and damage to real property and tangible property caused by vendor(s)/s' gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor(s) that gave rise to claim, under this Tender.		The maximum liability of the Vendor is limited upto the fees received for a particular SOW by the Vendor in immediately preceding six months.	Please be guided as per RFP
96	158	ANNEXURE-VII	NON-DISCLOSURE AGREEMENT (NDA)		NDA must be mutual.	Please be guided as per RFP
97	20	Chapter 1 – Instructions to Bidders	Clause 1.14 Contract Period	The Bank may extend the contract for up to 2 years at the same terms and conditions and mutually agreed rates.	Request Bank to clarify the rate-setting mechanism for the optional 2-year extension and consider introducing a pre-agreed annual rate escalation cap to provide long-term commercial predictability for both parties.	Please be guided as per RFP
98	43	Eligibility Criteria	Clause 1.26, Sr. No. 6	Bidder organizaiton must have at least 300 employees. POCs done will not be traeted as experience	We have a workforce well exceeding 300 employees. We seek clarification on aceptable documentary evidence for employee strength?	Monthly Electronic Challan-cum-Return (ECR) filings for Employee Provident Fund (EPF) and/or Employee State Insurance (ESI) or Comprehensive wage/salary registers and payslips that show the total number of individuals on the payroll
99	52	Chapter 2 - Scope of Work	Clause 2.4.1, Point 7	Preserve critical integrations, including Core Banking System (CBS) /Locker Services, Customer Grievance Redressed Management System (CGRMS) for feedback/complaints, and CMS functionalities (content updates, tender uploads, recruitment module, AD logins, dynamic menu generation, Banner, ATM/branch updates) , Whistle Blower & SPGRS	Request Bank to provide integration API documentation and system architecture details to shortlisted bidders prior to final bid submission for better scope provisioning.	Bank will provide the details with selected Bidder
100	109	Chapter 2 – Scope of Work	Clause 2.9 Training	User-Level Training (On-site) at various Bank locations in India; all training expenses to be borne by the Bidder.	Request Bank to specify the number of training locations, total trainees per role, and confirm that a 'Train the Trainer' approach with centralized training (2–3 locations) plus self-learning modules satisfies the on-site training requirement.	Bank will provide the details with selected Bidder
101	111	Chapter 3 – Terms & Conditions	Clause 3.2 Payment Terms	Cost of website redesigning and redevelopment with CMS – 100% payment will be released after successful migration of websites and Intranet Portal.	Request Bank to restructure the one-time development payment as milestone-linked: 30% on approved FRS and design sign-off, 40% on UAT completion and sign-off, 30% on go-live and issuance of completion certificate.	Please be guided as per RFP
102	112	Chapter 3 – Terms & Conditions	Clause 3.2 Payment Terms	No advance payment will be made.	Request Bank to permit a 10% mobilization advance against infrastructure/licensing components of the one-time project cost, secured by an equivalent bank guarantee, to be adjusted against the first milestone invoice.	Please be guided as per RFP
103	116	Chapter 3 – Terms & Conditions	Clause 3.7 Liquidated Damages	LD: 1% of order value per week of delay, subject to a maximum of 10% of the overall contract value.	Request Bank to clarify that LD of 1% per week is applied to the value of the delayed deliverable or to the annual contract value, not the total 5-year contract value?	1% per week is applied to the value of the delayed deliverable
104	95		2.4.11 Martech		Request bank to clarify if the Martech tools are to be factored in as part of this bid or they will be procured by the bank. If they are to be procured by the bidder then under which header they should be kept in Financial BoM	Bidder to factor

105	80, 83		2.4.9 Hosting 2.4.10 Security and Audit		Request you to please clarify from hosting perspective, we understand that the Corporate Website will be hosted on Cloud and Intranet will be hosted on bank premisis. For Intranet, the security posture and infra management will be done by the bank. The bidder is only expected to provide sizing of the infra and necessary OS, DB details all the procurement for on-prem licenses and services will be done by the bank. Further, in this scenario there will be two separate CMS Licenses required.	For on prem solution, bidder is expected to provide sizing of the infrastructure. Bank will provide OS & Oracle DB for implementation of the solution. It is expected the solution shall be Infra & DB agnostic. However, other procurement like licenses, services etc. required for successful implementation of RFP Scope shall be done by the bidder.
106	111		3.2 Payment Terms	For onsite support person (L2) Charges: Payment will be released quarterly in Arrears.	Request the availability of L2 resource, is it to be deployed on General Shift 09 AM to 06 PM on all bank working days.	The L2 resource onsite presence is required at Bank locations 10 am to 6 Pm . However, 24*7 support shall be provided by the bidder based on urgency.
107	113		3.3 Delivery and Implementation		Current timelines of 2 month Migration and Go_live are very stringent. Request the bank to consider Go-Live in 6 months with drop wise delivery on mutually agreed scope.	Please be guided as per RFP and subsequentily addendum
108	114		3.5 Subcontracting		Certain areas require sub-contracting such as VAPT, OEM Support, Accessibility Audit, request the bank to allow sub-contracting in these areas with prior information.	Please be guided as per RFP and subsequentily addendum
109			Helpdesk		Is bidder expected to set-up any helpdesk. If yes, i. Our understanding is that it will be limited to Bank employees only ii. Is there any ticketing tool to lodge issues raised by Bank users iii. What all channels are expected by the bank to raise any issue.	Please be guided as per RFP
110	83		2.4.10 Security Requirements	Configuration and maintenance of SSL certificates for all web traffic.	Is bidder expected to procure SSL for Intranet as well.	Bank will provide the SSL certificate, Bidder needs to install in proposed solutions
111	54		2.4.1 Scope of Work	All customizations and enhancements including banners, creatives, icons, functionality, reports, interfaces etc. developed will be Bank's Property and have Bank's IPR	Typically creatives, content including Website Policies etc are given by the bank's empaneled creative agencies. Is bidder expected to develop creatives and content as well?	Please be guided as per RFP
112					Request bank to provide volumetrics : no. of visitors, growth, concurrency for both Website and Intranet.	The Current Monthly traffic is around 2 lakh. Bank vision is to reach 15-20 lakh per month. For Intranet - 10000
113	164		Annexure - IX		Could you lease clarify how the Change Requests will be handeled during the contract period. Is bidder expected to provide a rate card.	Bank will provide the details with selected Bidder
114	164		Annexure - IX		We request bank to take year wise cost for all the components.	Please be guided as per RFP
115	80	2.4.9 HOSTING	General	"Intranet portal and sangrah portal will host on Bank premise infrastructure or private cloud... Bank will provide the Hardware and DB for Intranet portal and Sangrah portal."	Could the Bank clearly demarcate the hosting responsibilities? Are we expected to quote for MeitY CSP hosting solely for the Corporate Website, while the Intranet remains entirely on the Bank's provided on-premise hardware?	Please be guided as per RFP
116	99	2.5.1 Broad Scope	Intranet Portal	"Bank will provide the Oracle ULA License for DB."	Does the Bank mandate the use of Oracle for the Corporate Website's Headless CMS as well, or are we free to propose Enterprise open-source databases (e.g., PostgreSQL, MongoDB) for the public website?	Please be guided as per RFP
117	59	2.4.2 Migration Activities	1	"Migrating all the existing content from all the webpage(s), documents (PDF/Excel/Word) to the newly developed website... & migrate all the existing circulars from existing intranet portal..."	What is the approximate volume of the current content? Specifically, how many dynamic/static pages, how many GBs/TBs of documents, and how many years of historical circulars/tenders need to be migrated?	Website - Total pages: Static - 700 Dynamic - 25-30 total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3 Optional integrations → 0–1 -> OTP/SMS gateway -> Email service Databases & Schemas: Primary CMS DB (MySQL) → 1
118	98	2.5.1 Broad Scope	Current Tech	"Intranet Portal is designed and developed on PHP Tech stack and its libraries. Currently Bank is using Window OS and mysql 2019 DB."	Will the Bank provide data dictionaries and schema details of the current PHP-Laravel/MySQL Intranet to facilitate a smooth database migration to the new platform?	Details will be shared to the selected Bidder during requirement gathering
119	96	2.4.11	MarTech	"The selected bidder shall be responsible for implementing a comprehensive Marketing Technology (Mar Tech) enablement layer..."	Is the bidder expected to procure and include the licensing subscriptions of Enterprise MarTech and Analytics tools in the Commercial Bid, or will the Bank procure these licenses directly?	Bidder to factor

120	64		1	"The Locator should be integrated with Google Maps / Navigational systems, bidder to secure the required license without additional cost to the bank."	Can the Bank provide the estimated monthly API call volume (hits) for the locator to accurately estimate the Google Maps API licensing costs over 5 years?	Please be guided as per RFP
121	75	2.4.7	Integration	"Integrate with internal and external APIs for... CBS/Whatsapp Banking/CRM for lead management like locker, loan etc."	Are all existing backend systems (CBS, CRM, Ryabot, etc.) equipped with ready-to-use REST/SOAP APIs, or will the bidder be required to develop middleware/database-level integrations for legacy systems?	Please be guided as per RFP
122	65		4	"The Website must be integrated with Govt Bhashini for Language conversion."	Is the Bhashini integration purely for real-time dynamic translation on the frontend, or does the CMS need to store translated static content in the database for the regional languages?	For Hindi and punjabi need to store in the database , rest will real time dynamic translation
123	87	2.4.9 HOSTING	Bandwidth	"The bidder should propose adequate software, hardware and bandwidth to support the concurrency of minimum of 10,000 concurrent users during the peak times... Minimum 10% YoY increase..."	Does the 10,000 concurrent user baseline apply to the Corporate Website alone, the Intranet alone, or is it a combined requirement across all portals?	Website current user- as website is publicly open , hardware size must be enough to handle the huge traffic , For website CMS- concurrent_ 5000 user will test. For Intranet - Intranet portal is only for staff , and there are around 10,000 staff members, so load testing will conduct accordingly
124	107	2.7 Team Composition	Key Personnel	"Development Team (Offsite): 5+ years average experience in full-stack/software development..."	Is there a minimum mandated headcount for the off-site development/support team during the 5-year AMC/ATS phase, or is the team size strictly SLA/outcome-based at the bidder's discretion?	Please be guided as per RFP
125	113	3.3 DELIVERY AND IMPLEMENTATION	Table A, Sr.no 2	"Migration, Development (UI/UX and other integrations, installation and providing UAT Setup - 4 weeks from the date of finalizing functional specification document."	A timeline of 4 weeks for complete UI/UX redesign, Enterprise CMS setup, and migrating all existing content/circulars for both the Corporate Website and Intranet is highly aggressive. Will the Bank consider extending this to a mutually agreeable timeline to be finalized upon completion of the initial System Requirement Specification (SRS) and Discovery phase?	please be guided as per RFP and its subsequent addendum
126	87 & 58	2.4.9 HOSTING	Bullet 4	"The solution must integrate a Web Application Firewall such as Cloudflare Web Application Firewall or equivalent..." & Page 58 (CDN requirement).	Should the bidder procure and include the 5-year Enterprise subscription costs for CDN and WAF (e.g., Cloudflare/Akamai/Cloud CDN) in the commercial BOM, or does the Bank already have an existing Enterprise WAF/CDN contract that we can leverage?	Bidder to Provide
127	229	1.7 Progressive Web Application Requirements	Table Sr. 117 to 127	"Offline Functionality: Ensure that selected pages and sections of the Progressive Web App (PWA) remain operational..."	Page 63 mentions integrating links to Play Store/AppStore. Please confirm if the scope is strictly limited to building a browser-based Progressive Web App (PWA), and that native iOS/Android application development is out of scope.	Proposed solution should be feasible to integrate with any plateform and shall be mobile responsive
128	68	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM	Point 45	"The proposed CMS should have ability to upload Video content to CMS and ability to play the same through the integrated video player."	Video hosting consumes massive bandwidth and storage. Is the bidder expected to provide a dedicated Enterprise Video Streaming engine, or is it acceptable to host videos on platforms like YouTube/Vimeo and embed them into the CMS?	Please be guided as per RFP
129	60	2.4.3 UI/UX DESIGN PHASE	General	"...provide with an easy to access, user friendly, quick-loading, secure and better UI/UX with latest technology... to attract and service customers from all age-groups especially younger generation..."	To ensure our design strategy hits the mark, could the Bank share the current age-group distribution of its digital customer base? Are there specific user personas or demographics (e.g., Gen Z vs. Senior Citizens) we should prioritize during the UX research and wireframing phase?	Please be guided as per RFP
130	61	2.4.3 UI/UX DESIGN PHASE	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."	Does the Bank already have predefined customer journeys and user segments (e.g., Retail, MSME, NRI, Students) mapped out, or is the bidder expected to conduct primary user research and define these journeys from scratch?	Please be guided as per RFP
131	61	2.4.3 UI/UX DESIGN PHASE	7	"The design and development at all stages to adhere to Bank's Branding Guidelines with regards to Font, Color, Text Size etc."	Will the Bank provide a comprehensive Brand Style Guide (including primary/secondary color palettes, typography, tone of voice, and logo usage rules) prior to the mock-up creation phase to ensure the 3 initial design options align perfectly with the Bank's vision?	Kindly refer to the existing Website
132	67	2.4.5 CMS REQUIREMENTS	21	"CMS to have Multi Lingual Support (initially English and Hindi will be required for domestic sites... and future scalability for foreign languages)."	For the initial 3 UI/UX design mock-ups mandated in the RFP, should we explicitly demonstrate language-switching behaviors and multi-script rendering, or will standard English/Hindi mock-ups suffice for the initial approval?	Hindi/English mock-ups for the initial approval
133	60	2.4.3 UI/UX DESIGN PHASE	1	"Vendor shall create minimum 3 mock-up designs for the website, Intranet portal & Sangrah Portal each design shall have a home page and two inner pages."	For the two inner pages required in the mock-ups, are there specific high-priority pages the Bank wants to see (e.g., a specific Loan Product page, Internet Banking login page, or the Contact/Locator page), or is the bidder free to choose?	Bidder to decide as per best industry standard
134	111	3.2 Payment Terms	Cost of website redesigning	"100 % payment will be released after successful migration of websites and Intranet Portal [cite: 1]."	The current payment terms state that 100% of the redesign and migration payment will be released only after successful migration[cite: 1]. Given the extensive upfront scope of UI/UX, development, and audits, would the Bank consider milestone-based payments (e.g., 20% on SRS sign-off, 30% on UAT, 50% on Go-Live)?	Please be guided as per RFP
135	76	2.4.8 TESTING & CERTIFICATION PHASE	Paragraph 2	"The bidder must perform annual Cyber Security Audits and OEM-led methodology reviews... All audit-related activities... must be completed at no additional cost to the Bank [cite: 1]."	Are the commercial fees for engaging external STQC and CERT-In empanelled auditors to be borne entirely by the bidder and factored into the BOM, or will the Bank pay the auditing agencies directly[cite: 1]?	The Selected bidder has to factor the cost
136	73	2.4.6 SEO & ANALYTICS	Reporting & Governance	"Real-time visibility via GA4, Looker Studio, GSC & SEMrush, etc [cite: 1]."	Does the Bank already hold enterprise licenses for SEO and Analytics tools like SEMrush, or should the bidder provision the cost of these software subscriptions for the entire 5-year contract duration[cite: 1]?	Bidder will provide
137	107 & 209	2.7 Team Composition / Appendix J	Deliverables / Appendix J	"Support (L2) should available at the bank's premises during business hours(10 AM in the morning to 6 PM at evening all days excluding Bank holidays [cite: 1]... Appendix J mentions General Shift/Night Shift [cite: 1]."	There appears to be a discrepancy between Page 107 (business hours 10 AM to 6 PM) and Appendix J (General Shift/Night Shift)[cite: 1]. Could the Bank please clarify if 24x7 physical onsite presence is required for the L2 resource, or if night support can be provided off-site/on-call?	The L2 resource onsite presence is required at Bank locations 10 am to 6 Pm . However, 24*7 support shall be provided by the bidder based on urgency.

138	91	2.4.10 SECURITY REQUIREMENTS & AUDIT	Point 34	"In case any of the software used in proposed solution is declared end of life/end of support... the bidder shall do up gradation or replacement... without any cost to the bank [cite: 1]."	If the Bank-provided Oracle DB or the underlying OS for the Intranet reaches EOL/EOS during the 5-year term, will the Bank procure the necessary upgrade licenses, or is the bidder commercially liable for upgrading the Bank-owned infrastructure[cite: 1]?	Bank will provide
139	67	2.4.5 CMS REQUIREMENTS	Point 22	"The website shall have provisions of Content Contributor/Creator, Moderator and Approver System wherein authorized individual from Bank can upload the content[cite: 1]..."	Approximately how many concurrent Bank users (Creators/Moderators/Approvers) will require access to the CMS backend? This will help in accurately sizing the infrastructure and estimating CMS licensing if it is user-based.	for CMS 500 concurrent users
140	78 & 87	2.4.8 TESTING & CERTIFICATION / 2.4.9 HOSTING	Performance & Load Testing / Hosting & Bandwidth Requirements	"simulate 100,00+ concurrent sessions" (Page 78) vs "support the concurrency of minimum of 10,000 concurrent users" (Page 87).	There is a discrepancy in the concurrent user numbers for load testing and hosting between Page 78 (100,000+) and Page 87 (10,000). Could the Bank please confirm the exact baseline concurrent user limit we should size the infrastructure and conduct load testing for?	Website current user- as website is publicly open , hardware size must be enough to handle the huge traffic , For website CMS- concurrent_ 5000 user will test. For Intranet - Intranet portal is only for staff , and there are around 10,000 staff members, so load testing will conduct accordingly
141	111	3.2 Payment Terms	Cost of license of Enterprise solution	"Cost of license of Enterprise solution - Payment will be released on Yearly basis."	Standard Enterprise CMS OEMs (e.g., Adobe, Sitecore, Liferay) mandate subscription/license payments annually in advance. Will the Bank release the license cost annually in advance upon submission of the OEM invoice, rather than in arrears?	Please be guided as per RFP
142	54	2.4.1 Primary Objective	Point 27	"All developments, including but not limited to banners, creative, icons, functionality, reports, and interfaces, shall be the exclusive property of the Bank. The Bank shall hold all Intellectual Property Rights (IPR)..."	Since the solution relies on an Enterprise-grade COTS (Commercial Off-The-Shelf) CMS platform, please confirm that the Bank's IPR ownership applies only to the custom UI/UX, configurations, and data, while the underlying CMS source code and core IP remain with the respective OEM.	Please be guided as per RFP
143	66	2.4.5 CMS REQUIREMENTS	Point 14(b)	"All expenditure related for conduct and compliance of Source code audit/ Integrity certificate audit should be the responsibility of the successful bidder... on initial go-live and subsequent changes..."	Does the Bank mandate a fresh CERT-In/STQC source code audit for every minor content/UI update, or are these costly third-party audits only required for major version upgrades and core structural changes?	Please be guided as per RFP
144	81	2.4.9 HOSTING	Bullet 3	"Bidder should have to conduct DR drill & submit relevant reports to the bank once in every 3 month as a part of Warranty and AMC contract."	Conducting a full DR (Disaster Recovery) drill quarterly is highly resource-intensive and may cause brief disruptions. Would the Bank be open to making this a half-yearly (bi-annual) DR drill exercise instead?	Please be guided as per RFP
145	65	2.4.4 Language	Point 4	"The Website must be integrated with Govt Bhashini for Language conversion."	To utilize the Bhashini API for enterprise-level, high-volume real-time translation, API limits and costs are involved. Does the Bank currently hold an enterprise Bhashini API account, or is the bidder required to factor API consumption costs into the commercial bid?	Bank will provide the Bhashini API
146	115	3.7 Liquidated Damages	Paragraph 3	"deduct from the ordered price (Solution and Implementation cost), as liquidated damages, a sum equivalent to 1% of the order value for each week of delay subject to a maximum of 10% of the overall contract value."	Please confirm if the 10% maximum cap for Liquidated Damages applies strictly to the specific delayed milestone/phase value, or if it applies to the Total Contract Value (TCO) spanning all 5 years.	Please be guided as per RFP
147	66 & 94	2.4.5 CMS REQUIREMENTS / 2.4.10 SECURITY	Point 9 / Point 14	"The platform should have integration with OpenAI tools for content creation." (Page 66) vs "Use of external/public AI services should not be permitted without explicit approval..." (Page 94).	Given the strict data privacy and AI governance rules on Page 94, could the Bank clarify if we should provision Commercial/Enterprise OpenAI API licenses? Also, is the Bank open to alternative, securely hosted enterprise LLMs (like Azure OpenAI or local models) to ensure zero data leakage?	Please be guided as per RFP
148	63	2.4.3 UI/UX DESIGN PHASE	Point 9	"The website shall feature an AI-powered search bar utilizing Natural Language Processing (NLP) to understand user intent, synonyms, and conversational queries."	Does the Bank expect the bidder to procure and include the 5-year licensing cost for a commercial AI/NLP Search Engine (e.g., Elastic Enterprise Search, Algolia) within the BOM, or will the Bank provision this infrastructure separately?	Bidder to provide
149	101	2.5.1 Broad Scope	Plugins/Dynamic Modules	"Integration of existing capabilities- Ryabot etc... Documents uploading... shall be pushed centrally to Ryabot..."	The RFP mentions integrating and pushing OCR documents to the Bank's existing 'Ryabot'. To accurately scope this effort, could the Bank confirm if 'Ryabot' exposes standard REST APIs, and if we are solely integrating with it rather than building a net-new AI Chatbot from scratch?	Yes Bank will provide the API to integrate
150	75	Digital Asset and Document Management	Point 10	"The system should have built-in NLP and ML based auto-tagging engine so that documents, images and other digital assets can be automatically tagged..."	For the ML-based auto-tagging of digital assets, can the bidder leverage Native Cloud Cognitive APIs (like AWS Rekognition, Azure AI Vision, or Google Cloud Vision), or does the Bank mandate a completely offline/on-premise ML model to ensure data never leaves the Bank's network?	Please be guided as per RFP
151	94	2.4.10 SECURITY REQUIREMENTS & AUDIT	Point 14 (AI Security & Governance)	"Adequate controls should be implemented to prevent misuse, such as prompt injection or data leakage. AI interactions should be logged and monitored."	To protect against AI-specific vulnerabilities like prompt injection, will the Bank provide an existing LLM-firewall/gateway, or is the bidder required to commercially propose and integrate a specialized AI-security firewall within the solution architecture?	Bidder to provide
152	80 & 85	2.4.9 HOSTING	General / Cloud Provider	"Intranet portal... will host on Bank premise infrastructure..." (Page 80) vs "If Selected Bidder provide Cloud service provider, they should be partnered with the vendor that are in the empaneled list of MeitY..." (Page 85).	As a MeitY-empaneled Cloud partner (AWS/GCP), we highly recommend hosting the entire solution (both Corporate Website and Intranet) on a secure, isolated Virtual Private Cloud (VPC) in India to guarantee the 99.99% uptime SLA. Will the Bank explicitly allow hosting the Intranet on a dedicated Private Cloud (AWS/GCP) instead of forcing physical on-premise hardware?	Please be guided as per RFP
153	75 & 94	2.4.6 / 2.4.10	Point 10 / Point 14	"The system should have built-in NLP and ML based auto-tagging engine..." (Page 75) & "Use of external/public AI services should not be permitted..." (Page 94).	To deliver enterprise-grade NLP, semantic search, and ML auto-tagging, can we leverage native, managed AI services from MeitY-empaneled cloud providers (e.g., Google Cloud Vertex AI, Google Cloud Vision, AWS Bedrock/Rekognition) hosted strictly within Indian data centers, ensuring zero data leakage and full localization compliance?	Please be guided as per RFP

154	87	2.4.9 HOSTING	Security / WAF	"The solution must integrate a Web Application Firewall such as Cloudflare Web Application Firewall or equivalent..."	As an AWS/GCP partner, can we utilize the enterprise-grade, cloud-native WAF, DDoS protection, and CDN services natively integrated into the MeitY-empaneled Cloud (e.g., Google Cloud Armor / Cloud CDN or AWS WAF / CloudFront) instead of procuring a separate third-party tool like Cloudflare?	Please be guided as per RFP
155	98	2.5.1 Broad Scope	Current Tech	"Bank will provide the Oracle ULA License for DB."	For the Corporate Website, are we permitted to utilize Cloud-native managed database services (PaaS) such as Google Cloud SQL or Amazon RDS (PostgreSQL/MySQL) to ensure automated backups, high availability, and automated patching, rather than being restricted to traditional IaaS or on-premise Oracle databases?	Intranet - Bank will provide Oracle ULA License for DB
156	86	2.4.9 HOSTING	Disaster Recovery	"Primary Data Center & DR Data centers should be hosted in separate seismic zones..."	For the Disaster Recovery and Business Continuity architecture, will the Bank accept a Cloud-native Multi-Region deployment within India (e.g., Mumbai as Primary DC and Delhi as DR on AWS/GCP) to fulfill the seismic zone separation requirement while maintaining the required RPO/RTO?	Please be guided as per RFP
157	86	2.4.9 HOSTING	SaaS and DRaaS	"The model should be including SaaS and DRaaS."	Given the Bank's openness to SaaS and DRaaS models, will the Bank prefer a fully managed Platform-as-a-Service (PaaS) architecture for the CMS and containers (e.g., Google Kubernetes Engine / Amazon EKS) to reduce maintenance overhead, rather than traditional Virtual Machines (IaaS)?	Yes
158	13 & 85	1.4 Bid System Offer / 2.4.9 HOSTING	General / Bid System	"This is two bid system which has following 2 parts..." (Page 14) [cite: 147] & "If Selected Bidder provide Cloud service provider, they should be partnered with the vendor that are in the empaneled list of MeitY..." (Page 85)[cite: 1468].	As an elite partner for both AWS and Google Cloud (GCP) (both MeitY empaneled), are we permitted to submit two separate bids (one proposing an AWS architecture and another proposing a GCP architecture)? Alternatively, can we present both CSP options with their respective architectures and BOMs within a single technical and commercial bid for the Bank to evaluate and choose from?	Only single Bid is allowed
159	86	2.4.9 HOSTING	Bullet 2 & 4	"Cloud must be hosted in India in N+1 architecture... Primary Data Center & DR Data centers should be hosted in separate seismic zones..." [cite: 1479]	AWS and GCP provide multiple MeitY-empaneled regions within India (e.g., Mumbai, Hyderabad, Delhi). Please confirm that utilizing two geographically separated cloud regions (e.g., GCP Mumbai for DC and GCP Delhi for DR) fully satisfies the Bank's seismic zone and data localization mandates.	Please be guided as per RFP
160	87	2.4.9 HOSTING	Bandwidth	"The Vendor must have sufficient Bandwidth to provide throughput of minimum 300 Mbps and data transfer of Minimum 15TB/Annum... cater any future growth of hits... without any additional cost to the bank..." [cite: 1510, 1511]	Public cloud providers (AWS/GCP) bill network egress (data transfer) on a pure consumption basis. To avoid heavily over-provisioning the commercial bid to cover 'unlimited' future growth, can the Bank cap the bidder's fixed liability at a specific maximum data transfer volume (e.g., 20TB/Annum), beyond which the Bank will pay as per actual cloud consumption?	Please be guided as per RFP
161	83	2.4.9 HOSTING	Database Services	"Bidder will be responsible to perform all the activities related to Database like installation, configuration, monitoring, database administration..." [cite: 1426]	To ensure maximum uptime and SLA adherence, can the bidder leverage Cloud-native Managed Database Services (PaaS) such as Amazon RDS or Google Cloud SQL? These services automate backups, patching, and high availability natively, making them far more reliable than manually installing and configuring databases on raw Virtual Machines (IaaS).	Please be guided as per RFP
162	89	2.4.10 SECURITY REQUIREMENTS & AUDIT	Point 7	"Deployment of Security Incident & Event Monitoring (SIEM &DAM) integrated with all servers, storage, and network devices." [cite: 1553]	Will the Bank allow the use of Cloud-native SIEM and security posture management tools (such as Google Security Command Center/Chronicle or AWS Security Hub/GuardDuty) natively integrated within the cloud environment, or is the bidder strictly required to build middleware to route all logs to the Bank's existing on-premise SIEM?	Bank will provide the agent to integrated with the proposed solutions
163	60	2.4.3	UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Vendor shall create minimum 3 mock-up designs	a. What kind of visual style do you prefer? (Modern / minimal / traditional banking / similar to any reference websites)	Please be guided as per the RFP
164	60	2.4.3	UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Vendor shall create minimum 3 mock-up designs	b. Do you have any brand guidelines we must follow? (colors, fonts, UI elements, etc.)	Please be guided as per the RFP
165	60	2.4.3	UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Vendor shall create minimum 3 mock-up designs	c. What type of layout do you prefer?(content-heavy like government sites OR clean & minimal like modern websites)	Please be guided as per the RFP
166	60	2.4.3	UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Vendor shall create minimum 3 mock-up designs	d. Any specific features you want highlighted in design?(search, quick links, dashboards, banners, etc.)	Please be guided as per the RFP
167	60	2.4.3	UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Vendor shall create minimum 3 mock-up designs	e. Do you have any reference websites or designs you like?	Bidder will provide the design template using reference from other Bank website.
168	60	2.4.3	UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Vendor shall create minimum 3 mock-up designs	f. Screens Required for Creating Website Design Mockups	Please be guided as per the RFP
169	60	2.4.3	UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Vendor shall create minimum 3 mock-up designs	Main Website i. Homepage ii. Product/Service Page iii. Detail Page (Loan / Scheme / etc.)	Please be guided as per the RFP
170	60	2.4.3	UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Vendor shall create minimum 3 mock-up designs	g. Intranet i. Dashboard/Home ii. Notifications / Circulars Page iii. Employee Tool / Workflow Page	Please be guided as per the RFP
171	60	2.4.3	UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Vendor shall create minimum 3 mock-up designs	h. Sangrah Portal i. Search / Repository Homepage ii. Document Listing Page iii. Document Detail View	Please be guided as per the RFP
172	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	a. GMB Scope	

173	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	i. Could you confirm the total number of GMB locations, including both branches and ATMs?	Approximately 1600+ Branches abd 1100+ ATM's
174	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	ii. Do you require microsites for all GMB locations, or only for selected ones?	please be guided as per the RFP
175	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	b. Implementation Scope	
176	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	i. Are there any technical constraints or dependencies we should be aware of?	please be guided as per the RFP
177	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	c. Content Requirements	
178	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	i. What is the expected number of content pieces per month?	please be guided as per the RFP
179	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	ii. Who will be responsible for content creation your team or ours?	Bank will provide
180	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	d. Website & Domain Scope	
181	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	i. Which all domains need to be optimized? or is it only https://punjabandsind.bank.in/	please be guided as per the RFP
182	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	ii. Should we also include subdomains in the scope?	please be guided as per the RFP
183	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	e. Off-Page Activities	
184	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	i. Do you want to define a fixed number of off-page activities per month?	please be guided as per the RFP
185	71	2.4.6	SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	SEO Strategy Framework	ii. Are there any preferred platforms or restrictions for off-page activities?	please be guided as per the RFP
186	General	-	Key Information	Last Date and Time for submission of Bids: 20.04.2026 05:00 PM	Request an extension of 4 weeks on the Technical Proposal submission due date. Kindly confirm	Please be guided as per RFP and subsequent addendum
187	General	Authentication	-	-	What type of authentication and authorization mechanism will be used in these portal?	Details will be shared with selected Bidder
188	General	Testing & Quality Assurance	-	-	Assuming that unit test coverage is out of scope	As per RFP
189	General	-	-	-	Confirm that all application data, logs, images, and configurations will remain Bank property, while infrastructure ownership remains with Bidder during contract tenure.	Yes, Bank can asked anytime
190	29	1 - INSTRUCTIONS TO BIDDERS	1.15.3 Evaluation Methodology for Eligible Bidder	Product / CMS walkthrough, understanding of the project, standards & design walkthrough	Does the bank have any preferred CMS tool/platform for building the website? Also, is the bank open to any open-source platform? If yes, kindly share the details.	As per RFP , enterprise solution
191	42	Eligibility Criteria	1.26 (Sr. 6)	Experience of development / migration of at least two websites	Kindly confirm whether experience as SI for redesign & maintenance (without hosting ownership) will be considered as valid experience.	Please be guided as per RFP
192	50	2- SCOPE OF WORK	2.2 Knowledge Transfer of Website Management From Current Vendor and SRS Preparation Knowledge transfer of Website	The selected bidder may analyses the current site's static (or dynamic) pages, content hierarchy, user behavior data, traffic analytics, SEO performance and other functional/ non-functional metrics such as:- user roles, user journeys, workflows, accessibility goals, localization/multilingual needs.	1. Assuming that existing FRS & SRS are latest updated versions and shall be shared with the winning bidder. Please confirm ? 2. Please provide us with the number of static and dynamic pages? 3. Currently which tool is being used for analytics and SEO ? Assuming that the winning bidder shall be provided with the latest Traffic analytics and SEO performance reports. Please confirm ?	For website - Total pages: Static - 700 Dynamic - 25-30 Detailed will be shared with the selected Bidder
193	50	2- SCOPE OF WORK	2.2 Knowledge Transfer of Website Management From Current Vendor and SRS Preparation Knowledge transfer of Website	At the end of the transition, a Takeover Completion Report will be submitted summarizing the assets received, credential confirmations, audit observations, and operational readiness, followed by formal sign-off from PSB	1. Post Go-live of the new revamped PSB website and intranet sites, For how long shall the old PSB website and intranet sites run in parallel ? 2. Assuming that decommissioning of the old PSB website and intranet sites shall not be a part of bidders scope. Please confirm ?	Please be guided as per RFP
194	50	2- SCOPE OF WORK	2.2 Knowledge Transfer of Website Management From Current Vendor and SRS Preparation Knowledge transfer of Website	At the end of the transition, a Takeover Completion Report will be submitted summarizing the assets received, credential confirmations, audit observations, and operational readiness, followed by formal sign-off from PSB.	Please clarify expected exit deliverables (VM images, container images, DB dumps, IaC scripts) at contract termination.	Please be guided as per RFP
195	50	2- SCOPE OF WORK	2.2 Knowledge Transfer of Website Management From Current Vendor and SRS Preparation Knowledge transfer of Website	As a critical first step in the engagement, the selected bidder shall be responsible for taking complete technical and operational knowledge of the existing Punjab & Sind Bank (PSB) websites.	Assuming that support for the existing portals is outside the bidder's scope	Please be guided as per RFP

196	51	2- SCOPE OF WORK	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	Migration of the existing Punjab & Sind Bank Websites and Intranet Portal (Sanchay- on intranet & Sangrah – accessed over internet) to a new platform and maintenance of the newly developed Websites and intranet application	1. Please provide a list of all existing Punjab & Sind Bank Websites in scope ? 2. PLease provide a list of static and dynamic pages each for each of the existing Punjab & Sind Bank Websites and intranetv websites in scope 3. Please provide the total number of pages of each of the intranet website in scope ? 4. Please provide the total volume of data of each of the intranet website in scope ? 5. Please provide the total number of files of each of the intranet website in scope ?	**For website** - Total pages: Static - 700 Dynamic - 25-30 Count by section (products, services, regulatory, downloads, etc.) Products (Retail + MSME + Corporate) ~50 to 80 pages Services / Digital Banking ~30 to 50 pages Customer Corner / Support / Contact ~25 to 45 pages Media / Gallery / Announcements ~10 to 20 pages Utility / Functional Modules ~20 to 40 pages total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3 Optional integrations → 0–1 -> OTP/SMS gateway -> Email service
197	51	2- SCOPE OF WORK	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	All our lead capturing forms and other forms that connect users with us, are being tracked. Ensure we migrate all lead capturing mechanisms present in existing website to the new website	1. Assuming that all such forms shall be explicitly listed by the Bank and that the bidder shall not be required to identify undisclosed or legacy forms as part of discovery. Please confirm ? 2. Since capturing of only the lead capturing mechanisms are to be migrated, we are assuming that retention of existing historic analytics is out of scope	Please be guided as per RFP
198	51	2.4 General Scope of work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	CMS architecture — headless vs. hybrid	The RFP references both 'headless CMS' (Clause 2.4.1(12)) and 'hybrid' architectures in other sections. Please confirm: (a) Is a fully decoupled headless CMS mandatory or is a hybrid (headless + optional traditional rendering) architecture acceptable? (b) Must the frontend framework be React.js/Next.js exclusively, or are Vue.js, Angular, or other modern frameworks acceptable?	Headerless CMS , Please be guided as per rfp
199	51	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	Point # 2 Redesigning and developing the Websites and Intranet application with latest UI/UX, mobile/tablet responsive and conforming to all the basic accessibility guidelines as stipulated by RBI.	Regarding the print option as a part of Accessibility guidelines, assuming that only 'image based' printing option shall suffice for printing the webpages. Please confirm ?	Please be guided as per RFP
200	51	2.3 Pre-Migration Activites	1. Scoping & Planning	Data Migration Strategies: Choose the most suitable methodology for data migration, such as Big Bang Migration or Phased Migration	Business Data, Content & Document Migration will be a one-time activity and any incremental loading is considered out of scope. Please confirm if otherwise	Bidder needs to completely migrate the existing solutions to new soltutions
201	51	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	Migration of the existing Punjab & Sind Bank Websites and Intranet Portal (Sanchay- on intranet & Sangrah – accessed over internet)	Which are the exhaustive list of Websites that are considered to be under the current migration scope?	Please be guided as per RFP
202	51	2.3 Pre-Migration Activites	1. Scoping & Planning	Data migration strategies	Please confirm whether the Bank has a preferred migration approach (Big Bang vs Phased)	Bidder will proposed.However migration approach will be finalized after Bank approval
203	51	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	-	Please confirm whether PSB has any preferred CMS platform for this engagement? Do you want a single CMS platform to manage both the public website and intranet, or should they be logically/physically separated?	Please be guided as per RFP
204	52	2- SCOPE OF WORK	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	Preserve critical integrations, including Core Banking System (CBS) /Locker Services, Customer Grievance Redressed Management System (CGRMS) for feedback/complaints, and CMS functionalities (content updates, tender uploads, recruitment module, AD logins, dynamic menu generation, Banner, ATM/branch updates) , Whistle Blower & SPGRS.	1. Apart from CBS, Locker Services, Customer Grievance Redressed Management System (CGRMS), CMS, Whistle Blower & SPGRS are there any other systems required to integrated with the proposed application ? If yes, please provide the list of systems? 2. Please provide the number of APIs to be integrated with each of such 3rd party systems ? 3. Assuming that all the APIs are developed and their API specs are available for consumption including sample request, reaponse and error handing codes. Please confirm ?	Please be guided as per RFP
205	52	2.4 General Scope of work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	Regulatory changes — no additional cost clause	Clause 2.4.1(13) requires all regulatory/mandatory requirements during the 5-year contract to be implemented at no additional cost. Please clarify: (a) Does this include entirely new modules/features mandated by RBI/GoI not contemplated in the original scope, or only enhancements to existing functionality? (b) Is there a quantitative cap (e.g., effort-days per year) for 'no-cost' regulatory changes?	Please be guided as per RFP

206	53	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	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 bidder 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.	Should the AI API usage costs (pay-per-call/per-transaction) be borne by the bidder for the full contract, or will the Bank bear AI API consumption costs separately?	Bidder to factor
207	54	2.4 General Scope of work	2.4.1 Primary Objective - Point 30	WCAG & Accessibility Testing: All deliverables shall conform to WCAG 3.0 Level AA and IS 17802:2021/2022. Conformance shall be verified through both automated scanning and manual testing using screen readers (JAWS/NVDA/TalkBack).	Will the Bank provide licenses for screen reader tools (JAWS is commercially licensed) for accessibility testing, or should the bidder procure these? Is there a specific accessibility testing tool (e.g., axe, WAVE) mandated by the Bank for automated scanning?	will discuss during the requirement gathering
208	54	2.4 General Scope of Work	2.4.1 (Point 13)	Regulatory changes during contract	Kindly confirm that regulatory changes requiring major architectural redesign will be handled through a formal change request process.	Please be guided as per RFP
209	55	2.4 General Scope of work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	The patches (critical / non-critical) as and when released by OEM / solution provider, for the proposed solution/ servers/OS / setup, to be tested first in UAT/ test environment, and thereafter deployed, installed and configured by bidder's team, as per Bank's requirement during the contract period without any additional cost to Bank.	a. Kindly clarify whether the UAT environment and Pre-Prod environment are to be considered separate and distinct environments, or if they are intended to be a single combined environment. b. Kindly clarify whether the maintenance and support responsibilities for infrastructure components such as Operating System (OS), Virtual Machines (VMs), and underlying hardware shall lie with the Bank or the selected bidder for UAT, Pre-Prod and Production environments.	Please be guided as per the RFP
210	55	2.4 General Scope of work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	The bidder shall do the mandatory quarterly cutover of the solution to check its full-fledged running with alternate site (DR), in line with Bank's policy. Moreover, un-planned cutover (if case of emergency/ issue in application) to be performed in the alternate site in time bound manner.	Please confirm whether the Bank expects an Active-Active DR setup, where both DC and DR sites are live and serving traffic simultaneously, or an Active-Passive DR setup, where the DR site is activated only during failover scenarios. kindly specify whether automatic failover and load balancing between DC and DR is required as part of the proposed solution.	Active passive
211	55	2.4 General Scope of work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	The URLs of the management server/software of proposed solution should be accessible on HTTPS/TLS 1.3 or latest Protocol with valid certificate. Bidder has to comply with the latest protocol as and when it changes. Bidder has the responsibility for renewal of the SSL certificate from time to time within the entire contract period without any additional cost to the bank.	In reference to the clause stating that SSL certificate renewal is the bidder's responsibility, kindly clarify whether the bidder is expected to only generate and manage the SSL certificate lifecycle (procurement, renewal, and deployment), or whether the Bank will provide the SSL certificate and the bidder's role is limited to installation and configuration on the respective environments (Production/UAT/DR)	Bank will provide the SSL certificate
212	56	2.4 General Scope of work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	The bidder shall do regular backup of the entire solution as per the defined Bank's backup policy in offsite tape/storage in encrypted format. The bidder to provide the backup & restoration as per the requirement to the Bank during contract period without any additional cost with related decryption	Kindly clarify Tape Storage or Storage Infra to be provided by Bank or Bidders Responsibility ?	Bank will provide necessary storage Tape
213	57	2.4 General Scope of work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	OS and DB patching responsibility	For the Bank-hosted Intranet infrastructure (where Bank provides hardware per Clause 2.4.9): (a) Is OS and database patching the bidder's responsibility, or the Bank's IT team? (b) Who manages firewall rules, network security groups, and SSL certificate renewals for Bank-premises hosted components? (c) What access (privileged/admin) will the Bank grant the bidder for Bank-hosted servers?	Please be guided as per RFP
214	57	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	Reports in HTML / CSV / Excel and other required formats to be able to generate from Solution Dashboard (CMS). All reports should be configured to generate auto or scheduled responses and send via SMTP / any other mode on periodicity (set in day) / daily/monthly/yearly as per the bank requirement. Alerts (for issues/ changes / bank defined) to be configured to bank defined email-id's. Customization reports to be developed based on bank's request to have effective monitoring to be developed and deployed by the bidder without any additional cost to the bank.	Please share the details of system and application monitoring requirement such as logging, metrics, traces etc.	Please be guided as per rfp
215	57	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal) #52	The dedicated implementation team should be present onsite during the implementation phase.	The implementation team could include multiple resources (BA, UI/UX Lead, Solution Architect, Tech Lead, QA testers, developers, etc.), please confirm: a. How many workstations/seats will the Bank provide for the implementation team at the Gurugram office? b. If the Bank shall provide laptops for onsite resources?	Please be guided as per RFP
216	58	2.4 General Scope of work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	DPDP Act compliance scope	Clause 2.4.1(58) requires DPDP Act compliance on website and Intranet. Please specify: (a) Consent management requirements (opt-in/opt-out mechanism, cookie banner, consent database). (b) Data retention and auto-deletion requirements per DPDP rules. (c) Data localisation obligations for any cloud-hosted components. (d) Privacy Notice management — who drafts and maintains legal content? (e) Will a Data Protection Officer (DPO) be consulted during design phase?	Details will be shared with the selected Bidders

217	58	2.4 General Scope of work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	CMS major version upgrades	Clause 2.4.1(49) states the Bank is entitled to the latest CMS version upgrade at no additional cost. Please clarify: (a) Does this include major version upgrades that require re-implementation or significant re-development ? (b) What is the Bank's tolerance for re-testing and UAT effort during major upgrades? (c) Who certifies the upgraded version meets all original functional requirements before production deployment?	Please be guided as per RFP
218	58	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	Provide SBOM and CBOM aligned with CERT-In advisory.	Please confirm whether SBOM/CBOM must include third-party hosted services like CDN/WAF and their cryptographic modules.	Please be guided as per RFP and subsequent addendum
219	58	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	Digital Marketing analytics tools to be integrated for Heat-map , session recording , visitor tracking, Keyword Monitoring , site performance monitoring (weekly and monthly automated report should be provided by selected bidder for monitoring)	Please share the details of Run Time user monitoring (RUM).	Please be guided as per RFP
220	58	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal) - Point 54	Migrate the existing pages including content and database after redesign and reformat.	a. Whether the latest and updated version of Technical Specification and content management process documents are available and shall be provided to the selected vendor before/during the requirement gathering stage? b. Whether latest & exhaustive ER Diagrams, DB Model defining data relationship and lineage for all source applications will be made available to the migration team? c. What are the platforms & their versions used in the source system from which Business Data, Content or Documents needs to be migrated? d. What is the approximate count of website/applications, databases, schemas & tables in the source system that will be under the scope of migration? What will be the break up for master, configuration and transactional tables? e. What is the approximate volume of data, content and files to be migrated from the source system(s)? f. Whether the data/content/documents are currently hosted within on-prem or Cloud infrastructure? Please confirm if all migratable data/content will be provided in Flat files/simple RDBMS structure or it might need any extraction process? g. Whether entire historical data to be migrated from the source application? Migration process will not copy over logs, errors, analytics data from source to target application - Please confirm if otherwise h. Whether the data, contents and documents in the source system can be assumed to be clean and no data massaging or any kind of clean up will be required? Clean up of any existing data, content, documents or their metadata is considered out of scope - please confirm i. Whether there are any hyperlinks existing within the data, content or documents? Whether there is any	All details will be shared to the selected Bidder
221	58	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	Selected Bidder will provide and ensure the integration of Content delivery Network (CDN)/cache techniques in Bank website and Intranet portal. The provided CDN service should ideally be PCI DSS certified.	1) Please provide the list of approved CDN vendors which are currently in use for the existing websites (Snachay and Sangrah portals) 2) Assuming the CDN vendors remain unchanged and will be resued as-is for the new revamped websites	Bidder to factor
222	59	2.4 General Scope of work	Multi-tenancy & microsites	Selected Bidder will design the microsite for new initiatives as per the Bank requirement till the contract period without any extra cost.	Please confirm: (a) The expected number of microsites to be created during the 5-year contract. (b) Whether each microsite requires separate branding/theme support or a shared design system is acceptable. (c) Will microsites have independent CMS workflows or share the parent CMS workflow?	Please be guided as per rfp
223	59	2.4 General Scope of work	2.4.2 Migration Activities	Migration Activities: Migration of Bank's Websites (English, Hindi & all other national languages) with integrated Content Management System (CMS's) content and Intranet portal, guaranteeing zero data loss and full retention of existing capabilities.	1. What is the size or volume of data to be migrated? 2. We assume that multilingual testing is in scope. Kindly share the complete list of national languages along with the detailed scope.	**For website** - Total pages: Static - 700 Dynamic - 25-30 Count by section (products, services, regulatory, downloads, etc.) Products (Retail + MSME + Corporate) ~50 to 80 pages Services / Digital Banking ~30 to 50 pages Customer Corner / Support / Contact ~25 to 45 pages Media / Gallery / Announcements ~10 to 20 pages Utility / Functional Modules ~20 to 40 pages total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3 Optional integrations → 0–1 -> OTP/SMS gateway -> Email service

224	59	2.4 General Scope of Work	2.4.2 Migration Activities	Migration Activities state: "Migration of Bank's Websites (English, Hindi & all other national languages)."	Please confirm - a. What is the approximate volume of content in each language that needs to be migrated? b. What are the content types for which translation would be required - Please specify - Content translation, File translation, Data translation etc.	**For website** - Total pages: Static - 700 Dynamic - 25-30 Count by section (products, services, regulatory, downloads, etc.) Products (Retail + MSME + Corporate) ~50 to 80 pages Services / Digital Banking ~30 to 50 pages Customer Corner / Support / Contact ~25 to 45 pages Media / Gallery / Announcements ~10 to 20 pages Utility / Functional Modules ~20 to 40 pages total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3 Optional integrations → 0–1 -> OTP/SMS gateway -> Email service
225	59	2.4 General Scope of Work	2.4.2 Migration Activities	1. Migrating all the existing content from all the webpage(s), documents (PDF/Excel/Word) to the newly developed website with proper mapping, preservation, and Search Engine Optimization (SEO) continuity & migrate all the existing circulars from existing intranet portal to new one.	Considering that accessibility support for the migrated data is out of scope	Please be guided as per RFP
226	59	2.4 General Scope of Work	2.4.2 Migration Activities	Migration of Bank's Websites (English, Hindi & all other national languages) with integrated Content Management System (CMS's) content and Intranet portal	a. Whether there are data, content and/or documents available in multiple languages in the existing applications under scope of migration? If so, how many languages are supported in the As-Is system? Also whether there are any exhaustive mapping available in the source system that links the objects (data, content or files) across the different supported languages? b. Whether any language translation is needed for data or content as part of migration into the To-Be system? If yes, what will be the exhaustive scenarios for which data/content needs to be translated? Also, what are the languages into which translation would be needed and what might be their approximate volume? Whether the existing source application have any automated & established process of language translation for data/content? c. Whether any non-Unicode standard is used for any language within the data or content within the source application? If yes, please share the details	Please be guided as per RFP
227	59	2.4 General Scope of Work	2.4.2 Migration Activities	Migrating all the existing content from all the webpage(s), documents (PDF/Excel/Word) to the newly developed website with proper mapping	a. What are the types of documents currently existing in the source application that needs to be migrated to the To-Be system? What is their approximate count and total size? b. Whether document translation to any different language is needed as part of the To-Be system launch? Whether the existing source application have any automated process for language translation for documents? Language Translation for any document/images is considered out of scope - Please confirm. If otherwise, what will be the exhaustive set of languages and what type of documents is to be translated?	**For website** - Total pages: Static - 700 Dynamic - 25-30 Count by section (products, services, regulatory, downloads, etc.) Products (Retail + MSME + Corporate) ~50 to 80 pages Services / Digital Banking ~30 to 50 pages Customer Corner / Support / Contact ~25 to 45 pages Media / Gallery / Announcements ~10 to 20 pages Utility / Functional Modules ~20 to 40 pages total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3 Optional integrations → 0–1 -> OTP/SMS gateway -> Email service

228	59	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	The proposed solution should be able to integrate with SIEM, Active Directory/ LDAP/ PIM, DAM, IDAM, Security Solutions for user authentication or with any other solution/ tool as stated by the Bank in order to have control and visibility. Bidder shall provide support for end-to-end integration as required.	1) Please confirm the current IAM framework used for the customer login for Sanchay and Sangrah portals? 2) Assuming the existing IAM framework will remain unchanged and will be integrated as-is with the new revamped portals. Please confirm.	Detailed will be shared with the selected Bidder
229	59	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	64. Selected Bidder will developed Dynamic micro-sites up to 10 pages each as per the requirement of Bank without any extra cost .e.g. for lead generation.	For the requirement of up to 10-page microsites, 1) how many micro-site are expected annually, and 2) what level of customization is required?	Please be guided as per RFP
230	59	2.4 General Scope of Work	2.4.2 Migration Activities	Migration of Bank's Websites (English, Hindi & all other national languages) with integrated Content Management System (CMS's) content and Intranet portal, guaranteeing zero data loss and full retention of existing capabilities.	1) Assuming that the bidder will receive complete knowledge transfer of the existing content architecture to define content migration strategy 2) Please confirm the retention and archival rules for circulars, notices, campaigns, and documents?	Please be guided as per RFP
231	60	2.4 General Scope of work	2.4.3 – UI/UX Design Phase	"Vendor shall create minimum 3 mock-up designs for the website, Intranet portal & Sangrah Portal each design shall have a home page and two inner pages."	Can the Bank share the total number of existing unique page types/templates (static and dynamic) across the Website, Intranet, and Sangrah Portal so that the bidder can accurately estimate the UI/UX design effort beyond the initial 3 mock-ups?	**For website** - Total pages: Static - 700 Dynamic - 25-30 Count by section (products, services, regulatory, downloads, etc.) Products (Retail + MSME + Corporate) ~50 to 80 pages Services / Digital Banking ~30 to 50 pages Customer Corner / Support / Contact ~25 to 45 pages Media / Gallery / Announcements ~10 to 20 pages Utility / Functional Modules ~20 to 40 pages total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3 Optional integrations → 0–1 -> OTP/SMS gateway -> Email service
232	60	2.4 General Scope of work	2.4.3 – UI/UX Design Phase	"The selected bidder shall begin by analyzing the current website's structure and performance, including: User behavior data and interaction patterns, Traffic analytics and SEO performance."	Will the Bank provide access to existing analytics platforms (e.g., Google Analytics/GA4, heatmap tools), raw traffic data, and user behavior reports during the pre-design phase?	Details will be shared with selected Bidder
233	60	2.4 General Scope of Work	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	-	Assuming that the backend page and component creation from the CMS side will be dependent upon the finalization and approval of the UX/UI design.	Please be guided as per RFP
234	60	2.4 General Scope of Work	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	The site should be developed basis a defined information architecture & best practices for UI/UX.	1) Is there an approved branding guideline, UI kit, design system, or corporate communication standard to be followed? 2) Are there benchmark websites/portals the PSB wants the new experience to align with?	Please be guided as per RFP
235	61	2.4 General Scope of Work	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Section - Integration Requirements	We are assuming that the existing integration APIs (endpoints and core functionality) will remain unchanged and can be reused as-is for the new solution, with no major behaviour changes required unless explicitly identified during discovery. Please confirm.	Please be guided as per RFP
236	62	2.4 General Scope of work	2.4.3 UI/ UX DESIGN PHASE Design Specifications & Plugins	The solution should support upload of bilingual content (English/Hindi/regional languages). Further, it should be integrated with Bhashni (multi language conversion).	1. Is there any API provided by bank for multi language conversion as mentioned "*it should be integrated with Bhashni (multi language conversion).*"	Bank will provide with the selected Bidder
237	62	2.4 General Scope of Work	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Images and contents should be adaptive and responsive to all formats, browsers, devices, operating systems, screen sizes, resolutions, etc.	Please specify the priority devices, browsers, and screen resolutions the solution must be optimized for to ensure efficient responsiveness. Please specify the exact meaning of 'Retina-ready' UI.	Solutions shall be optimized and responsive across all plateforms
238	62	2.4 General Scope of Work	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Loading/response times should be less than 2 seconds for intranet solution pages.	Confirm if load and response time SLAs differ by device categories or network conditions, and specify acceptable performance thresholds.	Please be guided as per RFP

239	62	2.4 General Scope of Work	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Section - Integration Requirements	Assuming the below integrations are part of the new revamped project scope. Please confirm whether any other integration needs to be included, - CRM, Single Data Repository, Digital Lending Platform, Middleware, - Complaints Management System, MarTech stack, - Email & SMS functionality, API Gateway, Social sharing, - Chatbot (optional), Multilingual speech tools (optional), - Bhashini for language conversion, - Branch/ATM locator, EMI calculator, - Feedback/grievance forms, Customer care contact systems, Whistle blower mechanism, - Live Sensex feeds with NSE/BSE, - CBS, WhatsApp Banking, OCRM, e-Platform and loan modules, - HRMS, LDAP, Active Directory, DMS, PIM, SFTP, OWA, DAM and IDAM, - SIEM, WAF, IPS and Database Activity Monitoring, - R-Yabot, external portals such as Income Tax, UIDAI, and NSDL	Please be guided as per RFP
240	62	2.4 General Scope of Work	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal)	Section - Integration Requirements	a. Please provide the details of each integration (like CRM, Middleware, Mar Tech etc.), their purpose and API specifications b. Assuming that the Bank shall ensure that API documentation, sandbox/test environments, and access credentials for all integration endpoints are provided within the first 2 weeks of the PO? Any delays from the Bank's integration partners could impact the 4-week development window.	Please be guided as per RFP
241	63	2.4 General Scope of work	2.4.3 UI/ UX DESIGN PHASE Design Specifications & Plugins	Design Specifications & Plugins: High-resolution, SEO-optimized images and icons	Assuming that the High-resolution, SEO-optimized images and icons shall be provided by the bank? Please confirm ?	Bank will provide
242	63	2.4 General Scope of work	2.4.3 – Design Specifications	"Selected Bidder will ensure the GIGW (2.2 & above) compliance within 6 months and Future changes as per regulatory/government without any extra cost to the Bank."	If GIGW standards are updated mid-contract (beyond 2.2), would the Bank allow a reasonable timeline and change request process for the bidder to implement the updated guidelines, given that "no extra cost" is stipulated? What is the expected scope boundary for such future compliance changes?	Please be guided as per RFP
243	63	2.4 General Scope of Work	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal: Design Specifications & Plugins	Design an intuitive information architecture with a predictive, cohesive navigation structure, incorporating a technique (e.g. Quick Search bar) that provides real-time suggestions to help users explore our products and services efficiently.	Could you please confirm the required search scope and whether a unified search is expected across website, intranet, documents and digital assets?	Search functionality will be limited to the that particular website/Intranet
244	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Migration of existing CMS Capabilities	1. Please provide the existing CMS tool which is currently being used. Does the bank intend to continue with the same CMS tool? 2. Which existing capabilities are expected to be migrated ? 3. Assuming the latest and updated version of data model and content management process document is available and shall be provided to the vendor before the requirement gathering stage 4. Is there an exhaustive mapping available in the source system that links the objects across the different supported languages? eg. is there a common identifier for content in different languages ? 5. Does the existing source application have any automated process for data/content language translation? 6. Does the existing source application have any automated process for language translation for documents? 7. Assuming that Language Translation for any document/images is considered out of scope -Please confirm	Please be guided as per RFP
245	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Migration of existing CMS Capabilities	What are the types of documents currently existing in the source application that needs to be migrated to the To-Be system? What is their approximate count and total size? Clean up of any existing documents or their metadata is considered out of scope	Please be guided as per RFP
246	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Migration of existing CMS Capabilities	Whether the documents are available against multiple languages? If yes, what are the languages in which the documents are currently available and whether proper linkage and metadata tagging is available across these documents?	Details will be shared with selected Bidder
247	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Migration of existing CMS Capabilities	Whether latest & exhaustive Technical Specifications, ER Diagrams, DB Model are available for all source applications?	Details will be shared with selected Bidder
248	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Migration of existing CMS Capabilities	Whether any non-Unicode standard is used for any language within the data or content within the source application? If yes, please share the details	Please be guided as per the rfp

249	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Migration of existing CMS Capabilities	What is the approximate count of website/applications, databases, schemas & tables in the source system? What will be the break up for master, configuration and transactional tables?	**For website** - Total pages: Static - 700 Dynamic - 25-30 Count by section (products, services, regulatory, downloads, etc.) Products (Retail + MSME + Corporate) ~50 to 80 pages Services / Digital Banking ~30 to 50 pages Customer Corner / Support / Contact ~25 to 45 pages Media / Gallery / Announcements ~10 to 20 pages Utility / Functional Modules ~20 to 40 pages total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3 Optional integrations → 0–1 -> OTP/SMS gateway -> Email service
250	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Migration of existing CMS Capabilities	What is the approximate volume of data to be migrated from the source system(s)?	**For website** - Total pages: Static - 700 Dynamic - 25-30 Count by section (products, services, regulatory, downloads, etc.) Products (Retail + MSME + Corporate) ~50 to 80 pages Services / Digital Banking ~30 to 50 pages Customer Corner / Support / Contact ~25 to 45 pages Media / Gallery / Announcements ~10 to 20 pages Utility / Functional Modules ~20 to 40 pages total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3

251	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Migration of existing CMS Capabilities	What is the approximate volume of images, content and documents currently available in the As-Is DMS to be migrated from the source system(s)?	**For website** - Total pages: Static - 700 Dynamic - 25-30 Count by section (products, services, regulatory, downloads, etc.) Products (Retail + MSME + Corporate) ~50 to 80 pages Services / Digital Banking ~30 to 50 pages Customer Corner / Support / Contact ~25 to 45 pages Media / Gallery / Announcements ~10 to 20 pages Utility / Functional Modules ~20 to 40 pages total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3
252	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Migration of existing CMS Capabilities	Assuming that Migration process will not copy over logs, errors, analytics data from source to target application - Please confirm if otherwise	Part of requirement gathering
253	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Migration of existing CMS Capabilities	1. How PSB, shall provide the required knowledge and understanding of existing application data and content? 2. How many pages, contents, tables, files, URLs language wise to be migrated to new system once that is built? Would PSB, provide detailed inputs on the same? 3. Would PSB, be able to provide data categorization before migration? 4. How would PSB, validate the migrated data and content? 5. Assuming that vendor shall only migrate the content, data and digital assets from Legacy application to proposed solution. Also, vendor shall not be create any new content, data or digital asset as a part of the migration process. 6. As a part of the data migration activity assuming that data cleansing or data transformation is not required 7. Is there an existing content / data archival strategy? If yes, is the archived data also expected to be migrated?	Part of requirment gathering and handover of the existing system
254	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Migration of existing CMS Capabilities	1. What is the current maximum and median amount of CMS requests received per month in the past 2 years ?	Details will be shared with selected Bidder
255	65	2.4 General Scope of Work	2.4.3 UI/ UX DESIGN PHASE (Website, Intranet & Sangrah Portal): Language	The Website must be integrated with Govt Bhashini for Language conversion	a. Please confirm whether Bhashini integration is mandatory for both Sanchay and Sangrah across all content types. b. Also, please confirm whether Bhashini is currently being used for in-browser language translation.	Please be guided as per RFP
256	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Section - The proposed CMS solution includes the following features	1) Assuming the rule based personlization is part of the new platform development. Please confirm 2) Please confirm the scope of the personalization for Sanchay and Sangrah portals	Please be guided as per RFP
257	65	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Section - The proposed CMS solution includes the following features	Given the website should have capability to capture dynamic data of visitors at various levels, 1) Number of times a visitor visits homepage/Web Pages, 2) How much time is spent on each webpage, at what time in day it visits the website, from which device, and any such information related to the visitor Please mention the data repository which are currently being used to store the user analytics data? Is there any custom or 3rd party tool (GA4) used for it?	Please be guided as per RFP
258	66	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Section - The proposed CMS solution includes the following features	Assuming AI capabilities including content creation, tagging, personalization and intelligent search are part of scope. Please confirm	Please be guided as per the rfp
259	66	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Search and Tagging- Tag web content, documents, message board threads and more to dynamically share important or interesting content with other users.	Do the existing Sanchay and Sangrah portals use any taxonomy or content-tagging strategy? If yes, can the same be reused in the revamped solution?	Please be guided as per RFP.
260	67	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Point 21: The CMS requirement states: "CMS to have Multi Lingual Support — initially English and Hindi will be required for domestic sites and English for overseas territories and future scalability for foreign languages."	a. Does the Bank currently have overseas territory websites in scope? Which foreign languages are anticipated in future?	As of now there is no overseas presence but in future vendor should be able to develop the same

261	67	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	CMS should provide the following security features: Audit Trail, Captcha, Login History, Problem Notification and SSL Support.	Is implementing CAPTCHA on login pages to prevent automated/bot attacks required? If yes, does the Bank prefer Google reCAPTCHA or accept alternative CAPTCHA services?	Please be guided as per RFP
262	69	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Section - Functional Requirements	1) Please share the workflow stages required for the new development. 2) Please confirm whether the existing workflow can be reused as-is in the new platform.	Please be guided as per RFP
263	70	2.4 General Scope of work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	"CMS must support integration with (not limited to): a. Branch/ATM locator APIs b. EMI calculator c. Email APIs (for alerts) d. Future ready for chatbot plug-ins, social sharing widgets, live chat, or multilingual speech tools (TTS/STT)."	Are API specifications for these CMS integrations available? Is there a preferred approach for integrating optional features like chatbots or TTS? Please provide a complete list of consuming applications. Will there be any business logic at the CMS end?	Please be guided as per RFP
264	70	2.4 General Scope of Work	2.4.1 Primary Objective (Overview for Website and Intranet Portal) Point # 2	Automated accessibility compliance checks.(optional)	Fully automated accessibility testing is not feasible. Therefore, the following approach will be adopted: 1. Lighthouse accessibility score should be greater than 90%. 2. Screen reader testing will be conducted using NVDA (free version). JAWS will be used if the tool is provided by the client. 3. WAVE and Axe Chrome extensions will be used for automated accessibility scanning. 4. Accessibility aspects that cannot be validated through automated tools (such as keyboard navigation and keyboard events) will be verified through manual testing.	Please be guided as per RFP. furthermore approach will be finalized after discussion with successful bidder
265	70	2.4 General Scope of Work	11. Training & Documentation	Structured training programs (on-site/virtual)	a. Can User-Level Training and Admin-Level Training (which are marked "On-site" in Section 2.9) also be conducted partially via virtual mode? b. What is the Bank's preferred virtual training platform (e.g., MS Teams, Zoom, Google Meet, Bank's internal platform)? c. Can the "Train the Trainer" training be supported through virtual mode? d. Assuming that the online training shall be in English only.	Please be guided as per RFP
266	71	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Use diverse keywords by service category and user intent to remain in the top 3 search results	a. Will the Bank provide a list of targeted keywords (e.g., savings account, home loans, internet banking), or should the bidder conduct independent keyword research? b. Which types of user intent keywords (informational, transactional, commercial, navigational) should be prioritized in the SEO strategy? c. Is fresh keyword research expected? If yes, how many keywords should be identified? Will any existing keyword lists be provided? d. The bidder shall ensure sufficiently optimization of the website, but shall not be able to guarantee the top 3 SEO score	Please be guided as per RFP
267	71	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Align keyword targets with high-impact BFSI search opportunities	a. Could you clarify what constitutes 'High Impact BFSI Keywords'? Can you share any categories or priority lists that should be considered? b. Should keyword alignment be based on global trends or focused on competitor data within the BFSI sector?	Details will be shared with selected Bidder
268	71	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Strategy reviewed quarterly to adapt to ranking shifts, seasonality, and search trend changes	a. Does the Bank have a pre-existing template or format for quarterly SEO strategy review reports? What key metrics and performance indicators should be included? b. Will the Bank provide internal data related to seasonality patterns for banking products (e.g., higher demand for home loans during certain periods)?	Details will be shared with selected Bidder
269	71	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	The SEO plan will include voice search, mobile-friendly design, and special coding that helps the web browser understand the website—right from the beginning.	a. Are there specific voice search optimizations required, such as featured snippets, conversational keywords, or schema markups? If yes, what is the expected scope or priority? b. Should schema markup or structured data be implemented? If yes, for approximately how many pages and which types of pages? c. Is the voice search optimization intended to primarily cover Alexa, Google Assistant, Apple Siri, or other platforms? d. If an actual voice interface is required, should it support Hindi and regional language voice commands, or English only?	Please be guided as per RFP
270	71	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Full-site audits covering crawl errors, indexing issues, structured data, and performance	a. What is the expected frequency for conducting full-site SEO audits? Should these be monthly, quarterly, or performed on-demand? b. Which performance metrics are critical to monitor during these audits? For example, Core Web Vitals, page load time, mobile and desktop speed scores?	Please be guided as per RFP
271	71	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Implementation of schema for articles, FAQs, breadcrumbs, etc.	a. Which schema types (e.g., FAQs, articles, financial product, organization, local business) are mandatory? b. Should structured data be implemented only on specific content types like loan pages, blog articles, branch pages, or FAQ sections?	Details will be shared with selected Bidder

272	71	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Sitemap and robots.txt management	a. Is the bidder responsible for creating, submitting, and monitoring XML sitemaps using tools like Google Search Console? b. Are there specific pages or sections (e.g., admin pages, sensitive content) that must be excluded from indexing or blocked via robots.txt?	Please be guided as per RFP
273	71	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Page speed improvements and mobile-first optimization	a. What are the current benchmarks for page speed? Are there specific targets or best practices to be followed? b. Does mobile-first optimization include AMP implementation or only responsive web design?	Please be guided as per RFP
274	71	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	JavaScript rendering and canonical tagging	a. Are there JavaScript-heavy sections on the existing website that impede SEO rendering? b. What canonicalization approach is preferred to manage duplicate content across languages and similar pages?	Please be guided as per RFP
275	71	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Crawling emulation and broken link monitoring	How frequently should broken link monitoring and crawling emulation be performed (weekly, monthly)?	Details will be shared with selected Bidder
276	71	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Server-side page load error analysis and recommendations	Should error analysis include server response times like TTFB, 4XX and 5XX errors or focus mainly on broken links and redirects?	Please be guided as per RFP
277	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Site Architecture & Content Authoring for AI (Artificial Intelligence) & Search Engines	a. What AI-related SEO optimizations are expected? Examples include GenAI content, semantic SEO, entity-based content structuring, or NLP techniques. b. Should SEO content adhere to EE-AT principles and Google's helpful content guidelines?	Please be guided as per RFP
278	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Code minification and compression	Should minification cover HTML, CSS, JavaScript, and images comprehensively?	Please be guided as per RFP
279	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Critical rendering path optimization	What key performance metrics should be targeted for critical rendering path optimization (e.g., render-blocking resources, first contentful paint, LCP)?	Please be guided as per RFP
280	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Avoid all forms of “black hat” SEO practices	Could you provide examples of past SEO practices the Bank deems unacceptable or wishes to avoid?	Details will be shared with selected Bidder
281	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Selected Bidder will make and maintain the Google Business profile of all Branches/ ATMs till the contract period. Bank will provide the updated information	a. How many Google Business Profiles are involved? Are these profiles managed under a single Google account or multiple accounts? b. What fields in the Google Business Profile require regular updating (e.g., name, address, phone number, hours)?	Details will be shared with selected Bidder
282	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Title, meta description, header structure, internal linking	Are there standard templates or style guides for meta titles, descriptions, header tags, and internal linking strategies?	Please be guided as per RFP
283	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	URL optimization, slug refinement, and ALT (Alternative texts) tags	What guidelines should be followed for URL structure and slug formation (e.g., keyword inclusion, use of hyphens or underscores)?	Please be guided as per RFP
284	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	On-page health monitoring for key product and service pages	How frequently are content updates implemented? Are keyword density and schema markup adjustments encouraged for on-page SEO?	Please be guided as per RFP
285	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Content Duplication Analysis	What is the preferred method for reporting duplication issues (e.g., percentage of duplication, number of affected pages, severity)?	Please be guided as per RFP
286	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Google Search Console Crawl Error Analysis	Will bidders have full access to Google Search Console, including indexing coverage reports?	Please be guided as per RFP
287	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Keyword Research & Mapping	Does keyword research include voice search terms as well as organic keywords?	Please be guided as per RFP
288	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Traffic Analytics Report	Are there preferred analytics platforms for reporting (e.g., Google Analytics, Adobe Analytics)? What key KPIs are mandatory in reports?	Please be guided as per RFP
289	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Hindi/regional language SEO support	Which regional languages require SEO support? Should this be implemented with hreflang tags, separate URLs, or both?	Please be guided as per RFP
290	72	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Off-Page SEO Activities	Off page SEO and Social Media Management shall be an independent activity or should be handled through sub-contracting of the marketing agencies	Please be guided as per RFP
291	73	2.4 General Scope of work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	"Weekly keyword ranking reports; Monthly traffic, performance and content dashboards; Real-time visibility via GA4, Looker Studio, GSC, SEMrush, etc.; Quarterly SEO review deck with strategy optimization; SLA-based task tracking and issue logs."	Please confirm the primary analytics platforms Bank uses. Are bidders expected to integrate multiple tools or consolidate data onto a single platform?	Details will be shared with selected Bidder
292	73	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Weekly keyword ranking reports	Are there existing templates or samples for weekly keyword ranking reports (e.g., week-over-week comparisons)?	Please be guided as per RFP
293	73	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Real-time visibility via GA4, Looker Studio, GSC & SEMrush	Will the bidder have administrative access to existing Google Analytics 4, Google Search Console, SEMrush accounts? Will the bidder be responsible for Looker Studio setup if required?	Please be guided as per RFP
294	73	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Provide SEO Scorecard	What specific metrics and parameters should be included in the SEO scorecard? How frequently should it be updated and submitted?	Details will be shared with selected Bidder
295	73	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS	Reporting & Governance:- 1. Weekly keyword ranking reports. 2. Monthly traffic, performance, and content dashboards. 3. Real-time visibility via GA4, Looker Studio, GSC & SEMrush, etc. 4. Quarterly SEO review deck with strategy optimization. 5. SLA-based task tracking and issue resolution log. 6. Provide SEO Scorecard	Please provide the reporting tools currently being used for the PSB portals	Details will be shared with selected Bidder

296	75	2.4 General Scope of Work	2.4.7 DEVELOPMENT, INTEGRATION & IMPLEMENTATION PHASE	Code must follow secure coding standards (eg:- CERT-IN, OWASP Top 10& 20, CMM 5) and be auditable by STQC 3rd party auditor or equivalent agencies	Assuming that the coding standards shall adhere to the selected platform's standards only.	Please be guided as per RFP
297	75	2.4 General Scope of Work	2.4.7 DEVELOPMENT, INTEGRATION & IMPLEMENTATION PHASE	Migrate the existing content (PDFs/WORD/EXCEL. etc) from UAT to production environment	1. Would PSB be able to provide data categorization before migration? 2. How would PSB validate the migrated data and content? 3. Assuming that vendor shall only migrate the content, data and digital assets from Legacy application to proposed solution. Also, vendor shall not be create any new content, data or digital asset as a part of the migration process. 4. Is there an existing content / data archival strategy? If yes, is the archived data also expected to be migrated? 5. Is there any data retention policy applicable in the To-Be system? 6. Whether there is any need of parallel running of the old and new systems? If yes, provide details including period of parallel run, need of auto-replication across either systems, alignment mechanism in case of mismatch during parallel run etc. 7. Whether there is any need to data or content archival depending on data volume or aging? If yes, please provide details 8. Will PSB provide a separate Pre-Prod environment almost similar to Prod for checking Testing Data Migration processes?	part of requirement gathering
298	75	2.4 General Scope of Work	2.4.6 SEO (SEARCH ENGINE OPTIMIZATION) & ANALYTICS: Digital Asset and Document Management Features	The DAM should be Headless in nature so that the entire repository with configurations and features are available as Headless APIs to allow ingestion to and from other systems.	a. Could you please confirm whether PSB has any existing DAM solution in place and, if so, provide the relevant details; additionally, please share the current and projected DAM asset volumetrics? b. Please note that a few leading enterprise platforms provide SaaS-based Digital Asset Management (DAM) capabilities. Kindly confirm whether PSB would be open to considering such SaaS-based DAM solutions.	Details will be shared with selected Bidder
299	75	2.4 General Scope of Work	2.4.7 DEVELOPMENT, INTEGRATION & IMPLEMENTATION PHASE	-	Could you please describe your preferred deployment lifecycle, including target release frequency, change approval process and freeze periods?	Please be guided as per rfp
300	76	2.4 General Scope of work	2.4.8 Testing & Certification Phase	WCAG & STQC Certification: The vendor must ensure continuous compliance with WCAG 3.0 Level AA, GIGW (2.2 & above), STQC, W3C, and IPv6 standards throughout the contract. Within six months of going live, deliver official certifications.	The RFP requires WCAG 3.0 Level AA compliance. As WCAG 3.0 is currently in Working Draft status (not yet a W3C Recommendation), could the Bank confirm whether compliance with WCAG 2.2 Level AA is acceptable until WCAG 3.0 is formally published?	WCAG 2.2 Level AA is acceptable until WCAG 3.0 is formally published.Government mandates or legal standards introduced during the contract must be implemented immediately. These updates and ongoing compliance requirements are to be fulfilled at no additional cost to the Bank.
301	76	2.4 General Scope of work	2.4.8 - Testing & Certification Phase	"Simulate realistic concurrent user loads using market ready tools."	a. Please specify all the request protocols involved in an user journey ? b. Please clarify whether the bank or vendor will bear the cost of enterprise testing tool licenses. (If Required ?)	Please be guided as per RFP
302	76	2.4 General Scope of Work	2.4.8 TESTING & CERTIFICATION PHASE	Requirement for VAPT, SAST, DAST, Source Code Audit, Risk Assessment through CERT-In empanelled auditor; submit VAPT & Software Integrity certificates before deployment; annual cyber security audits.	a. Please confirm if we can provide the attestation or whether the Bank will appoint/approve the CERT-In empanelled auditor (from the empanelled list) or the bidder can propose and get Bank approval. Also clarify if certificates must be in Bank name and whether re-test/closure certificate is required for each finding closure. b. Is this audit timeline included within the 2-month go-live deadline?	Bidder has to factor the cost. Further, the audit certificate should be in Bank name
303	76	2.4 General Scope of Work	2.4.8 TESTING & CERTIFICATION PHASE	“Within six months of going live” to conduct audits and deliver official certifications; ongoing compliance with WCAG/GIGW/STQC/W3C/IPv6.	Please clarify which “official certifications” are mandatory within 6 months (e.g., STQC certificate, GIGW/IAP audit, IPv6 certification). Kindly specify acceptable issuing authorities and whether Bank requires original certificates or reports.	Please be guided as per rfp
304	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Performance & Load Testing Functional Testing (module-level)	Please confirm the complete UI/UX scope, including number of screens, modules, and complexity.	Please be guided as per RFP
305	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Performance & Load Testing Functional Testing (module-level)	We assume that functional testing will be performed for all modules and dynamic functionalities, and that test data will be provided by PSB.	Sanity Testing will be done by the bidder . Bidder to share detailed report along with the test cases
306	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Performance & Load Testing Functional Testing (module-level)	Please confirm whether the Bank will provide detailed business rules and validation logic for dynamic functionalities such as calculators, service requests, forms, and application/complaint status tracking.	Details will be shared with selected Bidder
307	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Performance & Load Testing Functional Testing (module-level)	We assume that third-party applications are out of scope; however, integration flow testing from source to destination systems will be performed by the bidder.	The Bidder will perform integration flow testing to ensure seamless connectivity and data exchange between systems. However, troubleshooting or code fixes within the third-party applications themselves remain the responsibility of the respective application owners/vendors
308	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Modern browsers (Chrome, Firefox, Edge, Safari, Brave and all major browsers)	We assume that cross-browser testing will be carried out using a partial testing approach as follows: Chrome – 100%, Safari – 50%, Firefox – 10%, Brave – 10%. Kindly confirm.	Please be guided as per RFP
309	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Legacy browsers as required by GIGW 2.2 & above.	We assume that GIGW 2.2 compliance testing will be conducted on Chrome and Safari browsers only. Kindly confirm whether this is acceptable.	Please be guided as per RFP
310	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Operating systems: Windows, MacOS, Linux, Android, iOS	Kindly specify the minimum supported operating system versions for Windows, macOS, Linux, Android, and iOS.	Please be guided as per RFP
311	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Devices: Desktop, Laptop, Tablet, Mobile (across screen sizes)	Kindly specify the mandatory screen resolutions/viewports to be covered for desktop, tablet, and mobile devices.	Please be guided as per RFP

312	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Devices: Desktop, Laptop, Tablet, Mobile (across screen sizes)	Please confirm whether testing on real devices is required. If yes, kindly specify whether devices will be provided by the Bank and share the list of devices.	Please be guided as per RFP
313	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Responsive design behavior must be consistent with the approved wireframes and layouts.	Please clarify whether responsive testing can be performed using browser extensions or cloud-based platforms such as BrowserStack.	Please be guided as per RFP
314	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase		We assume that API testing is out of scope. Kindly confirm. If API testing is in scope, please specify the number of APIs along with their complexity.	Please be guided as per RFP
315	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	RFP specifies rigorous testing but does not explicitly define automation scope.	Kindly clarify whether the Bank expects test automation for UI and mobile applications (APK/IPA) as part of the project scope.	Please be guided as per RFP
316	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	RFP specifies rigorous testing but does not explicitly define automation scope.	If test automation is in scope, please confirm whether any automation framework or tool already exists at PSB, or if the bidder is expected to propose the tool/framework (noting that usage of bidder's inbuilt frameworks within Bank premises may require necessary approvals).	will be discussed with the selected Bidder
317	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	RFP specifies rigorous testing but does not explicitly define automation scope.	We assume that test automation, if applicable, will be implemented for regression testing only.	Please be guided as Per rfp
318	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Generic	Kindly specify the test management and defect management tools currently in use. If no tools exist, please indicate the preferred licensed or open-source tools.	Please be guided as Per rfp
319	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Devices: Desktop, Laptop, Tablet, Mobile (across screen sizes). Responsive design behavior must be consistent with approved wireframes and layouts.	Could the Bank provide the specific list of mobile devices and tablet models (along with screen resolutions) that must be tested? Is the Bank open to cloud-based device testing platforms (e.g., BrowserStack), or are physical devices mandatory?	Please be guided as per RFP
320	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Audit the website and CMS for compliance with GIGW 2.2 and above, STQC accessibility criteria. Use both automated tools and manual inspection to ensure accessibility conformance.	Could the Bank specify the required percentage of pages/templates to be covered under manual accessibility testing? Is 100% page coverage required, or will a representative sample (e.g., key landing pages, forms, calculators) be sufficient for manual inspection?	Please be guided as per RFP
321	77	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Verify the accuracy of all multilingual content rendering, switching logic, and character encoding.	How many languages must be supported at go-live (the RFP mentions English and Hindi for domestic, English for overseas)? Is functional testing for multilingual content required for all languages simultaneously, or can it be phased?	Please be guided as per RFP, integration with Bhashini will be required
322	78	2.4 General Scope of work	2.4.8 Testing & Certification Phase	System Integration Testing	We assume that System Integration Testing (SIT) will be performed by the bidder and that the functional testing deliverables will include a test plan, test cases, and test execution reports.	Please be guided as per RFP , UAT will be conducted by Bank
323	78	2.4 General Scope of work	2.4.8 Testing & Certification Phase	All major issues must be fixed before starting User Acceptance Testing (UAT).	Could the Bank define the severity classification for defects (Critical/High/Medium/Low) and clarify what constitutes 'major issues'? Is the expectation that zero Critical and zero High defects must exist before UAT can commence?	Yes, UAT will be conducted by Bank team and bidder will close the observations if any
324	78	2.4 General Scope of Work	2.4.8 TESTING & CERTIFICATION PHASE	Load testing requirement: “simulate 100,00+ concurrent sessions”.	Kindly confirm the intended load test target is 100,000 concurrent sessions (one lakh) and whether this applies to website only or both website and intranet. Please share expected transaction mix (page views vs. form submissions/API calls) for benchmark alignment.	Please be guided as per RFP
325	78	2.4 General Scope of Work	2.4.8 TESTING & CERTIFICATION PHASE	Key areas to test (SQLi, XSS, CSRF, etc.) and fix all critical/high-risk vulnerabilities before deployment.	Please provide the Bank’s severity rating model and acceptance criteria for go-live (e.g., “no Critical/High open”, allowed Medium/Low with compensating controls). Also confirm SLA for re-test/closure by auditor.	Bidder need to close all observations before go live
326	79	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Set up a dedicated UAT environment with full feature parity. Create a shared UAT tracker for capturing feedback, issues, and change requests. Incorporate feedback, obtain UAT sign-off, and prepare for final deployment.	We assume that User Acceptance Testing (UAT) will be conducted by PSB and that the bidder will provide defect resolution support during the UAT phase.	Yes, UAT will be conducted by Bank team and bidder will close the observations if any
327	79	2.4 General Scope of work	2.4.8 Testing & Certification Phase	All major and critical issues are closed.	Kindly confirm whether production smoke testing and post-deployment validation activities are within the bidder’s scope.	Please be guided as per RFP
328	79	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Set up a dedicated UAT environment with full feature parity.	a. Should the UAT environment be hosted at the Bank's premises or at the bidder's data center? b. What is the expected data refresh frequency for the UAT environment from production, if any?	Bank premises. Data referesh as per bank requirement
329	79	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Provide detailed test reports for: Functional Testing, Performance & Load Testing, Accessibility Audit, EAPT Compliance, STQC Certification.	Could the Bank specify the expected format and contents of test reports? Are there specific templates for test reports that the Bank uses, or should the bidder propose templates for approval?	Bidder to provide
330	79	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Obtain and hand over the STQC compliance certificate to PSB. The selected bidder must ensure compliance with GIGW 2.2 and above, STQC accessibility criteria, ISO related guidelines.	Will the STQC certification be conducted by a STQC-empanelled agency selected by the Bank, or is the bidder responsible for engaging the certification agency? Is the cost of STQC certification to be borne entirely by the bidder?	Bidder has to factor the cost.
331	79	2.4 General Scope of work	2.4.8 Testing & Certification Phase	Operating systems: Windows, MacOS, Linux, Android, iOS	Please confirm whether native mobile application testing (APK/IPA) is within the scope of this engagement.	Please be guided as per RFP
332	79	2.4 General Scope of Work	2.4.8 TESTING & CERTIFICATION PHASE	Implement tracking codes and cookie policies in line with data privacy regulations.	Please clarify the Bank’s required consent/cookie banner standard (DPDP/other) and whether any specific CMP tool is mandated. Also confirm if analytics tags must be routed via Tag Manager and whether third-party tracking is restricted.	Details will be shared with selected Bidder

333	80	2.4 General Scope of Work	2.4.9 HOSTING	"Tracking availability & performance of the website from multiple geographic locations across the globe."	a. How many geographic locations are expected to be in scope for performance of the website, and could you please provide the specific list of regions or countries to be covered. b. Who will be responsible for bearing the cost of setting up and maintaining multiple geographical load generator machines required for performance testing.	Bidder to bear the cost to ensure high availablity across all geographic regions
334	80	2.4 General Scope of Work	2.4.9 HOSTING	Dedicated infrastructure	Please confirm whether logically isolated shared infrastructure (dedicated VPC/VNET) is acceptable, or whether physically dedicated hardware is mandatory.	Please be guided as per rfp
335	80	2.4 General Scope of Work	2.4.9 HOSTING	-	We understand PSB's preferred hosting options for the Intranet and Sangrah portals are: 1) On-premise infrastructure, or 2) Private cloud with a three-tier architecture. Would PSB also be open to considering a SaaS model for faster implementation, lower upgrade overhead, and quicker access to new AI capabilities?'s	Please be guided as per rfp
336	81	2.4 General Scope of Work	2.4.9 HOSTING	RTO 30 mins, RPO Zero	Kindly confirm whether RPO = Zero is mandatory for both Website and Intranet, or whether near-zero RPO is acceptable for non-transactional portals.	Please be guided as per RFP
337	81	2.4 General Scope of Work	2.4.9 HOSTING	TLS 1.3, SSL certificates	Please confirm whether Bank-provided SSL certificates can be used, or the Bidder must procure and manage certificates end-to-end.	Bank will provide the SSL certificate
338	81	2.4 General Scope of Work	2.4.9 HOSTING	IPv6 compliance	Kindly clarify whether dual-stack (IPv4 + IPv6) operation is acceptable, or full IPv6 is mandatory from Day-1.	Please be guided as per RFP
339	82	2.4 General Scope of Work	2.4.9 HOSTING	Website monitoring & analyzer	Please confirm whether integration with Bank's existing monitoring tools is required or Bidder-provided tools are acceptable.	will be discussed with the selected Bidder
340	83	2.4 General Scope of Work	2.4.9 HOSTING	Backup of entire website at interval of 2 hrs; restoration tests every 6 months; encrypted backups.	Please confirm whether the 2-hour backup interval applies to both content and database and whether the Bank requires immutable backups/ransomware protection. Also clarify if restore testing should be witnessed/validated by Bank team.	Please be guided as per RFP
341	83	2.4 General Scope of Work	2.4.9 HOSTING	support by Remote Access or Onsite Visit Support	a. What remote access mechanism will the Bank provide for remote support (if VPN is not available)? b. Will there be a secure remote desktop / jump server arrangement for the bidder's offsite team to access the hosted environment	Please be guided as per RFP
342	85	2.4 General Scope of Work	2.4.9 HOSTING	All the required licenses must be procured by the Bidder for entire contract period.	Please confirm that all required software licenses will be procured and owned directly by PSB. If any licenses are expected to be procured or managed by the implementation partner, please specify which ones.	Please be guided as per RFP
343	86	2.4 General Scope of Work	2.4.9 HOSTING	The bidder must establish a DevOps-based deployment pipeline using tools such as Jenkins or equivalent for automated build, testing, and deployment	a. Please share the details of existing DevOps tools including pipeline, security testing tools, test automation tools. b. Please share the details of existing CI/CD pipeline if applicable. c. Please share the number of environments and number of applications required DevOps pipeline for automated build, test and deployment. d. Please share the details of Security standard, certifications & Compliance requirement for applications and DevOps.	Details will be shared with selected Bidder
344	86	2.4 General Scope of Work	2.4.9 HOSTING	Awareness Training	Please clarify: a. What type of awareness training is expected (e.g., cybersecurity awareness, data privacy, phishing awareness)? b. How frequently should these be conducted (quarterly, annually)? c. Who is the target audience - Bank IT team only, or all CMS users?	will be discussed with the selected Bidder as target audience will be Bank IT team

345	88	2.4 General Scope of Work	2.4.9 HOSTING	Deploy Websites & all the other mentioned SLBCs Website/Intranet portal, on the Banks premises (Bank's DC & DR)	Please confirm: a. How many SLBC websites are in scope? b. What are their names/URLs? c. For which states/UTs does PSB act as SLBC convener? d. What is the current technology stack of the existing SLBC websites ? e. What is the approximate content volume (pages, documents, PDFs) of each SLBC website? f. Are the SLBC websites required to be bilingual (Hindi & English) or are they needed in the regional language of the respective state as well? g. Should the SLBC websites share the same CMS instance and design template as the PSB corporate website, or will they have separate designs and CMS configurations? h. Are the SLBC websites expected to go live simultaneously with the corporate website within the 2-month timeline, or can they be delivered in a subsequent phase? i. What are the specific functional requirements for SLBC websites? Are there any integrations required with government/RBI systems? j. Should the SLBC websites be included in the GIGW/STQC/WCAG certification scope along with the corporate website? k. What SLA/uptime requirements apply to SLBC websites? Will the penalties be equally applicable for the SLBCs websites?	Please be guided as per RFP
346	89	2.4 General Scope of work	2.4.10 SECURITY REQUIREMENTS & AUDIT		1. Kindly confirm the frequency of VAPT, SAST, and DAST audits (annual / quarterly / per change). 2.Will the Bank nominate a CERT In auditor, or can the bidder propose one?	Bidder has to factor the cost.
347	89	2.4 General Scope of Work	2.4.9 HOSTING	No End-of-Support/End-of-Life components; bidder ensures support and replacement.	Please confirm how EOS/EOL validation will be assessed (OEM letters, support lifecycle URLs) and whether the Bank needs documentary proof annually for all components including container images and open-source libraries.	Bidder to provided OEM letters , support lifecycles URLS
348	89	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	Deployment of Security Incident & Event Monitoring (SIEM &DAM) integrated with all servers, storage, and network devices.	a. Who will provide Security Incident & Event Monitoring (SIEM &DAM) tool for this project? If integration with Bank's SIEM is required, what is the Bank's existing SIEM platform/product b. Does the Bank have an existing DAM tool that the bidder must integrate with? If so, which product?	Details will be shared with selected Bidder
349	90	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	All security threats must be treated as high priority. A Root Cause Analysis (RCA) with supporting evidence must be provided within 2 working days of any detected fault or abnormal behavior. If not provided suitable penalty clause may be applicable	Please provide the penalty applicable in this case ?	Please be guided as per RFP
350	92	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	Logs should cover application, database, API, infrastructure, admin; SIEM integration; SOC visibility.	Please specify the Bank's SIEM platform/log ingestion preferences (syslog, API, agent-based) and required log formats/fields. Also confirm whether the bidder must provide log collectors and WORM/immutable storage, or Bank will provide centralized log storage.	Details will be shared with selected Bidder
351	92	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	Implement immutable storage (WORM) and hashing/signing; time sync; restrict/audit log access; retain min 180 days online + archival.	Please clarify the retention period for archival beyond 180 days (e.g., 1 year/7 years) and any regulatory references. Also confirm whether time synchronization must use Bank NTP servers and whether audit trails must be exportable in a prescribed format.	As per regulatory guidelines, details will be shared with the selected Bidder
352	93	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	MFA mandatory for all privileged users; least privilege; session controls.	Please clarify whether MFA is required for all CMS admins only or also for makers/checkers/content editors. Also confirm acceptable MFA methods (TOTP, push, hardware token) and whether integration with Bank's IAM/ADFS/Azure AD is required.	MFA is required for all users . furthermore, final approach will be discussed with selected Bidder
353	93	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	All admin/privileged accounts managed by Bank; vendor access time-bound, approved, monitored.	Please confirm how vendor support access will be enabled given "no VPN/remote access" clause (section 3.12). Will Bank provide jump server/bastion access during support windows? Please specify the approval workflow and audit logging expectations.	Details will be shared with selected Bidder
354	93	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	All changes routed through Bank ITSM; approvals, rollback, audit trails.	Please share the Bank's ITSM/change process (tool name, required artifacts like CAB approval, release notes, backout plan). Also confirm expected turnaround for emergency change approvals impacting security patching.	Details will be shared with selected Bidder
355	93	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	Quarterly VAPT for cloud-hosted applications; at least annually on-prem; CERT-In auditors; close critical/high prior to go-live.	Please clarify frequency for website hosting (vendor DC/DR) vs. intranet (Bank premises/private cloud). Also confirm whether internal VA/PT from internal IPs is required quarterly as mentioned in hosting section.	Please be guide as per RFP
356	94	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	Periodic risk assessment at least once a year; cover apps, infra, APIs, third-party components; share with CISO team.	Please confirm whether Bank has a standard risk assessment template/methodology (e.g., ISO 27005) and whether this exercise must be performed by bidder or independent assessor. Also clarify expected deliverables (risk register, treatment plan, residual risk signoff).	Please be guided as per RFP
357	94	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	Harden OS/DB/middleware/network per Bank baseline or stricter; timely patching per SLA.	Please provide or confirm availability of the Bank's secure configuration baseline (CIS/STIG equivalents) and patching SLAs for critical/high vulnerabilities for OS/DB/webserver/container images.	Details will be shared with selected Bidder

358	94	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	All third-party components disclosed; SBOM wherever applicable.	Please clarify SBOM/CBOM required format (e.g., SPDX/CycloneDX) and frequency of updates (per release/quarterly). Also confirm whether open-source dependencies must be vulnerability-scanned (SCA) and how exceptions are handled.	Please refer to RBI Advisory No.11/2024 dated 25.11.2024 and Annexure (Certin)
359	94	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	Vendor to promptly report security incidents within defined timelines; support investigation and RCA.	Please confirm the incident notification SLA (section 4.18 mentions within 1 hour of detection) and required communication channel. Also confirm whether the bidder must participate in Bank's incident drills/tabletop exercises and provide IR playbooks.	Please be guided as per RFP
360	95	2.4 General Scope of work	2.4.11 ENABLING THE NEW WEBSITE WITH MARKETING TECHNOLOGY (MARTECH)	MarTech	The MarTech enablement section (2.4.11) describes a comprehensive capability including CRM integration, customer segmentation, campaign management, heatmaps, and session replay. (a) Does the Bank already have an existing CRM or Marketing Automation platform?	Bank already have CRM portal . furthermore for Marketing Automation Plateform bidder to factor
361	95	2.2 Knowledge Transfer of Website Management From Current Vendor and SRS Preparation Knowledge transfer of Website	-	-	Can the bank share current platform details and any known limitations or any pain points which is driving the redesign?	Details will be shared with selected Bidder
362	95	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	CISO go-live checklist compliance; final go-live subject to CISO approval; BIA conducted by Bank.	Please share the CISO go-live checklist items and expected evidence artifacts (e.g., VAPT closure, SAST/DAST reports, DR drill report, backup restore test). Also clarify lead time required for CISO approval before go-live.	Details will be shared with selected Bidder
363	95	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	All APIs routed through API Gateway; authentication, rate limiting, input validation; logging/monitoring.	Please confirm whether Bank will provide the API Gateway or bidder must supply/configure one. Also specify required auth mechanisms (OAuth2, mTLS, JWT) and throttling limits, and whether WAF rules must cover API endpoints separately.	Details will be shared with selected Bidder
364	95	2.4 General Scope of Work	Section 2.4.10	14. AI Security & Governance - AI interactions should be logged and monitored.	a. What is the retention period for AI interaction logs? (The RFP specifies 180 days for general logs.) b. Should AI logs be integrated with the Bank's SIEM for real-time monitoring?	Please be guided as per RFP and older logs can be retrieval as per the need
365	95	2.4 General Scope of Work	Section 2.4.10, Point 14g	AI outputs, especially for critical use cases, should be subject to human oversight.	a. Should the bidder use PSB website content and user behavior data (shared by the Bank) to train/fine-tune AI models? b. Will the trained AI models be considered Bank's intellectual property, or can the bidder use anonymized learnings for other clients?	Please be guided as per RFP
366	95	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT : 14. AI Security & Governance	d. Use of external/public AI services should not be permitted without explicit approval. e. Adequate controls should be implemented to prevent misuse, such as prompt injection or data leakage.	Assuming that the Bank shall share the approved inventory list along with the complete security guidelines to be followed	will be shared with the successful bidder
367	98	2.5 Intranet Portal	2.5.1 Broad Scope	Section - Current Technology/configuration of Intranet Portal	Please provide all functionalities of Intranet Portal (Sanchay Portal) including below, 1. Total number of pages 2. List of unique pages, forms and components 3. User roles and workflows 4. IAM framework 5. Integrations Systems (middleware/system-to-system) 6. Sub-sites details 7. List of databases and total db size Due to it's intranet nature, we will be unable to access and assess the functionalities of the Sanchay Portal.	DB SIZE - 159 mb + APPROX , No of Document - 10000+ approx , now of flows 17+ approx

368	98	2.5 Intranet Portal	2.5.1 Broad Scope	Section - Current Technology/configuration of Intranet Portal	Please mention the tech stack currently being used for existing public website (Sangrah Portal) including below, 1. Total number of pages 2. List of unique pages, forms and components 3. Users roles and workflows 4. IAM framework 5. Integrations Systems (middleware/system-to-system) 6. Sub-sites details 7. List of databases and total db size	Total pages: Static - 700 Dynamic - 25-30 Count by section (products, services, regulatory, downloads, etc.) Products (Retail + MSME + Corporate) ~50 to 80 pages Services / Digital Banking ~30 to 50 pages Customer Corner / Support / Contact ~25 to 45 pages Media / Gallery / Announcements ~10 to 20 pages Utility / Functional Modules ~20 to 40 pages total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3
369	98	2.5 Intranet Portal	2.5.1 Broad Scope	Section - Current Technology/configuration of Intranet Portal	Is there any other portals apart from Sanchay and Sangrah that needs to be consider as part of this revamped project scope? Please confirm	Please be guided as per RFP
370	98	2.5 Intranet Portal	2.5.1 Broad Scope	Section - Current Technology/configuration of Intranet Portal	Please clarify the role of Oracle DB in the current Intranet Portal architecture. Also, please confirm whether Oracle DB migration is within the bidder's scope and, if so, share the total database size to be migrated. Oracle DB compatibility with the proposed CMS can be assessed after the CMS is finalized by PSB	CMS will be provided by the bidder which shall be DB agnoistic
371	99	2.5 Intranet Portal	Migration and Design	The site-map to be submitted within 10 days of go-live; also to be reviewed and submitted on quarterly basis to the bank. Non-submission of site-map will lead to penalty as applicable	Please provide the penalty applicable in this case ?	Please be guide as per RFP
372	99	2.5 Intranet Portal	Migration and Design	All dynamic modules should have the admin module and reporting features.	Please provide the reporting features / capabilities expected in the platform ?	Part of requirement gathering
373	101	2.5 Intranet Portal	2.5.1 Broad Scope	Section - Plugins/Dynamic Modules	Assuming that the OCR conversion required for all uploaded documents? Please confirm.	Yes, it applicable on all documents
374	103	2.6 Solution Maintenance Operational activities	2.6 Solution Maintenance Operational activities	VA/PT points, as scanned and reported by the bank from time to time, should be mitigated as per the SLA by the successful bidder, failing which penalty will be invoked.	Please provide the penalty applicable in this case ?	Please refer Page no. 125 of RFP
375	103	2.6 Solution Maintenance Operational activities	-	Bank will provide the workstation for the resource.	Please clarify: a. Does this apply to all onsite resources (L2 Developer, SEO Specialist, and any other onsite team members), or only to the one maintenance resource referenced in Section 2.6? b. Is the workstation a desktop or a laptop? c. What accesses shall be provided within the workstation e.g. internet access, email access, development tools/IDEs, access to CMS admin, UAT environment, cloud hosting console, CDN dashboard, and SEO tools ? d. After go-live (during ATS/AMC), will the offsite development team have any form of remote access (VPN, secure gateway, jump server) for bug fixes, patches, and emergency support? Or must all work continue to be done onsite?	Details will be shared with selected Bidder
376	105	2.6 Solution Maintenance Operational activities	-	Successful bidder to manage and maintain the site during the contract period including updating.	A. For content updates, is the ATS/AMC onsite L2 resource expected to handle day-to-day content uploading, or is this the Bank's responsibility using the CMS? B. What is the expected volume of content update requests per week/month that the bidder must support? c. Which content updates are the Bank's responsibility?	Please be guided as per the RFP
377	107	2.7 Team Composition (Off-site/On-site support) & Deliverables / Annexure-XVI / Scoring Model	-	Bidder will submit the Resume for onsite and offsite resume for verifications.	The RFP defines onsite/offsite for only 4 roles: PM (offsite), SEO (onsite), L2 Developer (onsite), Dev Team (offsite). For the remaining 8 key personnel roles - Solution Architect, Lead BA, Testers, UI/UX Lead, OEM Consultant, Cloud Specialist, Tech Lead, Cyber Security Expert, Lead QA, O&M Lead, Content Writer - please specify: Which of these are expected onsite and which can be offsite?	For Other 8 key persons it should be Offsite. However, the same shall be available during Project initiatation phase and as and when required by Bank during contract period.
378	108	2.8 Uptime Requirement	2.8 Uptime Requirement	Any unplanned downtime beyond 4.32 minutes in that month shall be considered a breach of the uptime SLA and attract to penalty	Please provide the penalty applicable in this case ?	Penalty will be applicable as per " Penalty due to Downtime" . Please refer Page no. 123

379	109	2.9 TRAINING	Point 5	User-Level Training (On-site): The Selected Bidder shall conduct user-level training at various Bank locations in India, tailored to different user roles (senior and other staff)	Please confirm: a. How many Bank locations are envisaged for on-site training? B. What is the approximate number of participants expected per location/batch? C. How many total training batches are anticipated? D. What level of "senior staff" is expected to be trained (e.g., GMs, CGMs, DGMs)? Would a brief executive overview/orientation session suffice for senior management, or is hands-on training expected? e. What is the acceptance criteria for training completion? Will there be a formal training signoff by the Bank?	Details will be shared with selected Bidder.
380	110	2.9 TRAINING	Point 6	Administrator-Level Training (Technical - On-site): The Bidder shall provide comprehensive technical training at one or more Bank locations in India	a. Is training a one-time activity during the implementation phase, or should the bidder plan for periodic refresher training during the 5-year contract period (e.g., when new features are added, CMS is upgraded)? B. What is the acceptance criteria for training completion? Will there be a formal training signoff by the Bank?	Details will be shared with the selected Bidder
381	110	2.9 TRAINING	Point 14	The Bank will provide the venue for training. All other arrangements and expenses related to training shall be borne by the Bidder, with no claims on the Bank.	Please clarify: a. Does "all other arrangements" include projectors, laptops, internet connectivity, and software setup at training venues, or will the Bank provide IT infrastructure at its locations? b. Does the bidder need to arrange travel and accommodation for its trainers across multiple Bank locations?	Please be guided as per the RFP
382	110	2.9 TRAINING	Point 9	The Selected Bidder must install all required software modules to enable the Bank to conduct training programs post-implementation	Does this mean the Bank intends to conduct its own training sessions independently after initial training? If so, should the bidder provide a Training Admin Panel within the online module for the Bank to create/manage its own training sessions?	Please be guide as per RFP
383	110	2.9 TRAINING	Point 12	An online training module must be included in the solution suite for self-learning purposes.	Should the self-learning online module be an Learning Management System based platform with tracking (completion tracking, quizzes, certifications), or is a simple knowledge base/FAQ portal sufficient?	self learning module with regular modification, as required
384	111	3.Terms and Conditions	3.2 Payment Terms	Maintenance and Modification of Intranet site (including Application, OS, Database, Middleware other than hardware	1. Please provide what is the existing database and middleware of the intranet website currently being used ?	Website - Total pages: Static - 700 Dynamic - 25-30 total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3 Optional integrations → 0–1 -> OTP/SMS gateway -> Email service Databases & Schemas: Primary CMS DB (MySQL) → 1
385	111	3.Terms and Conditions	3.2 Payment Terms	Penalty	a. Request you to please cap the total penalty to 10% of the total PO value	Please be guided as per RFP
386	111	3.Terms and Conditions	3.2 Payment Terms	There should be availability of 100% availability of support personnel at the bank's designated location or off-site as per Manpower requirement.	1. What is the current strength of support resources for Existing Website, Each of the intranet sites, CMS ? 2. Also, please provide the existing shift timings and how many people are deployed in each of the existing shifts ? 3. Along with the number of resources, please provide their job roles / skill sets as well of the existiung resources working across Existing Website, Each of the intranet sites, CMS ?	Please be guided as per RFP
387	112	3 - TERMS AND CONDITONS	3.2 Payment Terms	If any of the items/activities as mentioned in the commercial bid are not taken up by the Bank during this assignment, the Bank shall not pay the fees/charges quoted by the Bidder in the Commercial Bid against such activity/item.	Since the Bank may choose to not avail certain BOM items (e.g., CDN, SEO, L2 resource), should the bidder price each BOM line item as independent (standalone viable), or are they interdependent (priced assuming all will be availed)?	Please be guided as per RFP

388	113	3.3 DELIVERY AND IMPLEMENTATION	Table A - Point 2	"Migration, Development (UI/UX and other integrations, installation and providing UAT Setup) – 4 weeks from the date of finalizing functional specification document."	The 4-week timeline covers UI/UX development, integration, migration, and UAT setup combined. Given the scope spans 3 portals (Website, Intranet, Sangrah), with 3 mock-ups each requiring unlimited iterations plus wireframes, prototypes, and high-fidelity designs — is the Bank open to extending this timeline, or is the UI/UX design phase considered separate from/preceding this 4-week window?	Please be guided as per RFP and subsequent addendum
389	113	3.3 Delivery and Implementation	Table A: Timeline Sr.no 3 - Internal Testing	Internal Testing by the bidder: Validation of functionality, performance, and integration before handing over for UAT. Timeline: 1 week after development and migration completion.	The timeline allocates only 1 week for complete internal testing (functional, performance, SIT). Given the scope includes website, Intranet Portal, CMS, multiple integrations, cross-browser testing, accessibility audit, and performance testing of 100,000+ sessions — is the Bank open to extending the internal testing timeline? What is the rationale for 1 week?	Please be guided as per RFP and subsequent addendum
390	114	3.3 DELIVERY AND IMPLEMENTATION	Table A - Point 9	"Migration and go-live of all websites after completion of pre-live audits – 2 months time from the date of purchase order."	a. The overall go-live deadline of 2 months from PO includes UI/UX design (with unlimited iterations), development, testing, STQC certification, and migration. Can the Bank confirm whether a phased go-live approach (e.g., Website first, then Intranet, then Sangrah) is acceptable to make the timeline feasible? b. If the Bank requires multiple rounds of review/revision on the functional specification, what is the expected turnaround time from the Bank's side? Will delays in Bank approvals be excluded from the 2-month timeline/LD calculation?	Please be guided as per RFP and subsequent addendum
391	114	3.3 DELIVERY AND IMPLEMENTATION	Table A, Point 6	Training for Bank's IT and Content Teams: Provide training on CMS usage, basic troubleshooting, and content updates - Within 1 week post-UAT signoff	Given the RFP requires training covering CMS, website, Intranet, MarTech, SEO/Analytics, security compliance, user-level, and administrator-level - would is 1 week be sufficient for all training tracks? Or is the Bank open to extending the training phase beyond 1 week?	Please be guided as per RFP
392	115	3 - TERMS AND CONDITONS	3.6 Delays in the Bidder's Performance	The bidder must strictly adhere to the schedule, as specified in the purchase contract/purchase order, executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the Bidder will enable Bank to resort to any or both of the following	Assuming that delay due to Bank's internal processes and dependencies, Bank's stakeholder's availability and approval timelines shall not be considered within the delay in the schedule	Please be guided as per RFP
393	118	3.9 Consequences of Termination	-	In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], the Bank shall be entitled to impose any such obligations and conditions	If the Bank terminates the contract mid-term, a. Will the bidder receive payment for services already rendered up to the termination date? b. What about one-time costs already incurred (licenses paid / infrastructure set up) - will these be reimbursed? c. What is the termination notice period - the RFP mentions 90 days for ATS/AMC termination, but is there a notice period for overall contract termination?	Please be guided as per RFP.
394	121	3 - TERMS AND CONDITONS	3.12 Remote Access	"Bank will not provide any access through VPN. During migration and implementation, remote access will not be provided."	Please clarify the working model for offsite development/support during migration/implementation given no remote access. Will Bank provide an on-prem dedicated development environment accessible via controlled means, or is all work expected onsite? Please specify expectations for secure file transfer and code promotion.	Part of requirement gathering
395	121	3 - TERMS AND CONDITONS	3.13 Service Level Agreement	During the warranty period, the penalty will be deducted in quarterly FMS payment. In case, Bank is unable to adjust penalty in FMS payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) to deduct the penalty amount. Post warranty period, the penalty will be deducted in quarterly FMS/AMC/ATS payment. In case, the Bank is unable to adjust penalty in FMS/AMC/ATS payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) to deduct the penalty amount.	Please confirm: a. Will the Bank's existing ITSM tool be used for incident logging, tracking, and SLA measurement during ATS/AMC , apart from change management tracking? b. What shall be the penalty implied on the warranty, FMS/AMC/ATS?	Please be guided as per the RFP
396	124	3.Terms and Conditions	3.13 Service Level Agreement - Additional Guidelines	Downtime shall be measured based on application non-responsiveness or functional failure due to issues in the code, scripts, database queries, or services maintained by the vendor.	Assuming that the application non-responsiveness or functional failure mentioned here, is a functional failure which is not replicable in UAT.	Please be guided as per the RFP
397	125	3.Terms and Conditions	3.13 Service Level Agreement - Additional Guidelines	Although, Downtime shall be measured through Bank's website monitoring tools and/or Logs and alerts from application-level monitoring shared by the selected bidder	Which tools are currently being used by the bank for website monitoring and Log alerts ?	Details will be shared with selected Bidder
398	125	3.Terms and Conditions	3.13 Service Level Agreement - Additional Guidelines	The Bidder has to close all the audit observations as per the the timelines mention in audit report as per mutually agreed timelines with Bank and else penalty will be deducted 1% per week as per the bills submitted The Bidder has to close all the regulatory compliance as per the the timelines mention in audit report as per mutually agreed timelines with Bank and else penalty will be deducted 1% per week as per the bills submitted	1. How many times in a year does the Audit & regulatory compliance happen ? 2. Assuming that the existing website and the intranet sites have the existing Audit & regulatory compliance requriemetns implemented and Assuming that such the existing website and intranet Audit & regulatory compliance requirements shall be provided to the bidder so that it can be incorporated during the design stage itself ? Please confirm ? 3. Also assuming that any additional further Audit & regulatory compliance requirements shall be provided to the bidder well in advance and shall be taken through a Change Management route? Please confirm ?	Please be guided as per RFP

399	136	4 - LEGAL AND CONTRACTUAL	4.18 Service Delivery responsibilities	Report cyber incidents and disruption/data loss/leakage immediately but not later than one hour of detection.	Please confirm if the 1-hour SLA applies 24x7 and the escalation matrix expected (L1/L2/L3/CISO). Also clarify if CERT-In reporting obligations (if any) will be handled by Bank or bidder.	Please be guided as per RFP
400	169	Appendix K: Indicative Required Solution Features	Sr. 169 - Browser & OS Independence	The proposed system should be browser and operating system-independent, capable of running on Windows, Linux, Mac, and functioning across Chrome, IE, Firefox, and Opera.	The RFP mentions Internet Explorer (IE) as a supported browser. Microsoft has officially retired IE. Should the bidder include IE compatibility testing, or can it be replaced with Microsoft Edge? Also, should browsers like Brave and Samsung Internet (mentioned in Section 2.4.8) also be included in the final browser testing matrix?	Website must be capable to rum on any browsers
401	176	2.7 – Team Composition	UI/UX Lead	"wireframing, prototyping, heuristic evaluation, usability testing (Formative & Summative), UX writing, proposed Analytics, Design and prototyping tools, and accessibility concerns"	The RFP references "Formative & Summative usability testing" as a required competency. Is the Bank expecting the bidder to conduct formal usability testing sessions with real end-users (customers/employees) at defined milestones? If yes, will the Bank facilitate participant recruitment, and what is the expected number of testing rounds/participants?	UAT will be performed by Bank
402	210	Appendix K: Indicative Required Solution Features	Website requirements | Sl no. 4	Design an Integrated Navigation System: Establish a cohesive navigation framework that ensures easy access to all levels of the information hierarchy across the user interface.	1. What is the maximum and minimum number of information levels expected by the Bank 2. Please clarify if the information hierarchy shall changebased on users (e.g. logged in users or guest users) 3. What is the maximum and minimum number of information at a particular level	Please be guide as per RFP
403	210	Appendix K: Indicative Required Solution Features	Website requirements | Sl no. 1	Enhance Information Architecture: Optimize the organization of information by prioritizing content based on user needs and access frequency. In discussion with Bank, the bidder will design a new, streamlined information Architecture that prioritizes content, enhances discoverability, and delivers an optimal user experience.	1. What shall be the KPI to measure the optimisation 2. Please claify on any minimum benchmark 3. Assuming that the Bank shall provide the prioritization logic based on user needs and access frequency. Please confirm.	Please be guide as per RFP
404	211	a. 1.1 – Website Requirements b. Appendix K: Indicative Required Solution Features c. Content & Design	Colour Scheme & Branding	1. The website's colour palette should reinforce the Bank branding…The bidder should employ a colour scheme that is both aesthetically pleasing and aligned with the brand identity. 2. Visual Engagement: Utilize images, videos, icons, infographics, and graphical data strategically to enhance user engagement and minimize reliance on dense textual content, thereby improving overall user experience. 3. Colour Scheme: The website's colour palette should reinforce the Bank branding while appealing to users and encouraging them to engage across platforms. The bidder should employ a colour scheme that is both aesthetically pleasing and aligned with the brand identity. 4. Visual engagement through images, videos, icons; optimized navigation; clutter-free design; strong internal linking and reverse navigation	Will the Bank provide an existing Brand Guidelines document / Design System / Style Guide (including approved colour palette, typography, logo usage rules, iconography standards) to the bidder, or is the bidder expected to define/propose these from scratch?	Details will be shared with selected Bidder. Furthermore bidder may refer to existing website
405	211	Appendix K: Indicative Required Solution Features	Website requirements | Sl no. 6	Ensure Synergy and Consistency Across Platforms: Maintain a cohesive brand experience across all digital channels.	Assuming that only 3 applications mentioned in the RFP are in scope	Please be guide as per RFP
406	212	Appendix K: Indicative Required Solution Features	Website requirements | Sl no. 16	Subscription Options: Provide users with the ability to subscribe to receive email and push notifications for updates on topics of their choice.	1. Shall there be any application that shall trigger the notification or the SMTP shall be directly integrated with the application 2. Assuming Bank shall be responsible for the SMTP/ POP server set up	Please be guided as per RFP.
407	212	Appendix K: Indicative Required Solution Features	Website requirements | Sl no. 15	Social Media Integration: Enable users to easily share content across social media platforms like Facebook and Twitter. If applicable, bidders should specify any third-party plugin integrations required.	1. Assuming that any social media platform other than Facebook, Twitter shall be out of scope 2. Please clarify whether we need to enable only guest users or logged in users or both to share contents on Facebook 3. Assuming that the requirement is to share content related to PSB only. Please clarify the user journey of sharing contents on the social media platform through the PSB application. 4. Please clarify whether the user shall land up to the logged in session of social media that is present on the device that is being used by the user 5. Please clarify the type of content, source of content and the way that content shall be generated from the PSB internet facing application. 6. Assuming that this requirements pertain to only the public facing PSB application 7. Please clarify on the maximum number of plugins required for the PSB internet facing application.	Please be guided as per RFP.
408	212	Appendix K: Indicative Required Solution Features	Website requirements | Sl no. 13	Error Handling: The website should provide clear, specific error messages to enhance user understanding of its functions. This includes: (1) 301 Error Auto- Redirection: Automatically redirect users when pages are removed or renamed. (2) 404 Error Management: Ensure proper handling of 404 errors to guide users back on track.	Please provide the other error codes and the error handling logic	Please be guided as per RFP

409	213	Appendix K: Indicative Required Solution Features	Point 17: Accessibility and Compliance	Accessibility and Compliance: Ensure the website is fully compliant with the World Wide Web Consortium (W3C) and Web Content Accessibility Guidelines (WCAG) 3.0 at Level AA, as well as the Government of India Guidelines (GIGW 2.2 and above) for websites	WCAG 3.0 is currently a Working Draft (not yet a W3C Recommendation). Does the Bank intend compliance with WCAG 2.2 Level AA (current stable standard), or does the Bank expect the bidder to track and implement WCAG 3.0 as and when it is formally published? Please clarify the target version.	Bidder shall comply with the latest version
410	214	Appendix K	Search Capability | Sl no. 25	Historic Content Search: Support search functionality across current, historical, and archived content. Allow users to view previously searched keywords and maintain a search history.	1. What should be the duration of the persistence of data for historical search i.e. how long after searching using one keyword shall the application remember the keyword 2. Assuming that the historical search keyword feature be only applicable for the logged in user	standard industry benchmarks for search keyword persistence shall be followed. However same will be discussed with the successful bidder during requirement gathering
411	214	Appendix K	Search Capability | Sl no. 26	Search Suggestions: Incorporate a "Suggestions" feature that displays frequently searched items, associated keywords, and corrects spelling errors.	1. Assuming that requirement to provide suggestions basis an AI agent shall be out of scope.	Please be guided as per RFP.
412	215	Appendix K	Search Capability | Sl no. 27	Document Content and Metadata Search: Enable searches within the content of documents, including PDFs, Word, Excel, and PowerPoint files. Support the ability to search metadata associated with digital assets.	1. Please clarify the data volume 2. What shall be the YOY growth of such data 3. Assuming the scope of document format shall be limited to PDFs, Word, Excel, and PowerPoint	Details will be shared with selected Bidder
413	215	Appendix K	Search Capability | Sl no. 29	Faceted and Personalized Search: Offer faceted or personalized search capabilities, allowing users to refine search results instantly by applying specific constraints that match their criteria.	1. Please provide the list of attributes required for refinement of search	Details will be shared with selected Bidder
414	215	Appendix K	Search Capability | Sl no. 30	Data Indexing and Versioning: Support full-text search, versioning, and event- driven indexing to ensure search results are updated in real-time.	1. Shall there be any retention and purging logic on historical data	Please be guided as per RFP
415	216	Appendix K: Indicative Required Solution Features	1.2 Search Capability	Third-Party Search Engine Integration: Ensure the capability to integrate with a third-party search engine if required	1. Please provide third-party search engines which would be required to be integrated ? 2. Assuming that the bank already has the APIs exposed from such third-party search engines for integration. Please confirm ?	Bidder to proposed
416	218	Appendix K: Indicative Required Solution Features	Point 49	Translation Support: Offer machine and manual translation options, including integration with external services and ensure Unicode compliance.	a. For which type of content shall manual translation be provided by the Bank and for which type of content is the machine translation of content expected?	will be discuss with the selected Bidder
417	224	Appendix K	Workflow Management | Sl no. 88	Audit Trails: Maintain detailed logs and audit trails for every workflow activity, ensuring transparency and accountability throughout the process.	1. How many workflows shall be created for each application? 2. How frequently shall the workflows be updated? 3. What shall be the period of maintenance of the audit trail. Shall there be any purging logic?	will be discuss with the selected Bidder
418	224	Appendix K	Digital Asset Management / Content Repository Hub | Sl no. 89	Unified Digital Asset Repository: Establish a centralized repository for documents, videos, audio, images, and other media types, accessible enterprise-wide, within specific groups, or by individual users, serving as a comprehensive web repository.	1. How many Groups and users shall be created per year? 2. What shall be the YOY growth of such users and groups? 3. What shall be the maximum number of groups / users that can be onboarded on the application? 4. Can such groups/users be inactivated? 5. Please specify the other media types? 6. Please specify the format for documents, videos, audio, images, and other media types	will be discuss with the selected Bidder
419	225	Appendix K	Digital Asset Management / Content Repository Hub | Sl no. 91	Collaborative Asset Management: Facilitate the creation, sharing, and commenting on assets by registered users, fostering collaboration in scenarios where multiple users work on a single asset.	1. Requesting to clarify on the user journeys	will be discuss with the selected Bidder
420	225	Appendix K	Digital Asset Management / Content Repository Hub | Sl no. 94	Brand and Media Support: Support the storage and manipulation of graphics, such as the Bank brand logo, for consistent presentation across multiple devices and locations.	1. Can a single user login from more than one devices at same point of time? 2. How many users shall concurrently log into the application at one time. 3. Please specify the peak traffic period on the application. 4. What shall be the projected traffic growth on the application. 5. Shall more than one user log into the application from a single device?	Please be guided as per RFP.
421	225	Appendix K	Digital Asset Management / Content Repository Hub | Sl no. 95	Optimized Media Handling: Ensure efficient handling of images and multimedia (including audio, video, and Flash), with minimal load times, especially considering on-premises server setups.	1, Please clarify on the benchmark requirement of load time for media	Please be guided as per RFP.
422	226	Appendix K	Digital Asset Management / Content Repository Hub | Sl no. 96	Image Editing: Provide ability for resizing, rotating, and cropping images to meet specific requirements.	1. Requesting for clarity on the use case	Please be guided as per RFP
423	226	Appendix K	Digital Asset Management / Content Repository Hub | Sl no. 100	Automated Media Formatting: Automatically format images and other rich media according to predefined standards for resolution and size, ensuring consistency across platforms (e.g., Banner images).	1. For images what should be the pixel density, height and width requirement? 2. For images what should be the data size requirement? 3. Please specify the extension format of the image file	Part of requirement gathering
424	227	Appendix K	Analytics and Reporting | Sl no. 102	Visitor Tracking Across Platforms: Monitor and analyse visitor counts across the Website, Progressive Web Apps (PWA), Mobile (Android/iOS), Tablet, and various browsers to gain basic insights into usage trends, seasonal variations, and content popularity.	Assuming that visitors shall include registered users and guests	Please be guided as per RFP.
425	227	Appendix K	Analytics and Reporting | Sl no. 105	Anonymous Visitor Insights: Detect and analyse anonymous visitors' device details, and location at the city/state level, with visitor statistics viewable on a world map by country, region, or city.	Shall there be any integration with any application for geolocation tracking	Please be guided as per RFP
426	228	Appendix K	Analytics and Reporting | Sl no. 113	Segmented Analysis: Support analysis across different segments, compare segments, and generate reports for varying time periods, including metric comparisons.	1. Requesting for clarity on the maximum number of segments 2. Requesting for clarity on metric comparisons	Part of requirement gathering

427	229	Appendix K	Analytics and Reporting | Sl no. 114	Cohort Analysis: Create and compare groups of visitors with shared characteristics or behaviours over time to identify significant trends. Leverage this analysis to provide relevant content suggestions and enhance customer experiences.	1. Please provide the group of characteristics basis which the cohot formation/ user segmentation shall be performed. 2. How many such attributes shall be in scope.	Part of requirement gathering
428	229	Appendix K	Analytics and Reporting | Sl no. 116	Visitor Segmentation: Classify visitors into segments based on interaction data and system data for targeted engagement strategies.	1. Please provide the group of characteristics basis which the visitor segmentation shall be performed. 2. How many such attributes shall be in scope.	Part of requirement gathering
429	233	2. Non-Functional Requirements	2.1 Security requirements : 2.1.1 Secure Design : Point 132	API Security - For any APIs consumed or exposed by the application, appropriate security controls should be implemented in accordance with industry best practices, such as those recommended by OWASP.	Does the Bank mandate specific API security gateways, token formats (e.g., JWT), or identity providers that must be integrated?	Please be guided as per RFP
430	233	Appendix K	NFR | Secure Design | Sl no. 131	Data Encryption and Storage Security - File storage locations must be secured, with strong cryptographic controls in place. Encryption keys must be stored in secure locations with restricted access. Strong encryption protocols must be applied to data both in transit and at rest. Key should be managed using a key management system	1. Does tha bank have any specific requirement pertaining to the encryption type used to encrypt the data in rest and data in transit for the application 2. Does the bank have any specific tool for key management? Who shall install and maintain the tool	Details will be shared with selected Bidder
431	244	2. Non-Functional Requirements	2.6 Other Technical Requirements : Point 163	Audit Trail and Reporting: An audit trail of all data changes within the system must be maintained, allowing the identification of users responsible for modifications. The system should also provide the capability to generate reports based on these audit logs.	Please specify the type of audit logs expected - portal to CMS or CMS updation?	Details will be shared with selected Bidder
432	248	Appendix K: Indicative Required Solution Features	Other general security requirements | Sl no. 176	Security Features & Audit Trails: The solution must incorporate robust security features and maintain comprehensive audit logs to ensure a historical record of all activities performed by authorized users. Best- in-class industry safeguards should be implemented to prevent misuse of information systems and to ensure the confidentiality, integrity, and availability of these systems	1. Should the guest customer journeys be also captured	Please be guided as per RFP.
433	-	2.4 General Scope of Work	Search (Section 2.4.3), DAM (Section 2.1 & 2.4.6), SEO (Section 2.4.6), Security (Section 2.4.10), MarTech (Section 2.4.11)	Search (Section 2.4.3), DAM (Section 2.1 & 2.4.6), SEO (Section 2.4.6), Security (Section 2.4.10), MarTech (Section 2.4.11)	a. Should these AI initiatives be delivered at go-live, or can they be proposed as a phased AI roadmap during the 5-year contract? b. Should the NLP search support Hindi and regional language queries from Day 1, or is English-only NLP acceptable at go-live?	Please be guided as per RFP
434	104-105	2.6 Solution Maintenance Operational activities		Provide user access review, application inventory report, BCP reports, audit-related information as and when sought by bank.	Please confirm the periodicity and template for user access review and application inventory reports (monthly/quarterly). Also confirm whether the bidder must operate a central issue tracker shared with Bank for audit observations and closures.	Please be guided as per RFP.
435	07, 174, 3	2.7 Team Composition (Off-site/On-site support) & Deliverables / Annexure-XVI / Scoring Model	-	Project Manager(Off-site) : 5+ years in Web Content Management (WCM) and FSI/banking projects with expertise in Agile/Scrum and large-scale web development & migration. Project Manager: 10+ years of experience in Project Management preferably for Government Sector / PSU / PSE / Banking / Financial Institutions / Insurance related project – websites.	The Project Manager role has conflicting experience requirements: Scoring Criteria & Annexure XVI require minimum 10+ years of experience; whereas; Section 2.7 requires 5+ years for the PM (offsite). Please confirm: Are these the same person, or does the Bank expect two different PMs - one for implementation (10+ yrs) and one for offsite support (5+ yrs)?	Project Manager: 10+ years of experience in Project Management preferably for Government Sector / PSU / PSE / Banking / Financial Institutions / Insurance related project – websites. out of this, Project 5+ years in Web Content Management (WCM) and FSI/banking projects with expertise in Agile/Scrum and large-scale web development & migration.
436	07, 178, 3	2.7 Team Composition (Off-site/On-site support) & Deliverables / Annexure-XVI / Scoring Model	-	SEO Specialist(s) / team (Onsite) : - 5+ years in Banks SEO, proficient in Google analytics, Semrush, Ahrefs and other relevant tools with a track record of improving Search Engine Results Page (SERP) ranking SEO Specialist: 3+ Years of experience as a SEO expert with extensive experience in keywords research, traffic & metrics analysis, optimizing website's ranking in accordance with search engines requirements and coordinating with content writers and designers.	The SEO Specialist role has conflicting experience requirements: Scoring Criteria & Annexure XVI require minimum 3+ years of experience; whereas; Section 2.7 requires 5+ years for the Onsite support. Please confirm: Are these the same person, or does the Bank expect two different SEO Specialists - one for implementation (5+ yrs) and one for onsite support (3+ yrs) and will a 3+ years experience resource be deployed for the L1 SEO Management?	SEO Specialist(s) / team (Onsite) : - 5+ years in Banks SEO, proficient in Google analytics, Semrush, Ahrefs and other relevant tools with a track record of improving Search Engine Results Page (SERP) ranking out of this,3+ Years of experience as a SEO expert with extensive experience in keywords research, traffic & metrics analysis, optimizing website's ranking in accordance with search engines requirements and coordinating with content writers and designers.
437	118-119	3 - TERMS AND CONDITONS	3.1 Signing of Contract	Bank may require annual audit; "All costs for such audit shall be borne by the Bank."	Please confirm whether the costs for third-party audits (incl. annual audits) are borne by Bank as per clause 3.10, and reconcile with other clauses stating bidder bears audit/testing costs (e.g., source code audit, VAPT). Kindly specify which audits are Bank-paid vs bidder-paid.	The Clause - 3.10 Audit by Third Party is applicable for internal/external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority if required. For any other Audits, Bidder has to factor the cost.
438	120-121	3 - TERMS AND CONDITONS	3.11 Bidder obligations	Change management, patch management, log management obligations and least privilege.	Please confirm whether the bidder must provide evidence of patch compliance (patch reports) monthly and whether the Bank requires vulnerability scans for container images and IaC templates as part of patch management.	Please be guided as per RFP
439	58, 136	2.4 General Scope of Work / 4.18 Service Delivery responsibilities	2.4.1 Primary Objective (Overview for Website and Intranet Portal)	Ensure DPDP Act on Bank website and Intranet; comply with Digital Personal Data Protection Act, 2023; agreement may be modified to ensure compliance.	Please clarify whether the Bank will act as Data Fiduciary and bidder as Data Processor for this engagement and what contractual clauses/processes are expected (consent management, purpose limitation, retention, breach notification). Also confirm whether any DPO approvals are required before go-live.	Bank will share the details will selected Bidder
440	60–61	2.4 General Scope of work	2.4.3 – UI/UX Design Phase	"Number of iterations for modifications can be unlimited until Bank's complete satisfaction and confirmation."	The clause for "unlimited iterations" introduces significant scope risk for the bidder. Can the Bank define a maximum number of design iteration rounds (e.g., 3–5 rounds) with clear acceptance criteria, or agree on a structured feedback/sign-off process with defined turnaround times from both sides?	Please be guided as per RFP

441	65, 218	2.4 General Scope of Work / Appendix K: Indicative Required Solution Features	Section 2.4.3, Language / Appendix K: Point 48	The RFP states the website must be bilingual (Hindi and English) and "capable to incorporate any other regional languages also". Separately, Appendix K (Requirement #48) references "multilingual capabilities — English, Hindi, and 12 regional languages."	Please confirm: a. Is the go-live scope limited to Hindi and English only? or are all 12 regional languages also required to be implemented at go-live? or these 12 regional languages can be supported on a phased basis during the contract period? b. currently, the website has 21 regional languages, hence, please confirm the 12 regional languages to be supported c. Is the Intranet Portal (Sanchay & Sangrah) also required to be bilingual/multilingual, or is English only sufficient for the intranet? d. Assuming that media content audio and videos (if any) in a specific language will be provided by the business e. Is Bhashini expected to be used for real-time on-the-fly translation of web pages for end-users, or for backend content translation to assist CMS authors before publishing? f. Assuming that the cost of Bhashini API integration will be borne by the Bank, if applicable.	Please be guided as per RFP
442	66-70	2.4 General Scope of Work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Quarterly audit during maintenance; SAST/DAST/IAST scope; secure uploads; backup/restore; audit trail; maker-checker; AD auth and MFA optional.	Please confirm whether IAST is mandatory (as mentioned “as the case may be”) and whether SCA (software composition analysis) is also expected. Also clarify backup frequency for CMS content/database and whether backup encryption key management is under Bank control.	Please be guided as per RFP
443	67-68	2.4 General Scope of work	2.4.5 DEVELOPMENT OF CONTENT MANAGEMENT SYSTEM (CMS) REQUIREMENTS (Website & Intranet)	Content contributor/moderator/approver roles workflow; automatic content publishing schedules; backup & rollback; audit trails; mail/SMS reminders	Please clarify that apart from CMS, shall the website also have maker-checker processes applicable ? example in case of user registration, the user shall not be created unless there is an approval from the backend	Please be guided as per RFP

444	77, 245	2.4 General Scope of work / 2. Non-Functional Requirements	2.4.8 Testing & Certification Phase / 2.6 Other Technical Requirements : Point 169	Modern browsers (Chrome, Firefox, Edge, Safari, Brave and all major browsers) / Browser and OS Independence: The proposed system should be browser and operating system-independent, capable of running on environments like Windows, Linux, and Mac, and functioning across browsers such as Chrome, IE, Firefox, and Opera.	Kindly specify the exact browser versions to be supported for Chrome, Firefox, Edge, Safari, Brave, and other major browsers.	Please be guided as per RFP
445	77-78	2.4 General Scope of work	2.4.8 TESTING & CERTIFICATION PHASE	"…Implement semantic HTML/CSS, colour contrast, font scalability, keyboard navigation, screen reader compatibility… Use automated and manual accessibility conformance tools…"	Is adherence to specific accessibility toolsets or standards required in front-end development?	Please be guided as per RFP
446	80, 186	2.4 General Scope of Work / Annexure-XIX	2.4.9 HOSTING / Annexure-XIX	Hardware sizing	Should infrastructure sizing be based on peak load (10,000+ concurrent users) or average load with burst scalability assumptions?	Please be guided as per RFP
447	80, 87	2.4 General Scope of Work	2.4.9 HOSTING	Containerized microservices, auto-scaling	Kindly confirm whether Kubernetes/OpenShift-based container orchestration is acceptable and whether the Bank has any preferred container platform or reference architecture.	Please be guided as per RFP
448	80–81	2.4 General Scope of Work	2.4.9 HOSTING	Tier-III DC/DR, 99.99% uptime	Please confirm whether the Primary DC and DR infrastructure is to be fully owned and managed by the Bidder, or whether Bank-provided DC/DR infrastructure may be leveraged for production workloads.	For website - Bidder has to provide and manage the necessary infrastructure for DC and DR. For Intranet - Bank will provide the infra as per the sizing proposed by bidder.
449	80–81	2.4 General Scope of Work	2.4.9 HOSTING	DC–DR in separate seismic zones	Please confirm if both DC and DR must mandatorily be Tier-III certified, or whether Tier-III for DC and Tier-II+ for DR is acceptable.	DC and DR shall be identical in all aspects instances (TIER III)
450	80-82	2.4 General Scope of work	2.4.9 Hosting	The bidder will be responsible for sizing of all required hardware, software, applications. Intranet portal and Sangrah portal will host on Bank premise. Bidder will provide dedicated hosting services for website.	The RFP mentions a UAT environment requirement but does not specify whether separate test environments are required for SIT, Performance Testing, Security Testing, and Staging. Could the Bank clarify how many test environments are expected?	Please be guided as per RFP
451	81, 82	2.4 General Scope of Work	2.4.9 HOSTING	Quarterly DR drills	Please confirm whether DR drills are expected to be business-impacting or non-disruptive, and whether they will be planned or surprise drills.	Please be guided as per RFP
452	81, 87	2.4 General Scope of Work	2.4.9 HOSTING	Load balancing & scalability	Is horizontal auto-scaling expected only at the Web/App tier, or also at the Database layer?	Please be guided as per RFP
453	81-83	2.4 General Scope of Work	2.4.9 HOSTING	Auto switchover to DR, quarterly DR drills and reports; RTO 30 minutes, RPO zero; DR in different seismic zone.	Please clarify whether RTO/RPO targets apply to website only or also to intranet portals. Also confirm if Bank has a prescribed DR drill report template and whether drill evidence (logs/screenshots) is required for compliance.	Please be guided as per rfp. furthermore ,RTO/RPO apply for both Website and Intranet and template will be share with selected bidder
454	82–83	2.4 General Scope of Work	2.4.9 HOSTING	Backup every 2 hours	Kindly confirm whether application-consistent backups are mandatory, or whether crash-consistent backups are acceptable for static content portals.	Please be guided as per the rfp
455	82–83	2.4 General Scope of Work	2.4.9 HOSTING	Offsite encrypted backups	Can object-storage-based immutable (WORM) backups be used in place of tape-based backups?	Please be guided as per RFP
456	83, 87	2.4 General Scope of Work	2.4.9 HOSTING	WAF (e.g., Cloudflare WAF or equivalent) and DDOS protection; centralized monitoring/logging.	Please clarify minimum WAF/DDOS requirements (managed rulesets, bot mgmt, rate limiting, geo-blocking) and whether any specific OEM is mandated or "equivalent" acceptable. Also confirm if WAF must integrate with Bank SIEM/SOC alerts.	Details will be share with selected Bidder during requirement gathering
457	83-88	2.4 General Scope of Work	2.4.9 HOSTING	DC facility to implement security toolset: Anti-Virus, Virtual Firewall, MFA, VPN, IPS, Log Analyzer/Syslog, SSL, DDOS, WAF, Rights Management, SIEM, Integrated VA, SOC, etc.	Please confirm which security controls are to be provided by the bidder as part of hosting and which are already available with the Bank/CSP. Also clarify whether VPN is permitted at hosting layer given section 3.12 (Bank won't provide VPN).	Details will be share with selected Bidder during requirement gathering
458	84, 88	2.4 General Scope of Work	2.4.9 HOSTING	Regulators/external auditors can audit bidder environment; internal VA/PT from internal IPs every quarter; submit results to Bank.	Please confirm the scope for quarterly internal VA/PT (servers, WAF, network devices, container platform, application) and whether CERT-In empanelment is mandatory for internal VA/PT too. Also specify expected report format and closure timelines.	Please be guided as per RFP
459	86–87	2.4 General Scope of Work	2.4.9 HOSTING	MeitY-empanelled CSP	Can the Bidder propose a hybrid architecture (Bank DC for Intranet + MeitY-empanelled cloud for Internet Website) while ensuring data residency within India?	Please be guided as per RFP
460	87–88	2.4 General Scope of Work	2.4.9 HOSTING	Hosting & Bandwidth Requirements - Minimum 300 Mbps bandwidth	Please clarify whether the 300 Mbps bandwidth is committed or peak, and whether burstable bandwidth during peak events is allowed.	Please be guided as per RFP
461	87–88	2.4 General Scope of Work	2.4.9 HOSTING	Hosting & Bandwidth Requirements - Use of CDN is highly recommended, CDN with more POP (Point of Presence) should be preferred as the same provides best performance.	Kindly confirm whether the Bank has a preferred CDN provider, or if the Bidder is free to propose a PCI-DSS-certified global CDN.	Please be guided as per RFP
462	87–88	2.4 General Scope of Work	2.4.9 HOSTING	Minimum 10% YoY increase in concurrent users to be considered	Please confirm whether future scale-up costs (compute/storage/bandwidth) should be quoted upfront or provided as a rate card/on-demand pricing.	Please be guided as per RFP
463	89–90	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	WAF, DDoS, IPS	Please confirm if cloud-native WAF and DDoS services (CDN-based) are acceptable, or if on-premise appliances are mandatory.	Please be guided as per RFP
464	89-95	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	PII encryption at rest; SSL certificates; SIEM/DAM integration; PIM; monitoring portal; quarterly compliance reports; SAST/DAST by CERT-In at go-live and after every enhancement; log retention 180 days online + archival; WORM/hashing for logs; MFA for privileged users; ITSM change management; SBOM disclosure; incident reporting.	Please confirm the minimum encryption standards for PII at rest (algorithm/key length, KMS/HSM expectation) and whether Bank mandates specific cryptographic modules compliant to any standard. Also confirm if CBOM is required for both website and intranet components.	Please be guided as per RFP

465	90-92	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	RCA within 2 working days for security faults; quarterly compliance reports; resolve vulnerabilities within 10 working days.	Please clarify whether the “10 working days” remediation timeline applies to all vulnerabilities (including High/Critical) or only for tool/infrastructure upgrades. Kindly confirm the Bank’s required SLA matrix by severity and associated penalties.	Please be guided as per RFP
466	92–93	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	SIEM integration	Kindly confirm whether logs must be integrated only with Bank-owned SIEM, or whether Bidder-managed SIEM with Bank SOC visibility is acceptable.	Details will be share with selected Bidder
467	92–93	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	Log retention (180 days)	Please clarify whether 180 days online retention is mandatory, or whether older logs can be archived with on-demand retrieval.	Please be guided as per RFP and older logs can be retrieval as per the need
468	94-95	2.4 General Scope of Work	2.4.10 SECURITY REQUIREMENTS & AUDIT	AI use cases reviewed/approved by Bank; no external/public AI without approval; prevent prompt injection/data leakage; log AI interactions; human oversight.	Please clarify whether any AI features (e.g., OpenAI integration in CMS, AI search, content rephrasing) are permitted only with on-prem/private AI. Also confirm if public cloud AI APIs are disallowed by default and what masking/anonymization standards apply.	Please be guided as per RFP
469	42	1.26 Eligibility Criteria	3	The bidder should have a minimum turnover of INR 36 Crore per annum for each of the past 3 financial years (i.e. 2022-23, 2023-24 & 2024-25) along with positive net worth.	Please amend this clause-The bidder should have **an Average turnover of INR 12 Crore** of the past 3 financial years (i.e. 2022-23, 2023-24 & 2024-25) along with positive net worth.	Please be guided as per RFP
470	43	1.26 Eligibility Criteria	5	Note: Bidder organization must have at least 300 employee	Please amend this clause-Bidder organization must have at least **100** employee	Please be guided as per RFP
471	107	2.7 Team Composition (Off-site/On-site support) & Deliverables	2.7	The bidder has to deliver dedicated, on-site technical expertise to ensure operational continuity and rapid issue resolution.	How many onsite resources are required in whole contract? Please provide details with education & Experience requirements.	Please be guided as per RFP

472	107	2.7 Team Composition		Onsite Resource Requirement	The RFP mentions onsite and offsite team composition. Kindly clarify whether mandatory onsite deployment is required during the entire development phase, or only during specific stages such as requirement gathering, UAT, and go-live. Also confirm the expected number of onsite resources, roles, duration, and working location.	Adequate experts would be required as per respective phases. Post go-live, onsite team shall be provided in terms of RFP
473	80	2.4.9 Hosting		Hosting Responsibility	The RFP includes hosting. Kindly confirm whether cloud infrastructure (IaaS/PaaS) is to be provisioned by the bidder or will be provided by the Bank. If bidder-managed, specify preferred cloud (MeitY empanelled, NIC, public cloud, etc.).	Please be guided as per RFP
474	80	2.4.9 Hosting		CDN Costing	The RFP mentions hosting but does not clearly define CDN usage. Kindly clarify: whether CDN is mandatory, expected traffic/bandwidth estimates, and whether CDN cost should be quoted as fixed (lumpsum) or variable (usage-based) in BOQ.	Please be guided as per RFP
475	80 / 108	2.4.9 Hosting / 2.8 Uptime		Traffic & Load Estimates	Please provide current and projected traffic statistics (users, hits, peak load, bandwidth consumption) for both website and intranet to enable accurate sizing and costing.	Monthly traffic is around 2 lakh , Bank vision is to reach 15-20lakh per month
476	59	2.4.2 Migration Activities		Content Migration	Kindly confirm volume of content (pages, documents, media files) to be migrated and whether data cleansing/standardization is part of bidder scope. Manual data digitization is also in scope?	"Website - Total pages: Static - 700 Dynamic - 25-30 total data volume (GBs) - ~7 GB – 8 GB Documents (PDF/Word/Excel) - 1.5 – 5 GB Images & Media - 1 GB Database - 3 GB Codebase - 0.1 – 0.4 GB Videos (if any) 0 – 0.5 GB The approximate count of website/applications, databases, schemas & tables in the source system Applications / Systems in Source - 1 Main CMS Website (Drupal / PHP CMS) → 1 Custom Modules (inside CMS but logically separate) → 2–3 Optional integrations → 0–1 -> OTP/SMS gateway
477	97	2.5 Intranet Portal		Multilingual Support	How many languages are required for website and intranet? Will content translation be provided by the Bank or bidder?	Please be guided as per RFP
478	89	2.4.10 Security Requirements		Security & Audit	Kindly clarify who will bear the cost for security audits from CERT-In empanelled vendor—Bidder or Bank?	Bidder to factor
479	89	2.4.10 Security / GIGW		STQC / GIGW Compliance	Is STQC certification mandatory? If yes, whether cost and coordination responsibility lies with bidder?	Bidder to factor
480	103	2.6 O&M Activities		Resource Requirement in O&M	Kindly clarify minimum resource deployment during maintenance phase, especially onsite vs remote expectations.	Adequate experts would be required as per respective phases. in terms of RFP for successfully timely implementation
481	NA	Annexure IX / Commercial		BOQ Structure	Kindly confirm if costing should be provided separately for Development, Hosting (Infra + CDN), Licenses, and O&M (year-wise).	Please be guided as per RFP
482	80	2.4.9 Hosting		Environment Setup	How many environments are required (Dev, UAT, Prod, DR)? Should DR setup cost be included?	Please be guided as per RFP
483	80 / 135	2.4.9 Hosting / BCP		DR & BCP	Kindly clarify RPO/RTO requirements and whether DR infrastructure is part of bidder scope.	Please be guided as per RFP
484	97	2.5 Intranet Portal		Intranet Users	Please provide number of internal users for intranet portal for sizing and licensing estimation.	For intarnet 10000 approx