

PRE BID REPLIES FOR NPCI/RFP/2016-17/IT/01 DATED 19.05/2016 – Request for proposal for NPCI website revamp and development of RuPay & IMPS microsites							
S No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remark (if any)	NPCI Response
1	NPCI/RFP/2016-17/IT/01	40	11	In the revamped website, broadly there will be the following sections -12 sections around	Approx. How many portlets will be there on the First page (Home page) of the website?	Portlets are pluggable user interface software components that are managed and displayed in a web- or enterprise- portal.- Portlets are the section such as offer hub, ATM Locator,News,Vidio ,Image section on home page etc	Can't be decided at this stage.
2	NPCI/RFP/2016-17/IT/01	42	11	The website should be have multiple language options.	Expect english which are the other language regional /national?		English and Hindi
3	Section 9	38	-	Designing Requirements	When are the designs to be shared.	Along with the proposal or post approval	The 6 wireframe designs are required to be shared after the release of the PO.
4	General Query	-	-	-	Are we looking forward for multilingual content?	Multilingual content in website development as well as document?	English and Hindi
5	Contents of the 3 Envelopes	20	5.15	Bidder Offer form (without price)	What exactly do we have to fill under the table "Addendum No./Corrigendum No."? Also, in the document it says "Bid offer form (without price)", but page 2 of Annexure B has the amount field. Do		In case NPCI issues a corrigendum to the RFP. Specify the Corrigendum no. in this field.

					we have to write the amount?		
			(Envelope A – point 3)				In this the EMD amount has to be specified, not the bid amount.
6	Contents of the 3 Envelopes	20	5.15	Declaration of Clean Track Record	Do we have to just sign the document with the company signature?		Yes, it is required to be signed by the authorised signatory along with the company stamp.
			(Envelope A – point 5)				
7	Contents of the 3 Envelopes	20	5.15	Declaration of Acceptance of Terms and Conditions	Do we have to just sign the document with the company signature?		Yes, it is required to be signed by the authorised signatory along with the company stamp.
			(Envelope A – point 6)				
8	Contents of the 3 Envelopes	20	5.15	Declaration of Acceptance of Scope of Work	Do we have to just sign the document with the company signature?		Yes, it is required to be signed by the authorised signatory along with the company stamp.
			(Envelope A – point 7)				
9	Contents of the 3 Envelopes	20	5.15	Eligibility Criteria Matrix	Point no 4 under Annexure H, what documents we have to submit?		Pls. submit the Annexure D as documentary evidence (on company letter head) in response
			(Envelope A – point 9)				

10	Contents of the 3 Envelopes	20	5.15	Eligibility Criteria Matrix	Point no 6 under Annexure H, could you please explain what kind of details should we provide?		Pls. submit authorization letter from the OEM that the bidder is authorized to quote for their product and support services.
			(Envelope A – point 7)				
11	Contents of the 3 Envelopes	20	5.15	Customer reference	Is customer reference document same as client certificate? If no, then please let us know what details should we provide for customer reference?		Along with Annexure J (Client references) bidder needs to submit the client reference certificate confirming services provided by the bidder
			(Envelope A – point 12)				
12	Objective of this RFP	9	2.2	To create a mechanism where members and NPCI can submit/upload various informative data/MIS/reports and same can be viewed or downloaded by respective member or authorized NPCI user. This mechanism will allow members and NPCI to exchange periodical regulatory information / data/reports/MIS / etc.	What are the different types of user who would be registering and logging into the website?		We are considering creating Logins for Banks and WLAOs, it would be finalized at the stage of requirement gathering

13					What are the reports/informative data/MIS which is going to be uploaded by the admin which can be accessed by the various users?		These can be monthly/weekly/daily reports which are sent by NPCI to the banks and WLAOs But in future depending upon the requirement more data/reports may be added.
14					What are the various formats in which data upload would be required for these reports/data?		All possible formats should be supported eg. PDFs, Word documents, Excel, PPT, Jpeg, tif.CSV, .DOC,.RPT,.TXT etc.
15					Is the data uploaded confidential i.e. the data is not available to any regular citizen even via RTI?		Yes. The data is confidential to each stakeholder. Each stakeholder should only be able to upload/submit/check/download its own data. One stakeholder should not be able to see other stakeholders data.
16					How often would this data be updated?		It can be daily/weekly/monthly

17					What happens to the old data? Is it archived or discarded regularly?		It has to achieved periodically (till 1 year). After which some mechanism should be created to keep the old data.
18	Objective of this RFP	9	2.2	To create a provision for ATM locator on the website – The website should have a GPS enabled ATM Locator which should be able to tell the visitor about the details of ATM in his vicinity. The database of the ATMs would be created by NPCI members (banks, WLAOs etc.) as well as NPCI officials by login in.	What is WLAO? (Does this mean White Labelled ATM Operators)?	The GPS functionality would be completely dependent on the user's permission based location services offered by the browser and Google API search for the ATM address stored in the database.	WLAO is White Labelled ATM Operators.
19	Indicative Schedule	27	8.3.3		The overall project timelines for development as per Section 8.3.3 is T+13 weeks. This may not be sufficient considering the overall scope of work. Are you open to a new timelines based on the project plan submitted?		No change in RFP

20	Annexure I	65	Section 13	Functional & Design Requirement (point 20)	How many keywords do you want SEO to be done for?		Cant specify at this stage
					Can we get existing Google Analytics reports for the last six months?		No.
21	Designing Requirements	38	Section 9		Where do we get the brand guidelines from?		NPCI will share the brand guidelines
22	Terms of Delivery	26	8.3.3/4		As per Section 8.3.3, the delivery scheduled is defined and penalties outlined in Section 8.3.4. Does this schedule include the time for approval/feedback/changes suggested by NPCI?		Yes
					How would delays from NPCI end treated for the overall schedule and penalties?		No change in RFP
23					What is the average number of concurrent users on the existing website? The bid documents mentions different numbers on different pages e.g. Pg. 39, Pg. 12, Pg. 65.		Cant share the data.

24					What is the expected number of concurrent users which the website should be supporting?		Refer to section 3.1, Page no. 12 of the RFP.
25					Would you be willing to scale horizontally and vertically to support more number of concurrent users?		Yes
26					How many content updates can we expect in a month? Can you please list out approximate numbers e.g. 3 article uploads, 2 banner uploads, etc?		Can't specify at this stage. Expected- Daily basis
27					How many new static pages would be created every month?		Can't specify at this stage.
28					How many new dynamic pages would be created every month? What kind of pages would these be i.e. what functionality?		Can't specify at this stage.
29	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	38	Section 9, Point i	The website as well as the microsites should be one stop solution to provide information and solve problems for all the stakeholders.	What are the problems faced by the existing stakeholders while accessing/browsing the website? Is there existing research document available or would you prefer the vendor to conduct an in-		Bidders are required to identify the issues which are there in the current website. If need analysis is included in the part of website revamp activity by the agency? Then yes.

					depth research with the stakeholders to understand the website needs & expectations?		
30	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	13	Section 3.2, Point 6	Consistent look and feel, highly usable and compliant with accessibility requirements.	What is the level of accessibility expected on the website (w.r.t. colour, font & disability criteria)? Please confirm the conformance level (A, AA or AAA)		AAA
31	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	9	Section 2.2, Point 1	The main objective of this website would be to improve the electronic presence for all the stakeholders	Who are the different stakeholders interacting with the website? Is there a research document highlighting the source of traffic (between desktop & mobile)?		Banks, WLAOs, Vendors, Merchants, Customers, Regulators, NPCI officials etc. No.
32	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	38	Point k, Sub-Point j	Guided Tour	What will the Guided Tour include? Should this be considered as a video walkthrough of the website?		Yes.
33	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	40	Section 11, Point 12	Marketing Campaigns	What will Marketing campaigns comprise of?		It would include ATL, BTL, Digital activity happening for any of the NPCI product.



34	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	42	Dynamic CMS Features, Point 3	Language Support: Content of language shall be English and shall be managed from the same control panel. Administrator may be able to add content from the same page. The website should be have multiple language options.	Under Language Support, apart from English, which are the other languages the website needs to support? We assume all left to right languages.		Hindi
35	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	38	Point d,e & h	Colour Scheme – Corporate and latest trend of colour scheme should be used. Web fonts – The fonts should be clear, modern, engaging and appropriate for corporate website. The designing should be in sync with the brand guidelines	Does NPCI have its own design guidelines (colour scheme and fonts) or can the vendor suggest the same?		Will be discussed with the selected bidder in the first meeting after issuance of PO.
36	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	11	Section 3.1, Point 5	Conceptualize and design a user interface for all three website giving it a creative and innovative 'look and feel'.	Do all three websites need to have the same 'look and feel' or can the User Interface be different for all 3 websites ensuring brand guidelines is followed?		Will be discussed with the selected bidder in the first meeting after issuance of PO.

37	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	40	Point 1 to 12	Note: The final content that would be present on the website would be finalized post approval from NPCI.	The feature list for NPCI website shows first level navigation of features. Should we consider the 2nd & 3rd level navigation similar to the one present in existing NPCI website?		Will be discussed with the selected bidder in the first meeting after issuance of PO.
38	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	44	Section 11 - ATM Locator - I. Required field for ATM addresses updation / modification for members		In the list, there is no longitude/latitude field. To make ATM locator interactive, we can plot pointers on the google map. Hence we might have to use google api & address fields to fetch longitude/latitude, which can later be used to plot pointer. Is this ok? or do you have longitude/latitude data?		Keep both options.
39	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	13	Section 3- Other Information	The designing and development of the website is time bound. It is expected that all the (3) three websites should "Go Live" within a period of 6 months.	Is the timeline of 6 months a fixed one or can we treat it as a phase wise approach?		The timelines are already mentioned for each activity in the RFP.
40	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	27	Section 8.3.3 Indicative Schedule	-	It seems that in the major activities column, point 5 and 10 are missing		Kindly excuse

41	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	11	Section 3.1 Introduction , Point 8	SEO/SEM-Search Engine Optimization and Search Engine Marketing - One of the primary goals is to increase visibility of the website and the microsites. Hence, the website should be SEO and SEM enabled.	We assume that the three websites will be SEO/SEM enabled where Metadata can be updated. Do you want us to provide an SEO/SEM proposal separately?		SEO for all the three sites should be included in the website revamp and development activity.
42	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	11	Section 3.1 Introduction , Point 7	Content Writing – Modification and refining of the provided content to make it compatible to be uploaded on website.	Will content creation also be considered in the Scope of Work?		Basic content will be shared by NPCI. Modification and refining of the shared content to be uploaded on website will be included in the scope of work.
43	Objective of this RFP	9	2.2	To ensure compliance with “Guidelines for Indian Government Websites (GIGW)”.	What are GIGW guidelines?		These are recommended guidelines for development and management of Government Websites and Portals in India. Preferable.

44	Objective of this RFP	9	2.2	To create a provision for ATM locator on the website – The website should have a GPS enabled ATM Locator which should be able to tell the visitor about the details of ATM in his vicinity. The database of the ATMs would be created by NPCI members (banks, WLAOs etc.) as well as NPCI officials by login in.	What is WLAO?		WLAO is White Label ATM Operators.
45	Introduction	11	3.1	The two B2C products of NPCI i.e. RuPay and IMPS/UPI will have separate microsites with registered domain name eg. RuPay.co.in/IMPS.org.in respectively. These websites should have the ability of being accessed from NPCI corporate website & vice versa.	How much information about RUPAY and IMPS can we have on the parent site?( % definition)		Cant specify at this stage
46	Introduction	11	3.1	Periodic update of the relevant data, MIS as well as graphical representations.	Define the parameters required in MIS?		All possible formats should be supported eg. PDF, word, PPT, .TXT, .RPT, .CSV, Jpeg, tiff etc.

47	Introduction	11	3.1	Provide provision that will support a broad range of content that would be expected of the Official Website, such as capability for blogs, live webcasting, video uploads & downloads, photo galleries, media kits etc.	Number of Live webcast?		Cant specify the exact number. Depends on the events which NPCI is hosting/part of.
48	Introduction	11	3.1	Provide provision that will support a broad range of content that would be expected of the Official Website, such as capability for blogs, live webcasting, video uploads & downloads, photo galleries, media kits etc.	Number of video uploads? Will NPCI also need video edits?		Cant specify the exact number. Yes.
49	Introduction	12	3.1	Offers Hub: This section of the website would include all the offers which NPCI gives on RuPay debit card.	Number of Offers? File format of the offers? Categories of the offers?		Number of offers - Cant specify at this stage. The offers hub section would be dynamic in nature.

50	Introduction	12	3.1	Access Control: Create a mechanism where members and NPCI can submit / upload various informative data/MIS or reports which can be viewed or downloaded by respective member or authorized NPCI user. This mechanism will allow members and NPCI to exchange periodical regulatory information / data / reports / MIS / etc.	Access Control? Define the depth of the report required? Also what format?		Creation of logins for banks/WLAOs/ other stakeholders where reports/MIS/information related to respective stakeholder will be uploaded by NPCI on periodic basis. Single login will be created for each member. Within the master login provision should be given to the bank admin to create users of the bank which can access the data specific to his department /role. NPCI admin should be given provision to upload role wise/department wise data.Provision should be created for the stakeholders to provide the information/reports required by NPCI on periodically.Approval request for each login should be approved
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							by some relevant authority in NPCI.
51	Introduction	12	3.1	Access Control: Create a mechanism where members and NPCI can submit / upload various informative data/MIS or reports which can be viewed or downloaded by respective member or authorized NPCI user. This mechanism will allow members and NPCI to exchange periodical regulatory information / data / reports / MIS / etc.	Tentative Number of people who will require access to upload?		Can't specify at this stage.
52	Introduction	12	3.1	This mechanism will allow members and NPCI to exchange	Social Sharing required or not?		Yes

				periodical regulatory information / data / reports / MIS / etc.			
53	Designing requirement	38	Section 9	j. Guided Tour	How do you define Guided tour?		Video tour of the website
54	Section 11	43	Functional Requirement	Bilingual Management Development (Optional)	Bilingual - How many languages- please define?		Hindi and English
55	Section 11	43	Functional Requirement	Bilingual Management Development (Optional)	Will NPCI - provide the content for different languages?		No. Should be created by the agency empanelled.
56		67	Annexure K	Masked Bid Price Format	What is expected in the details of component		Masked Bid price should consist of <b>Annexure M</b> and <b>Revised Annexure K (as per Corrigendum)</b> - Price columns for both the Annexures should be masked
57	NPCI/RFP/2016-17/IT/01	11	3.1	Capability to control videos within the site	Do we need to embed Youtube videos		The video should be embedded in the website.
58	NPCI/RFP/2016-17/IT/01	14	3.2 (Other information section)	Three years technical support	Will it be only L1 support or development of new features/functionalities, accordingly we will have to allocate a particular resource with the required skill sets?		No change in RFP



59	NPCI/RFP/2016-17/IT/01	15	4.2	The bidder should have minimum annual turnover of INR 5 Crores during each of the three financial years (2013-14, 2014-15 and 2015-16) or calendar years 2013, 2014, 2015 or bidder's financial years.	If the annual turnover is above 5 CR for the last two financial years 2014-15 & 2015-2016 but not in 2013-14 then, can we go ahead with the bidding process.		No
60	NPCI/RFP/2016-17/IT/01	18	5.7	INR. 1,00,000 Earnest Money Deposit (Claim period 12 months)	We can claim the amount after 1 year of submission of bid?		Refer to Clause 5.8
61	NPCI/RFP/2016-17/IT/01	67	Annexure K:	Annexure K: Masked Bid Price Format	Please elaborate: Do we need to share the costing of each component or do we need to mention the components to be used?		Masked Bid price should consist of <b>Annexure M</b> and <b>Revised Annexure K (as per Corrigendum)</b> - Price columns for both the Annexures should be masked
62	NPCI/RFP/2016-17/IT/01	30	8.13.7	Any Failure to resolve the issue within stipulated time will render the vendor liable for levy of liquidate damages @Rs. 1000/- per working hour subject to a maximum of Rs. 10,000/- for high level issue/ Rs. 5,000/- for	The stipulated time frame for resolving the issue will be defined by the bidder or NPCI?		Time frame is already specified by NPCI on page 30 of the RFP document

				medium level issue / Rs. 2,000/- for low level issue.			
63	NPCI/RFP/2016-17/IT/01	43	tenders & notices section	Bilingual Management Development (Optional)	In our current scope of development are we looking for any other language other than English?		Hindi
64	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	9	2.2	Objective of this RFP	Does the scope include entire redesigning and development of RuPay.co.in and IMPS.org.in websites? Or just modifications to existing websites?		The scope includes revamping of NPCI existing website and development of new IMPS and RuPay microsites.
65	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	9	2.2	Objective of this RFP	Members and NPCI can submit/upload various informative data/MIS/reports and same can be viewed or downloaded by respective member or authorized NPCI user. For this, what will be document type/s used?		All types of documents should be supported eg PDF, Excel, Word, PPT. .DOC, .CSV, .RPT,.TXT, Jpeg, Tif etc. But can change depending upon requirement in future.

66	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	9	2.2	Objective of this RFP	What are the different users for this website? Which users can login from frontend website? How will the login account for NPCI officials be created?		Logins can be created for Banks, WLAO and other stakeholders. Approval for Bank Login should come to NPCI. Bank Admins should also be able to upload information
67	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	11	3.1	Scope of work	In content writing what are the number of pages we need to write? What is scope for content writing?		Pages - Cant specify. NPCI will provide content. The bidder is expected refine and modify the content suitable to be uploaded on website. The content should be SEO complied.
68	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	11	3.1	Scope of work	Assuming we will get all relevant images and brand guidelines from NPCI		Brand guidelines will be shared by NPCI. Depends on the images required. We would expect the empanelled agency to use relevant images for the website. Product related images will be shared by NPCI.
69	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	13	3.2	Detailed scope of work/ Other Information	For onsite training how much time would you require? Who will be participating in the training?		Depends on the requirement.

70	Functional Requirement	42	Dynamic Content Management System (CMS) Features:	Language Support: Content of language shall be English and shall be managed from the same control panel. Administrator may be able to add content from the same page. The website should be have multiple language options.	How many & which languages is the website required to be made?		Hindi
71	RFP-Design-and-Development.pdf	42	Website Statistics	a) To help user department in analyzing the popularity of the website and visitors behaviour pattern on the website. b) To facilitate the administrator to view website hits. c) To facilitate to filter hits based on particular date range. e) Separate login for administrator to view online members, number of hits in day/ month, search engines, keywords used by engine, repeat and unique visitors, navigation paths, etc	Google analytics provides dashboard wherein the statistics in various format is available. Is the same required to be made available to admin inside NPCI portal or admin will visit analytics portal and get the stats?		It would be great if analytics can be provided to NPCI team on a weekly basis

72	RFP-Design-and-Develop-new.pdf	38	Section 9	Social media Integration - The proposed solution must be scalable enough for all social media integration i.e. Facebook, Twitter, LinkedIn, YouTube, Blogs, Whatsapp etc.	Are we looking for whatsapp share as it is using mobile number where as rest use email?		Yes
73	Revamping NPCI website and development of RuPay & IMPS microsite	39-52	Section 11: Functional Requirement	Referring to the overall section	We see there being a need for a CMS for specific modules like ATM inputs. However for most of the other sections, the content will predominantly be textual. Wanted to clarify whether the requirement will be for a 100% dynamic website or whether certain sections may be static as the this will be key point to defining the timelines and costings.	-	Some of the sections of the website will remain static while some will be dynamic.
74	Revamping NPCI website and development of RuPay & IMPS microsite	39-52	Section 11: Functional Requirement	Referring to the overall section	As per the RFP, there does not seem to be any integration requirement with third party sites (For example: Social Media APIs for feeds etc. Wanted to reconfirm the same.	-	Mentioned in Page 38, section 9 - Point G

75	RFP	9	2.2 Objective of this RFP - Point 11	To create a mechanism where members and NPCI can submit/upload various informative data/MIS/reports and same can be viewed or downloaded by respective member or authorized NPCI user. This mechanism will allow members and NPCI to exchange periodical regulatory information / data/reports/MIS / etc.	Whether a separate module is to be developed to enable NPCI & its members to upload various data informative data/MIS/Reports. Please let us know what will the formats (doc, PDF, Excel or XML etc) of files/size which needs to be uploaded, number of member Banks which will access this module and what roles & rights they have?		Logins can be created for Banks, WLAOs and other stakeholders. Approval for Bank Login should come to NPCI. Bank Admins should also be able to upload information. All types of documents should be supported eg PDF, Excel, Word, PPT, .DOC, .CSV, .RPT, .TXT, Jpeg, Tif etc. But can change depending upon requirement in future.
76	RFP	9	2.2 Objective of this RFP	To create a provision for ATM locator on the website – The website should have a GPS enabled ATM Locator which should be able to tell the visitor about the details of ATM in his vicinity. The database of the ATMs would be created by NPCI members (banks, WLAOs etc.) as well as NPCI officials by login in.	Please let us know whether NPCI will provide Lat/log details for all ATMs? If not, what is a total number of ATM's expected to be in next one year to 3 years.		In the login section field will be added for the banks/WLAOs to enter the Lat/Long. Alternate option should be kept incase the members don't enter required data.
			Point 12				

77	RFP	10	2.2 Objective of this RFP Point 13	<b>Creation of a section Offers Hub</b> , where all the offers provided by NPCI on its card scheme (RuPay) would be listed.	May we expect some elaboration on this section?		Offers Hub would have the list of offers which are available on RuPay card scheme. They would be segregated category wise. Detailed information on each offer would be given.
78	RPF	11	3.1 Introduction :	<b>Content Writing</b> – Modification and refining of the provided content to make it compatible to be uploaded on website.	As per RFP Content to be provided by NPCI and shall be modified as per the requirement and vendor has to do content purification / modification and upload the same in the website. Please clarify.		Basic content will be shared by NPCI. Modification and refining of the shared content to be uploaded on website will be included in the scope of work. This content should support SEO.
79	RPF	11	3.1	Capability to:	Kindly elaborate.		This is statistical data for each product of NPCI for which graphical representations are also required.
			Point 10	<b>Manage tabular data</b> as well as graphical representations.			
80	RPF	11	3.1	Provide provision that will support a broad range of content that would be expected of the Official Website, such as capability for blogs, <b>live webcasting</b> ,	Whether NPCI suggest separate server for Live webcasting? Also let us know what will be the average size of webcasting content & expected numbers of		Cant specify at this stage.
			Point 17				

				video uploads & downloads, photo galleries, media kits etc.	web casting events per year.		
81	RPF	11	3.1 Point 19	Creation of a content management system for the NPCI website and the RuPay & IMPS/UPI microsites. Provide <b>appropriate training</b> of this system to dedicated officials of NPCI for seamless operation.			Mumbai. Cant define.
82	RFP	13	3.2 Other Information	<b>On-site Training:</b> The bidder shall provide one time onsite full-time training to NPCI personnel, in batches of participants, train them on the overall workflow of the developed solution and backend administration functions at NPCI .....	Please let us know whether training will be provided in Mumbai & how many officials (maximum) will take part in such training and also number of sessions?		
83	RFP	15	4.2 Eligibility Criteria	The bidder should have minimum annual turnover of <b>INR 5 Crores</b> during each of	Request you to reduce turnover criteria from Rs. 5 crores to Rs. 1.50 crores per annum.		No change in RFP



				the three financial years (2013-14, 2014-15 and 2015-16) or calendar years 2013, 2014, 2015 or bidder's financial years. ...			
84		38	Section 9 f	<b>Image Section:</b>	Images are normally provided by clients. Should the Agency buy the same on behalf NPCI.		
				Colours and images should be chosen according to NPCI's requirements.			Image selection for the website is part of website revamp/development activity. Product related images will be shared by NPCI.
85	NPCI/RFP/2016-17/IT/01	27	8.4	Penalty for default in delivery	If the delays are from NPCI team then will the same be applicable?		No change in RFP
86		63	Annexure H	The bidder should be a profit (profit after tax) making company in any one of the three financial years i.e. (2013-14, 2014-15,) or Calendar years 2013, 2014, 2015 or the Bidder's financial years.	Eligibility criteria query for profit and loss?	This is a recently acquired(acquired in 2012) Company. Hence there will be an amortisation of GOODWILL amount over 5 years. While we have made profits, our P/L will show a loss due to this goodwill amortisation.	No change in RFP

87					Sharing of social media pages on Whatsapp. Is it possible?		Website will be responsive hence sharing on Whatsapp will be possible.
88					Time for requirement gathering		After release of PO
89					Any third party integration expected at this stage for RuPay or IMPS		Cant specify at this stage
90					Addition of data apart from data in the current website and size of such data		Yes. But size cannot be specified at this stage
91					Documents searching and editing capacity		Yes
92					Any external sources which would utilize the data or content		Subject to allowance by internal teams
93					Will there be sharing of data across website and microsite		Not at this stage.
94					Will there be integration of transactions in the website.		Not at this stage.
95					Any focussed mobile apps that NPCI would develop in future where the website data would be used		Yes
96					Timeline for submission of designs		Post approval of wireframes designs to be shared

97					Will responsive site be applicable for feature phones also?		No, only smart phones and Tabs
98					Data for the website revamp will be provided post the kick off meeting		Yes
99					Change of payment terms		No change in RFP
100					Cost of images in the development stage		Basic product related images will be provided. Rest agency will have to provide.
101					Use of Flash is compulsory? If HTML can be used instead.		Open to recommendations
102					Design optimization to 800/600		Open to recommendations, technical evaluation will be done
103					Ongoing SEO		Yes
104					Content creation in Hindi also to be done by agency		Yes
105					When the 6 designs have to be shared		After release of PO. 6 different designs of wireframes have to be shared
106					Reason for 6 design options		To explore different options of the wireframes as it is an extensive website

107					Design options only theme based?		Even User Interface should vary in the options
108	NPCI/RFP/2016-17/IT/01	11,13	3,3.2	BackUp Solution	Any backup solution NPCI is using ?What would be the total no. of data in GB/TB expected to be backUP		Yes. The complete system backup will be taken according to NPCI back up policy.
109	NPCI/RFP/2016-17/IT/01	11	3	Migration	What data & its size to be migrated from existing site ?	Migration will be Static data only OR it contains workflows also?	Static data
110	NPCI/RFP/2016-17/IT/01	11	3.1	Architecture for NPCI's website which would include the flow of information	What is the current architecture of the website ? -Any WCM in place? Which database NPCI site is using?		Current NPCI website is hosted outsourced model. MSSQL DB is been used.
111	NPCI/RFP/2016-17/IT/01	12	3	Recommend the detailed infrastructure with specifications required for rolling out the solution in development, testing, staging, production, and DR environments which includes hardware & its maintenance, Operating System, database, replication technologies/tool, version management tools, software licenses(owned being	We are considering 5 environment -DEV, Testing,Staging ,PROD,DR with High Availability . Please confirm?		Yes

				NPCI), support subscription, etc.			
112	NPCI/RFP/2016-17/IT/01	12	3.1	Develop the website using open source technology	Do you want a platform which will run JAVA?	As on page 64 -JAVA is mentioned as open source	No change in RFP
113	NPCI/RFP/2016-17/IT/01	12 and 39	10	High Capacity and Throughput:The solution should have high throughput and capacity; a solution capable of achieving a sustained throughput of 5,00,000 hits per page to be provided to start with. Application should be scalable to handle a throughput of 10,00,000 (number of concurrent website users at the initial stage) hits per page and above to meet future requirements. The vertical and horizontal scalability of solution by achieving sustained	Does 100,000 concurrent users map to 100,000 http requests per second - the second being the time period of concurrent requests ?		No change in RFP

				load of 1,00,000 users (number of concurrent website users 6 months after the Go-Live)			
114	NPCI/RFP/20 16-17/IT/01	12 and 39	10	High Capacity and Throughput:The solution should have high throughput and capacity; a solution capable of achieving a sustained throughput of 5,00,000 hits per page to be provided to start with. Application should be scalable to handle a throughput of 10,00,000 (number of concurrent website users at the initial stage) hits per page and above to meet future requirements.	Is there a Page Views/Second metric that can be specified ?	For the expected benchmarking exercise, please specify the think time between two page requests.	No change in RFP

115	NPCI/RFP/2016-17/IT/01	12 and 39	10	High Capacity and Throughput: The solution should have high throughput and capacity; a solution capable of achieving a sustained throughput of 5,00,000 hits per page to be provided to start with. Application should be scalable to handle a throughput of 10,00,000 (number of concurrent website users at the initial stage) hits per page and above to meet future requirements.	Is there a Page Views/Second metric that can be specified ?	For the expected benchmarking exercise, please specify the session length for the user activity	No change in RFP
116	NPCI/RFP/2016-17/IT/01	41	11	Content Integration	Any other internal system integration is required?		Yes. Integration with other systems would be required in future
117	Section 3	12	3.1	Develop the NPCI Website using open source technology.	By mentioning open source are we not open to the technologies like .Net?	Language preference .Net or Java etc.	No change in RFP
118					What platform is the existing website developed on?		Windows
119					How are the content updates being done on the current website?		Manually

120					The current login functionality of the website is non-functional. What is the expected scope of work for the logged in users section?		No change in RFP
121					Can you share the list of the existing users and their categories on the website? How would this list be provided for ingestion?		List would be provided during integration phase of the website.
122					How many content pages does the existing website have?		Approx. 2000. But not limited to.
123					Is there any content generation involved in the current scope?		Basic content will be shared by NPCI. Modification and refining of the shared content to be uploaded on website will be included in the scope of work. This content should support SEO.
124					How would the existing content be provided to us for ingestion?		Will be shared with you.



125					Which audit trails would be required and at what frequency?		Any activity like:- updation, deletion, insertion, creation undertaken on the website should have proper audit trail. This is to be captured in form of Reports. "Admin users" should be able to fetch the reports from the proper user interface. Hits should be captured and displayed in graphical format.
126					Is there a default policy of archival of documents which needs to be implemented on the website? Or would this be admin driven?		This would be admin driven.
127	Functional requirement	44	Section 11	Photo gallery / Media Gallery	Does NPCI require editing functionality for images as part of the CMS? Typically CMS would allow users to add/delete images. Modifying of images is traditionally done by using desktop software like Adobe Photoshop, etc.		No change in RFP

128	Functional requirement	49	Section 11	Member Login - Login into Website should be based on 2 factor authentication i.e. a PIN should be triggered to the registered mobile number and post successful validation of the PIN the person should be able to log-in.	The website is to have a 2 factor OTP based authentication. Is this required only for the bank/WLAO logins? Instead of OTP based authentication, would a whitelisted IP based solution suffice?		No change in RFP
129	Annexure I	64	Section 13	Technical & Implementation Requirement (point 1)	Is the website supposed to be developed only in Java/J2EE or are you open to CMS like Drupal too?		No change in RFP
130	Terms of Delivery	26	8.3.1	Bidder shall also update necessary IOS, Patches and should support the software for the period of three years from the date of 'Go-Live'. Any defective software supplied by Bidder shall be replaced by Bidder at no additional cost to NPCI, including all incidental cost like the upgrades, new releases (Minor/major) versions; bug fixes etc. for system software will be supplied to NPCI at no extra cost, with the	Is the software being referred to in Section 8.3.1, the actual website source code or the infrastructure software/OS, etc?		This is OS & Database related patches.

				necessary documentation during AMC period of 2years.			
131				What is the current infrastructure on which the website is hosted?			The website is currently hosted outside NPCI
132				What kind of benchmarking is required to prove scalability and performance? Do you have any third party compliance certificate as a requirement?			No
133				Would the licenses of the software e.g. operating system, database, etc. have to be procured by the agency? Should this number be part of the bid?			No change in RFP

134	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	64	Point 1	Open source software [Java]	Is Java the mandate technology or can we recommend PHP (Platform/OS independent) or Umbraco (open source ASP.NET CMS, Platform/OS dependent)? If YES for PHP/Umbraco, which one?		No change in RFP
135	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	40	Section 11 - Para 2	The bidder would provide the required infrastructure which includes operating system, Software with relevant licenses to NPCI.	Is there any server infrastructure preference between premise dedicated server and Cloud?		No change in RFP
136	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	40	Section 11 - Browser Independent Website Structure	Ensure Compatibility with all Internet browsers like Internet Explorer, Mozilla Firefox 3.6 onwards, Google chrome and Macintosh Browser, Netscape etc	Microsoft is coming with Edge browser. Do you want us to include that too in browser matrix?		No change in RFP
137	Section 13	64	Annexure i	Technical & Implementation Requirements 1 Open source software [Java]	Do we have to restrict ourselves to Java Language?		No change in RFP

138	NPCI/RFP/2016-17/IT/01	12	3.1	Two sets of specifications of the hardware which are to be procured by NPCI to host the website and the microsites.	Do we have any limitations on hosting the system on cloud for eg: AWS		No change in RFP
139	NPCI/RFP/2016-17/IT/01	13	3.2	All the vulnerabilities un-earthed by the security auditors have to be fixed/ rectified without any cost to NPCI	Provided the source code has not been altered/modified by any third party agency or an individual		No change in RFP
140	NPCI/RFP/2016-17/IT/01	30	8.13.6	The entire solution shall have the comprehensive On-site warranty of 12 months from the date of Go-Live.	Are you all comfortable if the support is offered through offsite?		No change in RFP
141	NPCI/RFP/2016-17/IT/01	52	Miscellaneous (I)	Any bugs in the revamped website should be rectified by the bidder free of cost.	Please define the period (Are we looking for 3 years as mentioned in the RFP)		No change in RFP
142	NPCI/RFP/2016-17/IT/01	64	Section 13	Open source software [Java] + Middleware [J2EE]	Do we have restrictions on developing our site with Java as our coding language or are open with other coding languages.		No change in RFP

143	NPCI/RFP/2016-17/IT/01	12	3.1	Recommend at least two sets of specifications of the hardware which are to be procured by NPCI to host the website and the microsites	Should allow bidder to quote cloud based systems instead of physical hardware, provided they meet security and compliance requirements	Cloud technologies give benefit of scale and flexibility and are not constrained by physical hardware limitations and all new age web assets are developed and deployed on cloud	Solution should be capable to be hosted on NPCI premises/private cloud
144	NPCI/RFP/2016-17/IT/01	13	3.2	Website should be compatible and support natively IPv6 and IPv4 .IPv6 is new IP Address mechanism by which all Internet of Things (IoT) will connect.	Request change to: Website should be compatible and support natively IPv4 and should have support roadmap for IPv6 in near future.IPv6 is new IP Address mechanism by which all Internet of Things (IoT) will connect.	Right now AWS provides enough range of IP's to support large number of IPv4. Support for IPv6 is on the roadmap for near future release, but not available today. Can share details under NDA	Need clarity
145	NPCI/RFP/2016-17/IT/01	52	Section 11: Miscellaneous	The website developed must be tested and acceptable to NPCI with one setup located at Primary Data Center in Mumbai with availability of DR Setup located at Chennai.	Please allow for use of public cloud environments to host and deploy the website. The flexibility of public cloud environments for web workloads, unpredictable user traffic patterns and scaling infrastructure is a great asset for website workloads	All large public websites today, including major enterprises and startups globally like AirBnB, Netflix,Unilever, and in India like Ola Cabs, Shaadi.com and Financial Services giants like Nasdaq, Capital One run their website assets on AWS and find the solution extremely flexible and scalable	Solution should be capable to be hosted on NPCI private cloud
146	NPCI/RFP/2016-17/IT/01	11	3.1	Scope of work	How do you envision live webcasting from website? Are we going		No change in RFP

	dated 19th May 2016				to use any third party software/ services for that?		
147	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	64	13	Annexure I : Compliance to Technical & Functional Specifications	Considering the website is to be developed on open source platform, do you have any preference of technology/ CMS to be used? (Java/ J2EE is mentioned in the bid document)		No change in RFP
148	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	27	8.3.3	Indicative Schedule:	What is hardware & software configuration for current hosting server? Are we going to use same hosting server for the new website or we are going to change the server?		No change in RFP
149	RFP-Design-and-Develop-new.pdf	64	Section 13	Open source software [Java]	Governement guidelines for web site does not say anything about the platform to be used for development. Considering the issues that arise during VAPT because of open source technologies can .NET framework be used instead?	Reference from guideline that .NET is not restricted: Scripting languages are an easy and fast means to enable or include more controls in WebPages. They can be implemented either as server side scripting languages using PHP, JSP, PERL and ASP or as Client side scripting	No change in RFP

						language using JavaScript, Jscript.	
150	RPF	11	Section 3 – Scope of Work	.....Datacentre with <b>Disaster Recovery</b> and backup solution in place	Please let us know which city the DC and DR be located.		DC in Mumbai,DR in Chennai
151					Also let us know whether remote access to the server will be provided to vendor for setting up / maintenance?		Yes
152		28	8.3.1	Bidder shall also update necessary IOS, <b>Patches</b> and should support the software for the period of three years from the date of 'Go-Live'. Any defective software supplied by Bidder shall be replaced by Bidder at no additional cost to NPCI, including all incidental cost like the upgrades, new releases	Please let us know how patches to be monitored for IOS or other handsets other than the internet servers. (DC/DR)		This will be integrated with CA Tool for monitoring.



				(Minor/major) versions; bug fixes etc. for system software will be supplied to NPCI at no extra cost, with the necessary documentation during AMC period of 2years.			
153					Kindly relax the payment terms.		No change in RFP
154		39	Section 10	High Availability: The application should have 99.999% availability. It should allow online addition, deletion and modification of the software changes without any impact on aforesaid availability.	For achieving high availability in application necessary infrastructure for high availability solution should be in place.		No change in RFP
155			Point 4		Kindly confirm.		
156	RFP	64	Annexure I : Compliance to Technical & Functional Specifications	Open source software [Java]	Whether development in C# (.Net) with MS SQL or in PHP with MySQL will acceptable to NPCI?		No change in RFP

157				Operating system [Linux Based OS ]	Most of the Bank's portals which are secured with many online applications developed in .Net (C# or PHP) are live for many years but we have not experienced any security threat from any angle though attempts are being made regularly from different angles to break the security barricades.		No change in RFP
158				Database [MySQL 5 and above, PostgreSQL]	Please confirm.		No change in RFP
159				Middleware [J2EE]			No change in RFP
160				Web Server [Tomcat 6.0 and above, Apache2.4]			No change in RFP
161		31	8.14.1	Payment Terms: 60 % of the payment shall be released after UAT, 30% after 'Go Live' and balance 10% shall be released after 3 months from the date of installation of software.	As per industry standard 20/30% payments are release after design / SRS approval.		No change in RFP

162	Terms of Delivery	26	8.3.2	At each stage of implementation the bidder is required to take approval from NPCI. Approvals would be given on wireframes, designing, content, flow of the information etc. by NPCI. Bidder might have to make changes at each level of approval without charging any extra cost apart from mentioned in the Purchase order.	If the quantum of changes during the approval process are high, how would the agency be commercially compensated for the same? Is there any cap on the number of changes submitted by NPCI?		No change in RFP
163					The website is to be created only in Java or its just an example.		Java is just stated as an example
164	Eligibility Criteria	<b>16</b>	4.2	The bidder should have an experience of developing source websites for payment processing.	Is experience of developing source websites for payment processing a mandatory eligibility criteria?		Please list down suitable client reference and past experiences
165					What are the current security measures implemented in the current infrastructure for the existing website?		Details will be shared with successful bidder as mentioned in Section 3.1 of published RFP document.
166					Which are the audits which NPCI would run the website through and what is the agency's		NPCI will perform Source code review, Application Security test, vulnerability

					expected support for the audits?		assessment and penetration test (through internal team or hired external assessor agency). It is expected from agency to facilitate the exercise by adequate time & resource for successful completion and ensure controls are put in places for identified vulnerabilities , flaws and observation gaps.
167					Is the agency supposed to provide audit reports at any stage for any kind of compliance?		Agency require to perform secure development design, build, source code review, app-sec, vulnerability assessment and penetration test exercise etc on periodic basis for validation of secured design, enforced controls and submit compliance to reviews/audits.

168					What are the details that NPCI would require in the risk management analysis which needs to be conducted once in a year?		Secure development and secure coding practises review and compliance. Agency require to perform secure development design, build, app-sec, vulnerability assessment and penetration test exercise etc on periodic basis for validation of secured design, enforced controls and submit compliance to reviews/audits.
169	NPCI/RFP/2016-17/IT/01	<b>13</b>	3.2	Arrangement to conduct periodic risk management analysis at least once in a year.	Please elaborate expectation on the same		Answered above.
170	NPCI/RFP/2016-17/IT/01 dated 19th May 2016	<b>13</b>	3.2	Detailed scope of work	As you mentioned in RFP," Arrangement to conduct periodic risk management analysis at least once in a year"; what is coverage for analysis and in which form do you want this analysis report?		Answered above.

171	Eligibility Criteria	<b>16</b>	4.2 (b8)	The bidder should have an experience of developing source websites for payment processing.	Is experience on Public Domain mandatory or local domain also suffices the requirement. Eg We have developed & implemented Web based NACH in Public Sector / Private Sector banks which also processes payments		Please list down suitable client reference and past experiences
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