

PRE BID REPLIES FOR NPCI:RFP/2013-14/0033 DATED 03.01.2014 - REQUEST FOR PROPOSAL FOR CORPORATE WEBSITE REVAMPING

S.No	Document Reference	Page No	Clause No	Description in RFQ	Clarification sought	Additional Remarks (if any)	Reply to Query
1	NPCI/2013-14/0033			Are you looking at 10 Crore Turnover or 1 Crore?	We would request you to kindly make it 1 Crore so that we can bid for the same.		As described in RFP
2	NPCI/2013-14/0033	Page 32	section 10	Section 10 - Technical Requirements : The proposed solution by the bidder should integrate with existing NPCI Website technology landscape and roadmap.	Pls provide details of existing NPCI website - technical platform etc		Operating System is windows ; Front end application is Dot Net 3.5, Database is MS-SQL Server Standard edition -32 bit; IIS 6.0;
3	NPCI/2013-14/0033	Page 32	section 10	The proposed solution should have future scalability to adhere to B2B, B2C future NPCI product additions.	What are the future NPCI B2B, B2C product roadmap?		NPCI Corporate B2B, RuPay & IMPS Websites as B2C
4	NPCI/2013-14/0033	Page 32	section 11	Section 11: Functional Requirements : This would also involve implementation of two new websites for NPCI Products i.e. RuPay and IMPS.	We understand that RuPay and IMPS are web based applications which is referred in the RFP as 'NPCI Products'. Please confirm if our understanding is correct		These are separate websites and two distinct products of NPCI
5	NPCI/2013-14/0033	Page 33	Functional Requirement #3:	Browser Independent Website Structure	Desktop Browsers to be supported: • Google Chrome (latest version) • Internet Explorer 8 & 9 • Mozilla Firefox (latest version) • Safari 7.0 RWD resolution to be supported: 320, 480, 768 & 1024 resolution Pls confirm		Internet explorer 8 and above. Mozilla Firefox/Safari/Google Chrome latest version
6	NPCI/2013-14/0033	Page 34	Functional Requirements # 6:	Web pages linked with or referred to social networking websites like Facebook/twitter/LinkedIn should have adequate controls to restrict confidential data exposure through these social media.	Please advice on the specific feature implementation that NPCI wishes to achieve using social networking websites. Pls confirm if our below understanding is correct. FaceBook: To put Likes Twitter: To land in NPCI website from Twitter You Tube: To land in NPCI website from You Tube Does NPCI wishes to share videos on the social channels?		NPCI would share on social channels based on need basis.
7	NPCI/2013-14/0033	Page 35	8. Bilingual Management Development:	b) The front-end website as well as the backend administrator panel shall be made compliant to handle the Bilingual requirements.	Can you please elaborate on Bilingual requirement? Is it expected that the website content needs to be rendered in English and Hindi language? Please provide more details		Website content is presently in English, in future need would arise to support other indian languages

8	NPCI/2013-14/0033	Page 37	Functional Requirements # 14	Content Integration:	Can you please elaborate on Content Integration. Is it expected to develop any web services to integrate content from other systems. With reference to same question, in addition to current NPCI website data, is there any past archives that also need to be migrated. Is content creation in scope? If yes what is the total content size?		Yes. Content migration is involved from current website.
9	NPCI/2013-14/0033	Page 38	Functional Requirements # 18	RuPay Product Website The proposed solution should have future scalability including adherence to B2B (Business to Business) RuPay Product.	What are the interfaces of RuPay website with RuPay product? How many users are expected for RuPay in each category?		Between banks/ vendors and NPCI staff , it is assumed that the user base to be approximately in the range of 4000 to 8000.
10	NPCI/2013-14/0033	Page 40	Functional Requirements # 18	18. RuPay Product Website - Member Bank	Request information on: How many uploads per day? How many concurrent uploads? Typical size of each upload? Any validation of data from format/data point post upload?		Member banks would upload data at the end of a quarter in a 20 day window post the end of a quarter. This is an excel file and not over 20 KB. Further we may evaluate the submission of forms / documentation online or as scans in .pdf format. Since these documents are submitted online only post log-in there is no validation required. The respective teams will review the documents and review them and provide feedback to banks / vendors in this regard. in case of modification to the document bank may upload a fresh document superceding the earlier submission.
11	NPCI/2013-14/0033	Page 40	Functional Requirements # 18 : member bank	Downloadable brand elements	Please give details on size, concurrent users, downloads per day etc.,		various logos in .jpg, or in open file format .eps, .ai, .cdr are made available for business partners to download. It may be assumed that concurrent users may be 20. Approximately 50 downloads per day
12	NPCI/2013-14/0033	Page 40	Functional Requirements # 18 : member bank	Member Banks: Onboarding documentation for banks in certification may be submitted online through this section	Please elaborate on the functionality and please provide volume details		Banks are required to share with RuPay certain documents when certification is underway. We propose to have the forms which may be submitted online and since they are submitted post log-in these are deemed to be submitted by the authorised persons. Bank may have the option to print and submit the document duly sealed and signed. Further we may evaluate the submission of forms / documentation online or as scans in .pdf format. Since these documents are submitted online only post log-in there is no validation required. The respective teams will review the documents and review them and provide feedback to banks / vendors in this regard. in case of modification to the document bank may upload a fresh document superceding the earlier submission. Rupaya Team

13	NPCI/2013-14/0033	Page 40	Functional Requirements # 18 :Vendor / TPPs / TSPs:	Card Design Approval requests on behalf of the banks will be made by vendors directly through the log-in ID. They will have option to mark multiple persons in copy.	Request information on: How many uploads per day? How many concurrent uploads? Typical size of each upload? Any validation of data from format/data point post upload?		: Upto 15 uploads per day. Concurrent users negligible. Size of each upload is 1000 KB. No validation of the file uploaded as only authorised persons in the vendor location can upload files. While the file is uploaded there is option to mark an email to multiple persons so that they receive an intimation that the card design has been submitted for approval. Further when we approve the card design an email intimation must go to all marked on email previously of the response on the card design
14	NPCI/2013-14/0033	Page 40	Functional Requirements # 18 :Vendor / TPPs / TSPs:	Onboarding documentation for banks in certification may be submitted online through this section	Please elaborate on the functionality and please provide volume details		Banks are required to share with RuPay certain documents when certification is underway. NPCI proposes to have the forms which may be submitted online and since they are submitted post log-in these are deemed to be submitted by the authorised persons. Bank may have the option to print and submit the document duly sealed and signed. Further we may evaluate the submission of forms / documentation online or as scans in .pdf format. Since these documents are submitted online only post log-in there is no validation required. The respective teams will review the documents and review them and provide feedback to banks / vendors in this regard. in case of modification to the document bank may upload a fresh document superceding the earlier submission.
15	NPCI/2013-14/0033	Page 42	19. IMPS (Immediate Payment System) Product Website:	The proposed solution should have future scalability including adherence to B2B (Business to Business) IMPS (Immediate Payment System) Product.	Please provide the details of interfaces of IMPS website with IMPS product?		Imps is a separate product and there would be separate sub-product sections in IMPS
16	NPCI/2013-14/0033	General		NPCI/Rupay/IMPS has customers, Banks, Vendors, NPCI staff as members	What is the size of userbase? What is the volume of change? Do Public customers also need login ID?		It is proposed that basic content of the website is available to all users. However to explore the entire website there would be provision of login id (customers/partners) . Currently IMPS has over 80 partners.
17	NPCI/2013-14/0033	9	Section 3.1	To conduct periodic Security vulnerability assessment of the application and network at least once in a year.	Please confirm, how many application will there which are in scope for vulnerability Assessment ?		NPCI Website, RuPay Product Website & IMPS Product Website
18	NPCI/2013-14/0033	9	Section 3.1	To conduct periodic Security vulnerability assessment of the application and network at least once in a year.	What is the complexity of each application scope (Number of dynamic pages, number of input fields , number of rule etc.)		Once in a year
19	NPCI/2013-14/0033	9	Section 3.1	To conduct periodic Security vulnerability assessment of the application and network at least once in a year.	What is the infrastructure Size (example how many IPs, servers or network devices will be in scope.)		The requirement is DC-HA and DR for Corporate website, RuPay Website and IMPS Website
20	NPCI/2013-14/0033	9	Section 3.1	To conduct periodic Security vulnerability assessment of the application and network at least once in a year.	Who will provide the logistics ? Is the security team supposed to use its own commercial tool for scanning or it will be provided by the NPCI ?		Bidder to conduct the security assessment.

21	NPCI/2013-14/0033	Page 32	Section 11 - Point 3	<p>Ensure Compatibility with all Internet browsers like Internet Explorer, Mozilla Firefox 3.6 onwards, Google chrome and Macintosh Browser, Netscape etc. and smart mobile phones, tablets, iPhone's, Laptops etc. It should be ensured that the website works flawlessly across different web browsers for ensuring browser independent structure. Responsive web design should be compatible with mobile phones, tablet, laptops, desktops, etc.</p>	<p>As we are creating Responsive Design which is based on HTML 5 and CSS 3. It won't work on some of the old browsers, Major issue is with Internet Explorer. IE 9 and above support well to HTML5 and CC3. But IE 8 supports some of the functionality.</p> <p>Please clarify, lowest version of Browser for which we need to make site compatible.</p>	<p>Reason: Depending on supporting lower version of browsers, there will be impact on design of the website.</p>	IE8 onwards
22	NPCI/2013-14/0033	Page 33	Section 11 - Point 4	<p>It must be ensured that the website adjusts itself automatically as per the screen resolution of the website visitors for example 1024*768, 1200*800 , 800*400 etc. Resolution independent website will automatically expand/compress itself as per the screen resolution and hence there should not be any vertical scroll in the website structure.</p>	<p>1. Please provide one screen resolution for which site will be viewed by default. As, you have asked for compatibility for "1024*768, 1200*800 , 800*400 " as well as no vertical scroll bar, we have to finalize one resolution for which site is expected to be viewed best, for rest of resolutions content will be adjusted as per available space and vertical height of the page will vary.</p> <p>2. Is there any specific reason why we don't want vertical scroll?</p>	<p>Reason: 1. Now a days standard resolution is 1024*768. when site is opened at higher resolutions, background expands and cover whole screen and there will be NO impact on layout of website. and for 800*400 vertical scroll will come. 2. For mobile devices vertical scrolling comes (This is how RWD works). Please clarify, is this fine? 3. Today's one of the best practices is to give wide footer and give redundant links to provide ease of use. Restricting site to NO vertical scrolling, we can not give wide footer. 4. Incase of NO vertical scrolling, when page is content heavy, we have to give Div based vertical scroll(to avoid page scroll) and paging will come. In that case, clicks will increase to view complete content.</p>	No Change in RFP

23	NPCI/2013-14/0033	Page 40	Point 2	The login based for each user/individual/banks/vendor would differ.	Need more insight on what user will do after login	on NPCI also we have "Login Member" and don't have any idea what user will do after login.	Authentication vide a log-in process Modules per user will be defined and shared basis the grouping that is done Registration : Name / Address / Email / Mobile / Institution Name / Reporting manager in institution / Highest Reporting manager email ID/ Reporting manager Mobile number Vendors upload the card design PDF for approval - post log-in. Vendor can input emails ids of persons he wants to intimate that the card design has been submitted to RuPay for approval. Further an acknowledgement email is triggered to the person uploading that the card design has been received for verification. Once the RuPay card design approval team have reviewed the card design and provided approval / feedback an email is triggered to the concerned and the feedback is also available as trail in the log-in of the person who has submitted the design for approval
24	NPCI/2013-14/0033	Page 33	Pont - 6	Dynamic Content Management System (CMS) Features	Need clarification on how administrator section will work. Is it going to open website interface or CMS interface (LifeRay).	Reason: This will effect efforts/estimations.	Both
25	NPCI/2013-14/0033	Page 39	Point 18 (RuPay Product website)	Division of Content: The content will basically be divided to 3 sections	Can we get check list of Public Content, Member Bank, Vendors	As all 3 will have different functionality there will be different landing pages for all three with different Navigation options.	Checklist for the webpages for respective section will be provided by NPCI
26	NPCI/2013-14/0033	Page 32	Section 11	Section 11 - Functional Requirements	Can we get list of primary and secondary users of site along with details critical tasks users has to perform?		NPCI team encompassing all verticals' selective users, who seeks to update/edit/modify/change data on timely basis, are the primary ones. The secondary ones would be our member banks, indirect customers and people at large to acquire information as per their requirements.
27	NPCI/2013-14/0033	Page 32	Section 11	Section 11 - Functional Requirements	How frequently site will used by users and what are those tasks users is looking to perform at site?		The site will be used 24 x 7. Tasks involve- updating content/pictures/videos/numbers, adding new sections/sub-sections, merging or demerging graphical designs and all those areas that need updates in providing information about the company on a timely basis.
28	NPCI/2013-14/0033	Page 32	Section 11	Section 11 - Functional Requirements	What are the defined key success criteria? How are we planning to measure them?		As mentioned in RFP
29	NPCI/2013-14/0033	Page 32	Section 11	Section 11 - Functional Requirements	Will we get access to actual users to understand their expectations from New Portal & get the designs reviewed?		No Change in RFP
30	NPCI/2013-14/0033	Page 33	Section 11	Section 11 - Functional Requirements. Point 3: Browser Independent Website Structure	Its mentioned that required Internet browsers are Internet Explorer, Mozilla Firefox 3.6 onwards, Google chrome and Macintosh Browser, Netscape etc. Can U please confirm what are the lowest versions of browsers we have to consider?		IE8

31	NPCI/2013-14/0033	Page 35	Point 8	Point 8 - Bilingual Management Development.	It is mentioned that, Develop the website in English and shall be Unicode compliant. And in Point "B" it said that "The front-end website as well as the backend administrator panel shall be made compliant to handle the Bi-lingual requirements." Please provide some clarification on this. It going to bi-lingual or Only English. If bi-lingual, what would be other language(s).		Website content is presently in English, in future need would arise to support other indian languages
32	NPCI/2013-14/0033	Page 38	Point 17	DESIGN AND BRAND RECOGNITION:	We assume Brand Guidelines will be provided by client. Please confirm.		Yes
33	NPCI/2013-14/0033	9	3.1	All data/records will remain the property of NPCI and in case NPCI opts to migrate to a new solution, bidder has to ensure availability of relevant tools to the administrators to extract data for migration to the new system.	What is the current volume of data considered/in-scope for migration?		980 MB (Website and content) , 30 MB of database
34	NPCI/2013-14/0033				What is the current user base of NPCI? What is estimated growth in user base year on year ? Please provide user base for all portals		IMPS - estimated growth 10,000 users per day.
35	NPCI/2013-14/0033				What is the user base estimated for Rupay Portal and IMPS		IMPS - estimated growth 10,000 users per day. Rupay-estimated growth 5000 users per day
36	NPCI/2013-14/0033		11.6	Administrators should have access to all the logs in the backend on each page where he can view changes that have been made to the database for the websites.	Please elaborate the requirement. Does NPCI needs page wise logging/auditing ?		Yes
37	NPCI/2013-14/0033		11.6	The bidder should provide a facility to authenticate the users.	Does NPCI already have an LDAP Product for authentication or custom database based login is required ?		Yes
38	NPCI/2013-14/0033		11.6	Online data submission to NPCI by banks / vendors - Bank will upload the filled sheet through their login on the RuPay website.	What is the format of the sheet uploaded by bank ? Ex- xls,xml etc ?		Excel format. Approximate size 20 KB.
39	NPCI/2013-14/0033		11.6		What are the number of static content based pages on Rupay portal ?		Approximately 75 --100
40	NPCI/2013-14/0033				What are the number of static content based pages on IMPS portal ?		Total of 110 Pages
41	NPCI/2013-14/0033		11.6	Provide internet style search capabilities - Enable browsing of collections	Please elaborate the requirement.		User should be able to search required data based on any criteria
42	NPCI/2013-14/0033		11.3	Proposed solution to cater to 23000 hits/day	Please provide portal wise breakup of hits		Rupay - expected 5000 hits per day. IMPS EXPECTED 10,000 Hits per day
43	NPCI/2013-14/0033	Page 42	Functional requirement points 17 and 18	Functional	Can we consider Browser compatibility same as NPCI and Rupay websites?		Yes
44	NPCI/2013-14/0033	Page 42	Functional requirement points 17 and 18	Functional	Can we get list of tasks which will be critical and frequently used?		As mentioned in RFP
45	NPCI/2013-14/0033	Page 9	Section 3.1 - Scope of Work	The successful bidder will facilitate audits, fix/rectify all the vulnerabilities un-earthed by the security auditors without any cost to NPCI and within 30 days of getting the reports.	Would the audit cost be borne by NPCI of the bidder?		NPCI

46	NPCI/2013-14/0033	Page 10	Section 3.1 - Scope of Work	As a part of technical evaluation all qualified bidders would be required to give a presentation to NPCIS on the complete web revamp solution, RuPay Website & IMPS Website which would be proposed by the bidder.	Is the presentation required along with the RFP response or post the response submission?		POST Response submission
47	NPCI/2013-14/0033	Page 10	Section 3.1 - Scope of Work	The bidder would need to submit the proposed Solution document with following details which would necessarily be after the bidder carrying out a study including evaluation of NPCI's existing processes, platforms, applications in relation to the current corporate website.	Please share the existing processes, platforms, applications in relation to the current corporate website.		Operating System is windows ; Front end application is Dot Net 3.5, Database is MS-SQL Server Standard edition -32 bit; IIS 6.0;
48	NPCI/2013-14/0033	Page 60	Annexure I	Service Support Details	Details of which resource is expected here? Is NPCI expecting the manpower resources to be assigned to the project at time of bid submission?		Yes
49	NPCI/2013-14/0033	Page 35	Point 8. Bilingual Management Development	The front-end website as well as the backend administrator panel shall be made compliant to handle the Bilingual requirements.	Presume the languages in bi-lingual requirements are Hindi and English. Please clarify.		Website content is presently in English, in future need would arise to support other indian languages
50	NPCI/2013-14/0033	Page 35	Point 9. Archives Management	It should be ensured that the expired contents are automatically moved to archives folder from the main website.	For what duration is the archive expected to be maintained after which it can be purged? What is the expected amount of data to be archived on a monthly / yearly basis?		Data to be archived and stored in tapes for offsite storage of 10 years
51	NPCI/2013-14/0033	NA	NA	NA	How many screens be designed for each site and what all activities would the bank do on these sites.		Please refer RFP
52	NPCI/2013-14/0033	page 35	Section 7	Tenders should have expiry date and after expiry date should have facility to move to archives.	Where will archived content be stored? In portal cms ,external database or system.		external database
53	NPCI/2013-14/0033	page 40	Section 3	The login based for each user/individual/banks/vendor would differ.	Will user be required to register separately for all the websites or onetime(SSO login) via corporate website?		separate website login required for RuPay and IMPS , however user id is not required to access corporate website
54	NPCI/2013-14/0033	page 33	Section 3	Proposed solution should have ability to handle 23,000 hits per day.	What is the required scalability in terms of users, content volume/type per year?		Rupay - 5000 hits per day, IMPS -10,000 hits per day.
55	NPCI/2013-14/0033	Page 43	Live chat	Live Chat options.	Live chat is required for 1-1 user interaction or multi-user interaction?		Multi-user Interaction
56	NPCI/2013-14/0033		Accessibility	It is mentioned that accessibility need to be taken in consideration. Could you please clear, till what level of accessibility desired? A, AA or AAA			AA
57	NPCI/2013-14/0033		RWD	For providing User Experience on mobile devices, we are considering Responsive Design, instead of separate site for mobile devices and Mobile App. Please confirm the that responsive design approach is fine or you want to go with some other approach?			Bidder to provide the best possible option

58	NPCI/2013-14/0033		RWD	We assume that screen resolution to be considered in scope for Responsive Web Design are 320, 480, 768, 980, 1024. Please confirm.			Bidder to provide the best possible option to reach large audience
59	NPCI/2013-14/0033		RWD	The mobile version needs to be replica of desktop or will it show limited functionalities?			Replica of desktop
60	NPCI/2013-14/0033		Usability Testing	Do we need to consider Usability Testing also as part of project scope?			No
61	NPCI/2013-14/0033		Usability Testing	TCS has capability in doing both Formative & Summative Usability Testing."Which of the following method to be used as part of usability testing? 1. Formative Usability Testing - Testing the prototype with sample users 2. Summative Usability Testing - Involves tracking user behavior in a lab environment using usability testing software			Bidder to provide best available solution
62	NPCI/2013-14/0033		Usability Testing	Do we need to consider testing the new portal in actual devices such as smartphone, tablets? If yes, will you provide the devices or we need to consider it in the costing?			Yes, Devices would be provided by NPCI
63	NPCI/2013-14/0033	Page 42	19. IMPS (Immediate Payment System) Product Website:	The proposed solution should have future scalability including adherence to B2B (Business to Business) IMPS (Immediate Payment System) Product. IMPS Analytics	Is there an existing analytics tool that is used by NIPS today?		No tool in place as of date
64	NPCI/2013-14/0033	Page 42	19. IMPS (Immediate Payment System) Product Website:	19. IMPS (Immediate Payment System) Product Website: The proposed solution should have future scalability including adherence to B2B (Business to Business) IMPS (Immediate Payment System) Product. IMPS Analytics	What are the analytics needs of the business?		in downloadable formatAnalytics required - Visitor Number/Visitor profiles
65	NPCI/2013-14/0033	Page 42	19. IMPS (Immediate Payment System) Product Website:	19. IMPS (Immediate Payment System) Product Website: The proposed solution should have future scalability including adherence to B2B (Business to Business) IMPS (Immediate Payment System) Product. IMPS Analytics	Can you elaborate (beyond what is in the RFP) on the use cases/expectations for the Analytics Reporting capabilities within this project?		Analytics reporting would be on need basis
66	NPCI/2013-14/0033	Page 42	19. IMPS (Immediate Payment System) Product Website:	19. IMPS (Immediate Payment System) Product Website: The proposed solution should have future scalability including adherence to B2B (Business to Business) IMPS (Immediate Payment System) Product. IMPS Analytics	Please provide the analytics implementation and support timelines expected to support the deliverables/success criteria for this RFP ?		Analytics reporting would be on need basis

67	NPCI/2013-14/0033	-	General	-	Will you require Search Engine Optimization resources/consulting to maintain search rankings on your internet solution? Please outline some important requirement/site objectives around on and off site search (including SEO and SEO support)		Yes
68	NPCI/2013-14/0033	Page 42	19. IMPS (Immediate Payment System) Product Website:	The proposed solution should have future scalability including adherence to B2B (Business to Business) IMPS (Immediate Payment System) Product. IMPS Analytics	Is there an existing analytics tool that is used by NIPS today?		No
69	NPCI/2013-14/0033	Page 42	19. IMPS (Immediate Payment System) Product Website:	19. IMPS (Immediate Payment System) Product Website: The proposed solution should have future scalability including adherence to B2B (Business to Business) IMPS (Immediate Payment System) Product. IMPS Analytics	What are the analytics needs of the business?		IMPS
70	NPCI/2013-14/0033	Page 42	19. IMPS (Immediate Payment System) Product Website:	19. IMPS (Immediate Payment System) Product Website: The proposed solution should have future scalability including adherence to B2B (Business to Business) IMPS (Immediate Payment System) Product. IMPS Analytics	Can you elaborate (beyond what is in the RFP) on the use cases/expectations for the Analytics Reporting capabilities within this project?		in downloadable formatAnalytics required - Visitor Number/Visitor profiles
71	NPCI/2013-14/0033	Page 42	19. IMPS (Immediate Payment System) Product Website:	19. IMPS (Immediate Payment System) Product Website: The proposed solution should have future scalability including adherence to B2B (Business to Business) IMPS (Immediate Payment System) Product. IMPS Analytics	Please provide the analytics implementation and support timelines expected to support the deliverables/success criteria for this RFP ?		
72	NPCI/2013-14/0033	-	General	-	Will you require Search Engine Optimization resources/consulting to maintain search rankings on your internet solution? Please outline some important requirement/site objectives around on and off site search (including SEO and SEO support)		Yes
73	NPCI/2013-14/0033	Page 9	section 3.1	This would be for a total period of 6 years which would include three years warranty and three years maintenance support.	Please let us know the coverage (24x7 8x5 etc) required for support		The support is required for hardware as well as software. SLA level as mentioned in RFP.
74	NPCI/2013-14/0033	Page 32	section 11	The initial activities would be understanding and evaluation of the current setup including NPCI's existing processes, platforms, and applications in relation to the current corporate website. The bidder has to provide the technology solution which would also include implementation of the final architecture.	Please provide details / configuration of the existing hardware and software		Operating System is windows ; Front end application is Dot Net 3.5, Database is MS-SQL Server Standard edition -32 bit; IIS 6.0;

75	NPCI/2013-14/0033	Page 10	section 3.1	o Architecture and Proposed Design for Corporate Website solution, RuPay & IMPS Websites with primary & HA server in Mumbai DC and Secondary server located in Chennai DR .	Please let us know if Test and development Servers / environments are required in the DC site		Test Setup is required at DC
76	NPCI/2013-14/0033	Page 10	section 3.1	o Architecture and Proposed Design for Corporate Website solution, RuPay & IMPS Websites with primary & HA server in Mumbai DC and Secondary server located in Chennai DR .	Please let us know the RPO / RTO required for the DR site		2 hours - RTO ;
77	NPCI/2013-14/0033	Page 10	section 3.1	o Architecture and Proposed Design for Corporate Website solution, RuPay & IMPS Websites with primary & HA server in Mumbai DC and Secondary server located in Chennai DR .	Please let us know if 100% of the compute of the DC is required for the DR		100% of DC
78	NPCI/2013-14/0033	Page 10	section 3.1	o Architecture and Proposed Design for Corporate Website solution, RuPay & IMPS Websites with primary & HA server in Mumbai DC and Secondary server located in Chennai DR .	The bidder understands that at the networking components line firewalls, switches , network cabling etc will be provided by NPCI. Please let us know if our understanding is correct.		Yes
79	NPCI/2013-14/0033			bidder should arrange to conduct periodic risk management analysis, security vulnerability assessment			Annual Activity
80	NPCI/2013-14/0033	10 & 32	First para	bidder would need to submit the proposed Solution document with following details which would necessarily be after the bidder carrying out a study including evaluation of NPCI's existing processes, platforms, applications in relation to the current corporate website.	Contact details of existing vendor to know process, infrastructure used and if some entities could be reused.		Operating System is windows ; Front end application is Dot Net 3.5, Database is MS-SQL Server Standard edition -32 bit; IIS 6.0; Content from existing website would be required to be migrated.
81	NPCI/2013-14/0033	11	4.2.5	The Bidder must provide references of two clients for whom the bidder has implemented the web revamp solutions	Lauren has done one complete revamp of website and is under active maintenance contract, other portal solutions are customer facing portal which function along with existing websites i.e customer visits website and through a link is directed to a websphere portal for advanced features		Bidder to provide the best available solution
82	NPCI/2013-14/0033			Technical presentation and related project plan on proposed corporate web solution, RuPay Website & IMPS Website, Hardware equipment's specifications and configuration, software licenses, including application database details and application which would be installed			No change in RFP

83	NPCI/2013-14/0033	22	8.5.2	Non Delivery of above at NPCI - at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5%	Bidder will try to have the delivery as early as possible, however if there is delay beyond our control then penalty should not be applied.		No change in RFP
84	NPCI/2013-14/0033	23		Penalty for breach of SLA	Penalty percentage is ok if it is applicable on Service value and not the total value of contract		No change in RFP
					Also, we can confirm response time but not the resolution according to the matrix provided.		No change in RFP
85	NPCI/2013-14/0033	24	8.7	Payment Terms	Since Software & Hardware cost need to be paid upfront to Bidder vendors it is requested both the license and hardware (100%) payments is made on delivery. NPCI retains 10% of Project cost as Performance Guarantee. Renewals could be paid beginning of year as applicable.	Quarterly payments to be applicable only for services delivered.	No change in RFP
86	NPCI/2013-14/0033	31	8.23	In case of order cancellation, any payments made by NPCI to the Bidder for the particular product would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment.	Hardware is already billed in name of NPCI, this is a irreversible process as per any OEM policy	This needs to be waived off	No change in RFP
87	NPCI/2013-14/0033	32		The proposed solution should have future scalability to adhere to B2B, B2C future NPCI product additions.	Need detail clarification on B2B, B2C future		As per current status there are two product websites to be built with NPCI Corporate website - RuPay Website & IMPS Website
88	NPCI/2013-14/0033	33	3	Proposed solution should have ability to handle 23,000 hits per day.	23k hits is in working hours or 24 hrs ?		24 Hrs
					What is the number of hits currently?		1500 hits per day
					How many unique visitors per day?		1000
					On revamp how many would be registered users? Expected frequency of users visiting website in working hours		1500 hits per day
					Expected No. of pages viewed by registered and un registered users?		2500 Users
					Time spent by reg & unreg users on each page.		10 Minutes
					Average Size of files uploaded on website ? (Eg : Tender docs)		10 MB
					What is the minimum and maximum size of files uploaded?		1Mb to 20 MB
89	NPCI/2013-14/0033	35	6	Minimal training required :.....	Please elaborate on what kind of designing would the end user should be allowed.		Bidder to provide the best available solution
				The development tools must allow users to design portal themes visually.			
				Bilingual Management Development.	WebSphere Portal supports following languages by default:	Page 34, First Point	Website content is presently in English, in future need would arise to support other indian languages
				a) Develop the website in English and shall be Unicode compliant.	Arabic		
				b) The front-end website as well as the backend administrator panel shall be made compliant to handle the Bilingual requirements.	Catalan	Language Support: Content of language shall be English	Website content is presently in English, in future need would arise to support other indian languages
					Czech		

90	NPCI/2013-14/0033	35	8		Danish	Does this mean that all the content would be English and no other language?	Website content is presently in English, in future need would arise to support other indian languages
					Dutch		
					English		
					Finnish		
					French		
					German		
					Greek		
					Hebrew		
					Croatian		
					Hungarian		
					Italian		
					Japanese		
					Korean		
					Norwegian		
					Polish		
					Portuguese		
					Brazilian Portuguese		
					Romanian		
					Russian		
					Slovak		
					Slovenian		
					Spanish		
					Simplified Chinese		
					Traditional Chinese		
					Swedish		
					Thai		
	Turkish						
	Ukrainian						
	Administrator would be able to add additional language libraries to create content, however						
	Which languages should website support?		Website content is presently in English, in future need would arise to support other indian languages				
91	NPCI/2013-14/0033	37	14	Content Integration The content of the existing website shall be integrated with the newly revamped website.	Need details of the existing content platform to understand the technical feasibility of this point.		Operating System is windows ; Front end application is Dot Net 3.5, Database is MS-SQL Server Standard edition -32 bit; IIS 6.0;
92	NPCI/2013-14/0033	38	17	Navigation Strategies :	Please elaborate.		User navigation from NPCI Corporate website to Rupay and IMPS website should be easy. Navigation inside each websites should be user friendly.
				Customized title header, navigation bars & buttons.	Will end user change the page header, navigation or button?		No
				Flexibility to add new minor specifications at no additional costs.			
93	NPCI/2013-14/0033	38	17	Flexibility to add new minor specifications at no additional costs	We understand that minor change will be effort of not more than 1 day.		No Change in RFP
94	NPCI/2013-14/0033	39	18	The proposed solution should have future scalability including adherence to B2B (Business to Business) RuPay Product.	Need detail clarification on B2B future.		As per current status there are two product websites to be built with NPCI Corporate website - RuPay Website & IMPS Website
95	NPCI/2013-14/0033	40	2.4	Survey option to be built in the site for general public as well as post log-in for banks / vendor staff.	Need detail requirement for the Survey application, like,		The survey building tool should take inputs as per requirement
					What type of question (descriptive or optional)?		Both
					Fixed or dynamic question?		Dynamic
					How to display result? Graphs		Data files and Graphs

96	NPCI/2013-14/0033	44	20.g	The bidder should ensure that the web revamp solution, and RuPay, as well as IMPS website solution which is provided has to take into consideration the scalability up to minimum Six Years in terms of the hardware and software.	Need detail clarification on this.		The hardware and software proposed by bidder
97	NPCI/2013-14/0033	43		Live Chat Options	Please confirm if Live Chat would be only required on the Ru Pay Site and specify the number of users in the help desk team managing Live Chat.		Rupay and IMPS Website
98	NPCI/2013-14/0033	45	22	The bidder to provide per manday cost for any new enhancements, change requests etc. required by NPCI	Should the bidder provide one time rollout cost for website along with manday cost for development applicable for 5 years (Any development / maintenance would be paid on quarterly basis) OR Consolidated cost for 6 year inclusive of development and maintenance		Bidder to provide cost as per commercial format provided in RFP Document
99	NPCI/2013-14/0033	46	6	Development of website and system integration testing to be completed in 12 weeks	Since the website design is not completely clear, we cannot agree on these timelines		No Change in RFP
100	NPCI/2013-14/0033	58		Annexure-G: Declaration for Acceptance of Scope of Work	No provision for highlight deviation		Bidder should clarify their queries in prebid reply. Hence No deviation is consider after bid submission.
101	NPCI/2013-14/0033				Does the user currently have any tech stack that we need to use or we can propose new set of stack		Bidder to provide best available solution
102	NPCI/2013-14/0033				What is the number of different accounts ? What is the current data volume?		
103	NPCI/2013-14/0033				What is the data growth (annually)?		10 to 20% increase year on year
104	NPCI/2013-14/0033				Please mention which all environment (Dev, test, training, DR, HA etc ..) require? Capacity required for each environment ?		1500 hits per day.
105	NPCI/2013-14/0033				Is there any requirement of high availability?		Yes
106	NPCI/2013-14/0033				Is there a requirement for using data quality based tools for standardization of data?		Yes
107	NPCI/2013-14/0033				How many number of reports to be generated?		Minimum 10 , remaining reports based on Change requests
108	NPCI/2013-14/0033				How many number of dashboards that is planned to develop?		As per RFP
109	NPCI/2013-14/0033				Any data porting from legacy sources to be done?		Data from existing website
110	NPCI/2013-14/0033				Any sources which has unstructured data format?		Data from existing website
111	NPCI/2013-14/0033				Are the generated reports expected to be Emailed / shared on FTP folders ?		Both
112	NPCI/2013-14/0033				SLA for Data Recovery Period.		Maximum 30 Minutes RTO
113	NPCI/2013-14/0033				Is there a need of BCP Requirement.		Please refer RFP
114	NPCI/2013-14/0033				Do we have any SLA for Application Uptime.		Yes, Please refer RFP
115	NPCI/2013-14/0033				At a broad level do we plan to have Active/Active or Active/Passive Disaster Recovery.		Active /Passive

116	NPCI/2013-14/0033				Is there a requirement for Mobile BI? what kind of handset support is required		No Change in RFP
117	NPCI/2013-14/0033				Is there any requirement to built Statistical Reports		Yes
118	NPCI/2013-14/0033				Are there any requirments for dashboards/reports to be viewed real time??		No
119	NPCI/2013-14/0033	14		The number of registered users for the Tool would be 50 and the number of users for the tool is expected to grow at 10% within 6 months of the implementation.	Is the total user is 50 or concurrent user is 50? Please clarify. Also what is the project user growth after 6 month till next 3 years and 5 years?		Please refer RFP,
120	NPCI/2013-14/0033		Annexure N	Period of the entire solution to be ready for commissioning after award of the contract	Is the entire solution to be commintioned within 3 month from signing of contract or after installation of h/w? Please clarify?		Pls refer RFP clausue 8.4 for Delivery
121	NPCI/2013-14/0033		Training		What is the duration of training required in both oprational and technical training? How many number of people get trained during this training program?		Please refer RFP
122	NPCI/2013-14/0033	32	Section 10 - Technical Requirements	The proposed solution by the bidder should integrate with existing NPCI Website technology landscape and roadmap	What is the existing Technology/Platform in use by NPCI		Operating System is windows ; Front end application is Dot Net 3.5, Database is MS-SQL Server Standard edition -32 bit; IIS 6.0;
123	NPCI/2013-14/0033				Does the vendor need only propose the technology solution based on the existing techno logy/platform of the NPCI website or the vendor can propose a solution for revamping and developing new websites with alternative platforms (Java/ J2EE, DRUPAL etc.).		The bidder to propose a solution for revamping and developing new websites
124	NPCI/2013-14/0033				Does Revamp mean working on the exisiting website and making changes to the existing site or it can also mean new development of corporate website		New development of corporate websites which includes migration of existing data
125	NPCI/2013-14/0033				Can the vendor use Open Source Technology		Bidder to propose best available solution
126	NPCI/2013-14/0033	32		The proposed solution should have future scalability to adhere to B2B, B2C future NPCI product additions	Does any of the portal (RUPay or IMPS) include features like a payment through payment gateway for the end customer.		Nil
127	NPCI/2013-14/0033	35	8	Bilingual Management Development.	Can we get the information in addition to english which other language needs to be supported		Website content is presently in English, in future need would arise to support other indian languages
128	NPCI/2013-14/0033	37	14	Content Integration	What is the existing format of the content (It's HTML/XML etc)		Operating System is windows ; Front end application is Dot Net 3.5, Database is MS-SQL Server Standard edition -32 bit; IIS 6.0;
129	NPCI/2013-14/0033				What Content could be used to design the new websites RUPay and IMPS and for making the wire frames		Bidder to propose best available solution
130	NPCI/2013-14/0033	45			Is there any scope for extension of the Timeline for Development and System Testing which currently mentioned in RFP as T+12 Week.		

131	NPCI/2013-14/0033	10		The bidder would need to submit the proposed Solution document with following details which would necessarily be after the bidder carrying out a study including evaluation of NPCI's existing processes, platforms, applications in relation to the current corporate website.	Should the mentioned proposed solution document be provided as part of the proposal for business, this is because NPCI has mentioned that the bidder carry out a study of NPCI's existing processes and platforms before submitting the solution document		No Change in RFP
132	NPCI/2013-14/0033	41		3. Registration Mechanism to RuPay Website	Will the validation mentioned here be offline or online ? If it is online, how it will be done ? What will the checks be ?		Validation would be offline
133	NPCI/2013-14/0033				Who are the users of this website who require login credentials ? Does it include the retail public or just banks/vendors, please provide examples of these vendors, are they financial firms or merchants, please clarify		: Authentication vide a log-in process Modules per user will be defined and shared basis the grouping that is done Registration : Name / Address / Email / Mobile / institution Name / Reporting manager in institution / Highest Reporting manager email ID/ Reporting manager Mobile number Vendors upload the card design PDF for approval - post log-in. Vendor can input emails ids of persons he wants to intimate that the card design has been submitted to RuPay for approval. Further an acknowledgement email is triggered to the person uploading that the card design has been received for verification. Once the RuPay card design approval team have reviewed the card design and provided approval / feedback an email is triggered to the concerned and the feedback is also available as trail in the log-in of the person who has submitted the design for approval
134	NPCI/2013-14/0033	42		4. Online data submission to NPCI by banks / vendors.	What would be the limit to the size of the file that can be uploaded		Minimum 10MB
135	NPCI/2013-14/0033				Rupay/IMPS are these websites are transaction based. If it is yes then please give high level transactional types and details		IMPS is not transaction based.
136	NPCI/2013-14/0033	23	8.6.2	Penalty for breach of SLA 5% of the original contract value if the bidder is not able to meet 99.5% to 99% service uptime. 10% of the original contract value if the bidder is not able to meet 99.5% to 99% service uptime.	Why there is same penalty for the same percentage of uptime		Pls refer RFP clause 8.6.3
137	NPCI/2013-14/0033	14	5.11.1	The Bidders shall prepare one hard copy (Marked as „ORIGINAL“) and one soft copy of the Technical Bid marking it as “Technical Bid-Soft copy”.	Do we need to submit hard copy and soft copy of technical bid only or all the bid document need to submit in hard copy and soft copy?		Hard copy of entire Bid (original) and one soft copy of technical Bid along with Technical Bid

138	NPCI/2013-14/0033	9	3.1	Scope of work	NPCI to share the current infra details with their current HW,OS and database details. Please provide us the network/Deployment diagram for the existng site (Including App/DB servers).		Operating System is windows ; Front end application is Dot Net 3.5, Database is MS-SQL Server Standard edition -32 bit; IIS 6.0;
139	NPCI/2013-14/0033				What is the expected data size for the Corporate Web site,RuPay and IMP5		No Change in RFP
140	NPCI/2013-14/0033			All the licenses required for any hardware/Software to meet the tender document requirements would need to be procured by the bidder in the name of NPCI.	NPCI should clarify what are the licences currently they are using. Are they going to continue with the same or they are changing the entire platform, database etc		Bidder to provide the same
141	NPCI/2013-14/0033			Disaster Recovery options	Where is the DC & Have NPCI finalised the DR again inhouse somewhere or with a third party DR Site ?		DC is in Mumbai Located at Tata Communications, DR is in chennai located at Reliance
142	NPCI/2013-14/0033	23		Resolution Service Level Agreement (SLA) during Warranty and AMC	Please clarify how is the support calls needs to be handled. Support is needed 365 days (24*7) or on need basis ?		Support on Need basis
143	NPCI/2013-14/0033				Is there a need for dedicated help desk for supporting these 3 web sites		Dedicated helpdesk might be required for a temporary period
144	NPCI/2013-14/0033	45			Technical Support is needed Onsite or Offsite		Offsite
145	NPCI/2013-14/0033	9	3.1	The bidder should arrange to conduct periodic risk management analysis, security vulnerability assessment of the application and network at least once in a year.	What is the periodicity?		Annual
146	NPCI/2013-14/0033	7	2.2	To make site accessible on all platforms like desktops, laptops, tablets, I pads, mobile phones, other hand held devices etc	Support to other hand held devices, etc looks very high level. This will be difficult in estimation for the QA efforts. Please provide us some specific HH devices or makes.		No Change in RFP
147	NPCI/2013-14/0033	9	3.1	The websites would also be periodically audited by NPCI appointed security auditors.	What is the frequency of this audit as it is mentioned as periodic.		Annual
148	NPCI/2013-14/0033	9	3.1	The bidder should arrange to conduct periodic risk management analysis, security vulnerability assessment of the application and network at least once in a year	For how many years? We assume till the duration of support period.		For the contract period
149	NPCI/2013-14/0033	33	3	Ensure Compatibility with all Internet browsers like Internet Explorer, Mozilla Firefox 3.6 onwards, Google chrome and Macintosh Browser, Netscape etc	The requirement says support for fire fox v 3.6 onwards, where as the latest version is 3.22. Do they really need back ward support till 3.6? Also, define the finite list of browsers instead of etc., This may create a gap during UAT.		Not required IE 8 and above,
150	NPCI/2013-14/0033	47	3	Availability of full-fledged development and support centre in Mumbai.	Request NPCI to relax this clause and include other cities like Hyderabad, Bangalore & Chennai and not limited only to Mumbai.		No Change in RFP

151	NPCI/2013-14/0033	NA	NA		What is the traffic and volume of transaction for the current website? This will help us choosing proper software components to be included in the revamped site.		Technical
152	NPCI/2013-14/0033	NA	NA	NA	Approximate - anticipated nos. of users for website in a day - Anticipated no. of concurrent hits for website - anticipated nos. of users for portal in a day - Anticipated no. of concurrent hits for portal		Technical 2500 Users, 10,000 users for IMPS, and 5000 users for RuPay 1500 hits per day 2500 1500 hits per day
153	NPCI/2013-14/0033	NA	NA	NA	Is internet bandwidth at DC and DR provided by NPCI? Or bidder should provide? Is connectivity between DC and DR provided by NPCI? Or bidder should arrange.		NPCI Yes
154	NPCI/2013-14/0033	NA	NA	NA	Are the following infrastructures requirements shall be arranged by bidder or provided by NPCI? - Firewall security - Router - Rack space to populate servers and other hardware, Power etc.,		NPCI
155	NPCI/2013-14/0033	32	11.1,11.2	In the revamped website there will be separate sections for:	Please mention number of static/dynamic pages per section. Ex. How many static and dynamic pages NPCI products and services section will have?		Current 140 static pages and going forward 20 pages would be dynamic for IMPS
		33	11.6	Content Management System	How many levels of approvals are required for CMS?		AA
		38		LDAP/Authentication	Does NPCI need LDAP based authentication or database based authentication?		Bidder to recommend the best possible cost effective option
		39	18.1	Rupay File Upload	Is any type of integration required for documents upload?		No Change in RFP
		39	18.2	Card Design Approval Process Availability on RuPay Website	How many levels of workflow is required for approval process?		Two Levels -AA
156	NPCI/2013-14/0033	9	3	The corporate website of NPCI is currently hosted and managed by an outsourced agency. NPCI wants to revamp the existing website which also includes development of new website for RuPay and IMPS as well, and get all these hosted in-house in the Data Center with Disaster Recovery option and backup solution in place.	Please advise the technology on which the current portals is designed in terms of : - Web server used - App Server used - Database used		Operating System is windows ; Front end application is Dot Net 3.5, Database is MS-SQL Server Standard edition -32 bit; IIS 6.0;
157	NPCI/2013-14/0033	32	9	The bidder should ensure that an adequate development & UAT Environment of the proposed Web Revamp solution is replicated and available at bidder workplace.	Please confirm that NPCI will bear the cost of procuring the h/w and s/w required for the Dev and UAT environments.		No
158	NPCI/2013-14/0033	32	9	The proposed solution by the bidder should integrate with existing NPCI Website technology landscape and roadmap	Please advise the technology on which the current portals is designed in terms of : Web server used Database used App Server used		Operating System is windows ; Front end application is Dot Net 3.5, Database is MS-SQL Server Standard edition -32 bit; IIS 6.0;

159	NPCI/2013-14/0033	32	9	This would involve redesigning and revamping the existing NPCI website with corporate theme design following the latest web trends along with migration of existing pages in English	Please specify the number of pages that need to be re-designed and migrated		Complete Revamp including development of two new websites , Rupay Product and IMPS Product
		9	3.1	The bidder to also note that proposed solution should have future scalability which also includes the two additional B2B (Business to Business) NPCI Product websites i.e. RuPay website & IMPS website. RuPay & IMPS Product websites would be separate websites with registered domain name RuPay.Co.in and IMPS.org.in including ability to being accessible from revamped Corporate Website also.	1.Is the requirement to integrate with these two websites now in scope? If so, Please provide details on these websites. 2. In the future is the expectation that the revamped website integrate with these two separate websites or the plan is to extend the revamped corporate website to include these two website's functionality? Please clarify		NPCI Corporate B2B, RuPay & IMPS Websites as B2C
		24	8.8	Price, shall remain fixed for a period of 6 months from the date of Notification of award / Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.	What is NPCI's stand in the event that we identify a change request within the 6 months period? Please clarify		Change request is an ongoing process and not limited to 6 months , solution cost validity is required for 6 months
		34	11	Portal usage	Does this refer to web analytics? Please confirm		Yes
160	NPCI/2013-14/0033	34	11	Virtual portals usage	Does this refer to web analytics? Please confirm		Yes
		34	11	User's usage	Does this refer to web analytics? Please confirm		Yes
		34	11	Group trend by hours	Does this refer to web analytics? Please confirm		Yes
		35	11	The front-end website as well as the backend administrator panel shall be made compliant to handle the Bi-lingual requirements	Bilingual mode can be attempted only for the UI portion. The admin portion of the application cannot be changed. Please confirm if it is OK?		Yes
161	NPCI/2013-14/0033			Content integration	Please provide the volume of content along with the types of files that need to be migrated?		No Change in RFP
				Authentication	Assumed that SMS gateway would be provided by NPCI? Please confirm		
		7	2.2	National Payments Corporation of India proposes to revamp its corporate website	Should we use the current content as-is for the new corporate website or will there be any changes in the content		Change in Content
		7	2.2	To make site accessible on all platforms like desktops, laptops, tablets, I pads, mobile phones, other hand held devices etc.	All 3 new websites (Corporate, RuPay and IMPS websites) should be made compliant with mobile devices. Is this understanding correct		Yes
		38	11	W3C compatible coding	Accessibility compliance (for disabled users) is out of scope. Pls confirm		Yes
			11	There will be promotional areas on the homepage, which will accentuate NPCI's business, and user visitors to explore the inner pages of site	Will NPCI provide the promotional material and is TechM expected to design promotional material?		Bidder to provide designs

162	NPCI/2013-14/0033				If TechM is expected to design promotional material. How many promotional material should we prepare and who will provide us with the content to prepare the promotions		NPCI would provide the content, Please refer RFP
		47	Technical Specifications :	Ability to submit twelve design options based on NPCI branding policy of which four would be for the revamp website and four each for the RuPay Website and IMPS Website	We need to estimate for 12 design themes in our response. Is this correct understanding?		Four each for each website
163	NPCI/2013-14/0033			Ability to gather website statistics in form of relevant reports for all three websites	Please mention if NPCI is using any analytic tool like Webtrends etc		No
		9	3	NPCI wants to revamp the existing website which also includes development of new website for RuPay and IMPS as well, and get all these hosted in-house in the Data Center with Disaster Recovery option and backup solution in place.	As the infrastructure is hosted in-house at NPCI Datacenters (DC-DR), its is assumed that perimeter network and network security is out of scope of this RFP. Please confirm.		Yes
		9	3	The bidder should arrange to conduct periodic risk management analysis, security vulnerability assessment of the application and network at least once in a year.	Does NPCI require the assessment to be carried out by a third party		Yes
		10	3	Architecture and Proposed Design for Corporate Website solution, RuPay & IMPS Websites with primary & HA server in Mumbai DC and Secondary server located in Chennai DR	It is understood as NPCI does not require high availability solution in DR. Please confirm.		HA is required with Primary
164	NPCI/2013-14/0033	21	8.4.2		Please state the SLA requirements for hardware and system software maintenance services for the proposed server and other hardware infrastructure.		Please refer RFP
		21	8.4.2		It is assumed that the SI's maintenance team will be provided access to the enterprise system monitoring environment for monitoring the proposed hardware/software. Please confirm.		Yes
		22	8.6	The bidder needs to note that the Hardware warranty would be for a period of 3 years starting from the date of Go-Live. The Software warranty would be for a period of 1 year from the date of Go-live. The bidder has to provide AMC Support for hardware for a period of three years and software for a period of five years after expiry of warranty period.	Please confirm the total warranty and support for the hardware required needs to cover the implementation + three years support.		Please refer RFP
		23	8	To be resolved within 4 working hours	Please state the working hours coverage for the system		Please refer RFP

165	NPCI/2013-14/0033	32	9	The bidder should ensure that an adequate development & UAT Environment of the proposed Web Revamp solution is replicated and available at bidder workplace.	i) Please state why the statement mentions replicate. Does it imply a similar environment at the NPCI DC & DR or the UAT environment to be similar to the production environment. ii) Please state that NPCI will bear the cost of procuring and maintaining the h/w and s/w required for the Dev and UAT environments.		i) DR Setup should be identical to DC. ii) Yes
		44	11	The website developed must be tested and acceptable to NPCI with one setup located at Primary Data Center in BKC with availability of DR Setup located at Chennai.	Please state the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) requirements.		Maximum 30 Minutes - RTO ;
		47		Availability of DC -DR with proper failover			
		44	11	The website developed must be tested and acceptable to NPCI with one setup located at Primary Data Center in BKC with availability of DR Setup located at Chennai.	Please state the performance level expected by NPCI for the DR e.g. 50%, 100%		100% of DC
		45	11	The bidder needs to train them on the overall workflow of the developed solution and backend administration functions at NPCI scheduled location to understand the operation and technical aspects of the work.	Please confirm that training on administration of hardware and operating system level is not expected.		No
166	NPCI/2013-14/0033	48	11	Availability of automated backup solution with ease in data restoration.	Please state the backup window available for the backup of the system.		Backup window is 9pm IST to Next day 7am. Daily to be performed in incremental basis. Full backup on weekly basis.
				General	Please provide details in case any of the existing infrastructure that can be utilized for the proposed system.		No
				General	Please state, which of the following components will be utilized from the existing infrastructure, (i) Storage infrastructure (ii) Backup infrastructure (iii) Network infrastructure (iv) Load Balancers (if required)		Network, backup and load balancer
				General	Does NPCI have preference on the hardware platform such as RISC based architecture?		No change in RFP
167	NPCI/2013-14/0033			General	Please share any IT standards vendor has to follow for the hardware selection.		No Change in RFP
168	NPCI/2013-14/0033	26	NA	Training	Kindly let us know the number of participant's and training frequency for product, operational & technical training	Usually 10 participant's for product, operational & technical training will be sufficient and NPCI should leverage their own trained staff for train the trainer approach	As mentioned in RFP
169	NPCI/2013-14/0033		NA	Warranty & AMC	Kindly confirm that after implementation 3 Year warranty and 3 year AMC will be needed for all component including hardware and software		Pls refer RFP clause 8.6.1

170	NPCI/2013-14/0033		NA	Warranty & AMC	Please let us know if NPCI need 8*5 support on mixed model (Off shore And onsite combined)	8*5 support on mixed model (Off shore And onsite combined will be sufficient for NPCI	No Change in RFP
171	NPCI/2013-14/0033	32	9.11.1	Software & Hardware Payment	We suggest to make the software payment 100% on delivery.		No Change in RFP
172	NPCI/2013-14/0033	6	7	Bid Submission	For Bid submission we request for a minimum of three weeks from the date of publishing the sought pre bid clarifications by NPCI.		Pls refer corrigendum-1
173	NPCI/2013-14/0033					Web Security We will suggest SPLUNK - Realtime Web Log Analyzer, for Web Security. This is one of the fastest way to get alert for any unauthorized access as well as Reporting of the Web Analysis.	Bidder to provide best available solution
174	NPCI/2013-14/0033					Responsive Portal > from which Smart device screen you need? Or you need from 320x480 (iPhone 3&4) portrait.	No Change in RFP
175	NPCI/2013-14/0033					What will be the con-current number of users visits you expecting at a given time.? This is needed to optimization of website to load in a minimu effective time.	No Change in RFP
176	NPCI/2013-14/0033					Any Color combination we need to follow for all 2 portals? Because you may have brand guideline document in which all color combinations specification must have mentioned for offline & online presence. Please do share with us.	No Change in RFP
177	NPCI/2013-14/0033					In "Member's Login" > Post login which are modules involved in the users dashboard? We need these so that, we can work on the revamping of the same aswell.	No Change in RFP
178	NPCI/2013-14/0033					There are many URL's in the current portal are "#" marked, no HTML pointer for them. Kindly specify scope of the same. e.g. complete Aadhaar Payment Bridge System (APBS) section has no pointers to its sub sections.	No change in RFP

179	NPCI/2013-14/0033					<p>In RuPay Portal:</p> <p>a. Authentacte User = Login Process? Please confirm</p> <p>b. Post authentacting User, which are modules involved in the Users Dashboard?</p> <p>c. In Registration Form, which Information you need from User?</p> <p>d. Please share the Architecture of Card Design Approvel Process?</p>	<p>Authentication vide a log-in process Modules per user will be defined and shared basis the grouping that is done Registration : Name / Address / Email / Mobile / institution Name / Reporting manager in institution / Highest Reporting manager email ID/ Reporting manager Mobile number Vendors upload the card design PDF for approval - post log-in. Vendor can input emials ids of persons he wants to intimate that the card design has been submitted to RuPay for approval. Further an acknowledgement email is triggered to the person uploading that the card design has been received for verifacaiton. Once the RuPay card design approval team have reviewed the card design and provided approval / feedback an email is triggered to the concerned and the feedback is also available as trail in the log-in of the person who has submitted the design for approval</p>
180	NPCI/2013-14/0033					<p>Is there any 3rd party API Integration involved in any of your internal module post member login. IF yes, we need API Documents to work on the integration efforts.</p>	No