SBI PENSION FUNDS (P) LTD.

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Request for Proposal
for
Development and Maintenance
of
Company's Website

www.sbipensionfunds.com

SBI PENSION FUNDS (P) LTD.

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SBI Pension Funds Private Limited

Ref NO. SBIPFPL/IT/RFP-003/2021-22
Request For Quotation
For Development and maintenance of company's website.

ACTIVITY SCHEDULE

Sr No	Activity	Development and maintenance of Company's website **www.sbipensionfunds.com**
1.	RFP Number	SBIPFPL/IT/RFP-003/2021-22
2.	Bid Document Availability including changes/amendments, if any to be issued	downloaded from Company's website https://www.sbipensionfunds.com/
3.	Call for Quotation	24.02.2022
4.	Any Query / Clarification	Queries on email
4.	Last date of Online Bid submission	09.03.2022
5.	Technical/Commercial Bid Opening	11.03.2022
6	Technical Bid Evaluation and Presentation of shortlisted Service Providers	Mutually Decided
7.	Opening of Commercial Bids	To be decided
8.	Method of Selection	The method of selection of vendor is Quality and Price Based. Due weightage will be given to technical capability and commercial viability of the proposal.
9.	Reverse Auction	To be decided in due course and informed accordingly.
10	SBIPFPL- Contact Details	Mr. Rajesh K Mishra (CISO) M –7488925030 ciso@sbipensionfunds.com Mr. Prateek Pal (Assistant Manager - IS) M- 9987276324systems@sbipensionfunds.com

Letter of invitation

SBI Pension Funds (P) Limited (SBIPFPL) is regulated by PFRDA and is the largest pension fund manager in India.

Through this RFP, SBIPFPL is seeking to engage a suitable vendor /service provider with requisite domain expertise for designing, hosting and maintaining company's website.

The company seeks estimates for designing, hosting and maintaining the company's website for a period of three years. A brief scope of work, deliverables and detailed procedure for submission of BID have been given in this document.

The proposals/ bids may be addressed to Shri Rajesh Mishra, CISO, SBI Pension Funds (P) Ltd, No 32, 3rd Floor, Maker Chamber III Nariman Point, Mumbai 400021. The complete proposal/bid should reach on or before 3.00 PM on 08-03-2022

For a detailed description of the job please see the home page of SBI Pension Fund's website (www.sbipensionfunds.com).

For further details, please contact Shri Prateek Pal, Assistant Manager, SBI Pension Funds P Ltd (022 42147120).

MD & CEO
SBI Pension Funds P Ltd,
No 32 Third Floor Maker Chamber III Nariman Point,
Mumbai Tel :(+91)-22- 42147120
EMail: www.sbipensionfunds.com

Background of Company / Purpose of Engagement

SBIPFPL (SBI pension funds private limited) is one of the largest pension fund in India with a market share of approximately 53%. The company ensures quality of investment with security and profitability. More details about the company profile, business model can be obtained from its website www.sbipensionfund.com.

SBIPFPL is looking to engage a new service provider /vendor for development and maintenance of its corporate website with content management, regulatory requirement and online reputation management as per defined scope of work.

The vendor should be a reputed and recognized in India. The engagement will be for an initial period of **three year** and may be extended further on **yearly basis**, one year at a time, at the sole discretion of the company, if the service provided by the vendor is found to be satisfactory.

SBIPFPL intends to engage a Service Provider (SP)/vendor who has a sustainable and have proven business model, recognized accreditation, established customer-base, distinguishable solution accelerators and enablers, high-performance personnel, while maintaining the ability to support its requirements.

SP's/vendors are advised to study the RFP document carefully. Submission of proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

The SP/vendor shall bear all prices associated with the preparation and submission of the proposal, including price of presentation for the purposes of clarification of the proposal, if so desired by SBIPFPL. SBIPFPL will in no case be responsible or liable for those prices, regardless of the conduct or outcome of the selection process.

The RFP will be posted online through M/s e-Procurement Technologies Ltd. The response to this RFP should be submitted to this website. The Service Provider must quote for all the items asked for in this RFP.

RFP Process

The technical and commercial proposal with the relevant information/documents/acceptance of all terms and conditions as described in this RFP document will be submitted online.

If the tender document is sent to us in hard copy, bidder should take all responsibility of loss /delay. Bid received after due date will not be accepted under any circumstances. An additional copy of the bid may please to be submitted (password protected) to **ciso@sbipensionfunds.com** .

Bidder cannot make their online submission after the time stipulated above and no extension of time will normally be permitted for submission of bids.

SPECIFICATIONS FOR REQUEST FOR PROPOSAL (RFP)

DEFINITIONS

1. **Agency", "Firm", "Company", "Bidder" "Consultant"** means any entity or person or associations of persons who submit their proposals for providing services to the company in accordance with this RFP.

2. **"Assignment/job"** means the work to be performed by selected vendor pursuant to the Contract.

3. **"Company"** means 'SBI Pension Funds (P) Limited' or 'SBIPFPL' constituted under the company Act , 1986, having its office at 32 , 3rd Floor , Maker chamber –III , Nariman Point , Mumbai -400021

4. **"Contract"** means the agreement in a format approved by SBIPFPL, to be executed between SBIPFPL and the selected/successful bidders as per this RFP for the services as per the terms and conditions approved by the SBIPFPL and in accordance with the Terms of Reference (TOR).

5. **"Day"** means English calendar day.

6. **"RFP"** means this Request for Proposal issued by SBIPFPL for the engagement of vendor for development and maintenance of website of SBIPFPL

7. **"Terms of Reference"** (TOR) means the document included in the RFP which explains the scope of work, activities and tasks to be performed.

8. **"Proposal" or "Bid"** means the bidder's written reply or submission in response to this RFP.

9. **"Financial Bid"** means **Commercial Bid** and vice versa.

10. **"Selected Bidder"** or **"Selected Agency"** or **"vendor"** means agency selected through the process enumerated in this process.

11. **"Intellectual Property Rights"** shall mean and include (a) copyrights and all renewals thereof; (b) trademarks, trade names, service marks, service names, logos and corporate names, both primary and secondary, together with all goodwill associated therewith and including, without limitation, all translations.

12. **"Deliverables/ Work Product"** shall mean all work product generated by vendor solely or jointly with others in the performance of the Services, including, but not limited to, any and all information, notes, reports, material, drawings, records, diagrams, formulae, processes, technology, firmware, software, know-how, designs, ideas, discoveries, inventions, improvements, copyrights, trademarks and trade secrets.

13. **Software Solution/ Services/ System – "Software Solution"** or **"Services"** or "System" means all software products, services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the

development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training, certifications, auditing and other obligation of vendor covered under the RFP.

14. **Annual Maintenance Contract (AMC)** - It would be the annual cost of maintenance of software /solution.

15. **Go-Live means** the day when the lending journey will be completely available and integrated for used by end users and all its interfaces are integrated and functioning properly as per RFP scope and Company sign off is obtained.

Glossary of Terms	
Acronym	**Description**
AMC	Annual Maintenance Contract
EOI	Expression of Interest
LOI	Letter of Intent
OEM	Original Equipment Manufacturer
PFM	Pension Fund Manager
PBG	Performance Bank Guarantee
PO	Purchase Order
RFP	Request for Proposal
TAT	Turn-Around-Time
SBIPFPL	SBI Pension Funds (P) Limited

Important Disclaimer

(i) The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form/email by or on behalf of SBI Pension Funds (p) Limited (Company), subject to the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

(ii) This RFP is not an offer by SBI Pension Funds (P) Limited, but an invitation to receive responses from the prospective Bidders. No contractual obligation whatsoever shall arise from the RFP Process unless and until a formal contract is signed and executed by the company with the bidder. The document should be read in its entirety.

(iii) The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. Company may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

(iv) The Company, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process. The company also accepts no liability of any nature

whether resulting from negligence or otherwise, howsoever caused arising from reliance of any bidder upon the statements contained in this RFP.

(v) The bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect, will be at the Bidder's risk and may result in rejection of the Bid. No contractual obligation whatsoever shall arise from the RFP process unless a Purchase order has been issued by duly authorized officers of the company with the selected bidder.

(vi) The issue of this RFP does not imply that the company is bound to select a bidder or to award the contract to the selected bidder, as the case may be, for the Project and the Company reserves the right to reject all or any of the bids or bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful bidder as defined in Award Criteria and Award of Contract in this RFP.

Subject to any law to the contrary, and to the maximum extent permitted by law, the Company and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of the Company or any of its officers, employees, contractors, agents, or advisers.

Instructions for Bidders

1. Request for Additional Information

A. Bidders are required to direct all communications for any clarification related to this RFP, to the designated officials of the company and must communicate the same in writing.

B. All queries relating to the RFP, technical or otherwise, must be in writing only i.e. either via physical or electronic mail. The Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Bidder in the manner specified.

C. Company will not answer any communication received later than the prescribed date and time.

2. Rejection / Acceptance of Bid

Company reserves the right to accept or reject any or all the bids without assigning any reason whatsoever. Decision of the company in this regard shall be final, conclusive and binding on the bidder.

3. Cancellation of Bid

The Company reserves right to re-issue/re-commence the entire bid process and or any part in case of any anomaly, irregularity or discrepancy in regard thereof without assigning any reason whatsoever, at its sole discretion. Any decision in this regard shall be final, conclusive and binding on the bidder.

4. Period of Validity of Bids

Validity Period: - Bids shall remain valid for 180 days from the last date specified for submission of bids in this RFP. The Company has the rights to reject a bid valid for a period shorter than 180 days.

Extension of Period of Validity: - In exceptional circumstances, the Company may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable.

5. **Who can submit the bid?**

A. The bid shall be submitted by Service Provider only.
B. One bidder cannot submit more than one bid. In case more than one bid is submitted by the bidder, all the bids will be rejected.
C. The bidder is responsible to carry out the entire end to end implementation of the solution as per the scope of work specified in this RFP.

6. **Information Provided**

It contains statements derived from information that is believed to be relevant at the date but does not purport to provide all the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the company.

7. **For Respondent Only**

The RFP document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent"), i.e., an Indian firm /Company/Society registered in India and no one else.

8. **Confidentiality**

The RFP document is confidential and shall not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The RFP document if updated or revised or any part thereof will cover the same confidentiality undertaking. The Recipient shall not disclose or discuss the contents of the RFP document with any officer, employee, consulting agency, director, agent or other person associated or affiliated in any way with the company or any of its customers or suppliers without the prior written consent except for bidding purposes

9. **Costs to be borne by Bidders**

All costs and expenses incurred by bidders in any way associated with the development, preparation and submission of responses including but not limited to; the attendance at meetings, discussions, demonstrations, etc., and providing any additional information required, shall be borne entirely and exclusively by the bidders.

10. **No Legal Relationship**

No binding legal relationship shall exist between any of the bidders and the Company until the execution of a contractual agreement.

11. Bidders obligation to inform himself/ herself

The bidder shall conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

12. Evaluation of Offers

Each bidder acknowledges and accepts that the company may in its absolute discretion, apply selection criteria specified in the document for evaluation of proposals for shortlisting / selecting one eligible consultant / consulting Agency.

13. Errors and Omissions

Each bidder shall notify to the company of any error, omission, or discrepancy, if any, found in this RFP document.

14. Other Terms and conditions

Faxed copies of any document are not acceptable and shall result in rejection of bid by the company;

All submissions, including any accompanying documents, shall become the property of the company. Bidders shall be deemed to license, and grant all rights to the company to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other bidders and to disclose and/or use the contents of the submission as the basis for processing of RFP response, notwithstanding any copyright or other intellectual property right that may subsist in the submission or accompanying documents.

Queries relating to the RFP, if any, may be raised by the Bidders through emails to the mentioned email ID within the stipulated date and time. Any clarifications to queries raised by bidders or any change in requirement, shall be posted on company's Website. Bidders may ensure that such clarifications / changes have been considered by them before submitting bids. The company shall not be liable for omission, if any, on the part of the bidder. In case of any clarification required by the Company to assist in the examination, evaluation and comparison of bids, the Company may, at its discretion, seek clarification from the bidder. The response / clarification shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted

All the information required as per the bidding document shall to be provided by the bidder. Incomplete information may lead to rejection of the proposal.

Bids once submitted shall be treated as final and no further correspondence shall be entertained. No bid shall be modified after the deadline for submission of bids.

No bidder shall be allowed to withdraw the bid once submitted.

The company reserves the right to reject any or all bid(s) received without assigning any reason whatsoever.

The Company shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason, whatsoever.

15. Acceptance of Terms

1. A bidder shall, by responding to the RFP, be deemed to have accepted the terms and conditions indicated in this RFP.
2. Company may, in its absolute discretion, seek additional information or material from any bidder/s after the RFP closes and all such information and material provided must be taken to form part of that bidder's response.
3. Bidders shall provide details of their Fax Number, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
4. In case the company, in its absolute discretion, deems that the originator of the question shall gain an advantage by a response to a question, then the company reserves the right to communicate such response to all bidders.
5. The company shall not answer any new query received from bidders after the conduct of the pre-bid meeting.

16. Notification

Company shall notify bidders as soon as practicable about outcome of the RFP. However the company is not obliged to provide any reasons for any such acceptance or rejection.

17. Disqualification

Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will be a cause for disqualification.

18. Order Cancellation / Termination of Contract

1. Company reserves its right to cancel the entire / unexecuted part of Purchase Order at any time, by giving 30 days' notice to rectify the issues, in the event of one or more of the following conditions:
2. Delay in implementation of the Project beyond the specified periods for reasons solely ascribed to the bidder.
3. Serious discrepancies noted in the implementation of the project
4. Breaches in the terms and conditions of the Purchase Order.
5. Project adversely affecting critical system of the Company and the normal functioning of Office.

19. Pre-Bid Meeting

Company shall hold a pre-bid meeting if required on the request of   a particular date and time based on request form bidder.
The meeting shall be arranged over "Skype For Business" or "Microsoft Team" on the mutually agreed date and time

Core activities of SBI Pension Fund (P) Limited

Pension Fund Manager (PFM):

NPS trust has appointed SBI pension Fund (P) Limited as one of the Pension Fund Managers (PFM) from a pool of competing Fund Managers to professionally manage the Pension Funds of Central Government and State Government pension and other contributions of other public under NPS (National payment Scheme).

Point of Presence (POP):

- These Point of Presence is an intermediary between the subscriber and NPS to act as PoP-Service Provider (POP-SP) to open NPS account.
- The regulator (PFRDA) appointed SBIPFPL to act as Point of Presence.
- POP-SP shall perform the functions relating to NPS account opening, undertaking Know Your Customer (KYC) verification, receiving contributions & instructions from subscribers and transmission of the same to designated intermediaries.

The central theme of the proposed website / Purpose of our New Website/Objective & Goal of the proposed new website

The proposed revamped new website should be dynamic and should be a platform which will highlight SBI Pension Funds (P) Limited mandate, achievements, product details, and excite the imagination of various customers/stakeholders to work and virtually interact with SBI Pension Funds. The website should allow uploading of data from the field level into a specific module in the website. The website should help this company emerge as a strong and vibrant institution which other financial institutions. The website should encourage convergence of ideas and the coming together for people to make a difference.

In nut shell, the new site should:

1. Project/improve the image of the organization through the website by disseminating customer education, policy documents, product features, reports along with up-to-date upcoming events/news.
2. Serves the needs of stakeholders by letting them easily find what they are seeking in pleasant and delightful experience, providing them with access to key services on a 24x7 basis, allowing them to share information and interact with our staff.
3. Promote transparency by making it easy for us to share and post information, and for our users to find and interact with the information.
4. Be strategic and nimble, and focus on making our content useful, **interactive and engaging**. Up To Date information should be available for all the stakeholders.

Interactive and Engaging

Company is looking for a new revamped website to include an intuitive, easy-to-use interface that allows residents, other stakeholders to complete their tasks quickly and easily regardless of the device they are using. The solution should be also be easy to maintain for our administrators and content creators and increase productivity.

Responsive Site

Visitors to our site will utilize a wide variety of devices to access our website, including computers, tablets and mobile smartphones. New website should automatically detect the screen resolution of any device and respond with a view of the site that is optimized specifically for that screen. This will ensure that all users will be able to view our site, no matter what device they are using.

Website Audience

The site caters to the needs of a variety of visitors comprising **perspective customers**, investors, corporates, government officials, bankers, development professionals, research scholars, research organizations, print and electronic media, NGOs, community-based organizations, job seekers and general public. We consider all the users of our web site are very important stakeholders. Our website is our digital front door and our goal is to focus on the needs of our stakeholders, and on improving our interactions and engagement with our stakeholders.

Website Design

Web site should not be looking for a cookie-cutter or templated solution. Vendor should employ a strategic research-based and data-driven process to gather input, define expectations and design a consistent, user-friendly navigation framework for the website that meets the needs of all users.
The new web site should build upon proven and accepted website development standards while maintaining flexibility to easily grow and add new functionality over time and with minimal cost. The solution should also accommodate additional auxiliary sites to maintain a unique look and feel, but share overall infrastructure and features.

Conformation to the standards - New website should comply with
- World Wide Web Consortium's (W3C)
- Web Content Accessibility Guidelines
- Should follow best practices, voluntary standards and guidelines developed by the World Wide Web Consortium's (W3C) Web Accessibility Initiative (WAI), and train our users in creating accessible content.
- In addition, Should be aligned with government policies and web standards.

SBI PENSION FUNDS (P) LTD.

SCOPE OF WORK AND DELIVERABLES

a) The scope of work is as under:

The proposed website of **SBI Pension Funds private limited** should broadly have:
(i)   **responsive design** (must support responsive web design and multi-channel rendering of contents and applications on smartphones, tablets, desktops without duplication of code or logic),
(ii)   design should be **visually attractive** and easy to navigate,
(iii)   **Search Engine Optimization** (SEO) based design strategy.
(iv)   Must support website **analytics** capability.
(v)   Capable of integrating with tools like **chatbot or other digital marketing** solutions.
(vi)   Should support **MVC** (Model, view, controller) framework.

b) Robust Hosting Environment

The hosted website solution should include:
1.   Hosting at a reliable data centers.
2.   Guaranteed uptime of **99.9%** backed by agreed Service Level Agreement (SLA).
3.   Full disaster recovery (DR set up) to a backup data center with less than 60 minutes site restoration and less than 15 minutes data replication.
4.   Complete Distributed Denial of Service (DDoS) mitigation solution to detect and mitigate malicious cyber-attacks.
5.   Content management solution (CMS) should be in a state of constant evolution and improvement. The annual subscription fee should cover ongoing support plus regular modification / updates and improvements to existing features of the CMS and incorporate new enhancements and features over time. This will enable us to adapt to an evolving marketplace and for our site to continually meet our stakeholder's needs.

c) Simplified and Streamlined Administration

The solution should:
1.   Simplify website administration, allowing users of all skill levels to update assigned sections of the website.
2.   Streamline business operations and reduce the amount of time that IT spends on enhancing and maintaining the site.

d) Technical Descriptions:

Hosting of website and its management

1.   Bidder is required to arrange for cloud-based hardware (**virtual private cloud)** infrastructure to host the proposed solution. Infrastructure will include, but not limited to, **server, security, network, storage, access of the solution** through the internet. Licenses required for Operating system, database, web/ application server etc., shall be procured by bidder as per the component rates mentioned in their respective commercial bids; the installation and implementation of all these licenses shall be task of bidder. In case any additional software licenses are required, the same must be procured by the Bidder at rates agreed as per the contracted rates with the selected bidder. No freeware software to be used unless authorized by the company.
2.   Provide hosting facility for both primary and DR (Disaster Recovery) site. The selected bidder should provide a declaration that data center and data backup being maintained

must reside in India. No data should be transferred outside India by the hosting service provider.

3. Data Center (DC) and Disaster Recovery (DR) sites will be hosted in two different seismic geographical locations. DR setup to be completed within 15 days after confirmation form the company. Cloud virtual cloud resources of the company should be logically separated from others.

4. All the physical servers, storage, other IT hardware from where cloud resources are provisioned for the company and Data must be within Indian data center only.

5. The cloud platform should be enough intelligent to predict incoming load and auto scalable vertically to handle sudden spikes and assign resources to virtual machines dynamically without rebooting system. Cloud platform should support horizontal and vertical load balancing. There should not be any Single point failure for network and or Hardware Load Balancer.

6. The cloud platform should provide high availability across virtual machines so that even if any host goes down, all guest virtual machines should be migrated to another host automatically.

7. Cloud dashboard should allow to generate reports for trend analysis of system usage with a provision to generate historical reports of resources utilization.

8. There must be provision to create golden image of virtual machine so that it can be used to make more machines of same configuration.

9. Company should be able to provision all resources, additional resources required for cloud services and should be able to provision any kind of resources either static or elastic resources with ability to predict his billing of resources and setting threshold before provisioning any cloud resources.

10. The data center must be empaneled and certified **by MeitY** for providing virtual private cloud. Data Center (both primary and DR) and its security should be compliant with Regulator (PFRDA) guidelines issued from time to time.

11. The Data Center (both primary and DR) should preferably conform to at least Tier-3 standards (certified under TIA942 (Facility)). and implement tool-based processes based on ITIL standards

12. Resolve all technical issues/queries faced by portal users/stakeholders. There should be standard help desk facility and maintenance support (as stated above) in an uninterrupted manner during the complete tenure of the contract period.

13. Provide web portal maintenance support (any maintenance support related to infrastructure / services hosting the portal, as part of deliverables under this RfP) 24X7X365 days during the contract period (including extension, if any).

14. Ensure that the portal operations are secure and free from attacks, 24X7 proactive monitoring, protection against hacking and cybercrimes. Selected Bidder to provide "Safe to Host" certificate initially and then at periodic intervals of every 6 months.

15. The proposed solution should have features like expand, scale up or scale out, **horizontal & vertical scaling, upgrade** the resources (virtual) including but not limited to **Processors, Memory, Storage, Internet bandwidth**, on the fly.

16. The selected bidder should provide a declaration of data and data backup being maintained must reside in India. The Bidder must provide self-certification in this regard and bidder shall have to adhere by all the data compliance policies set by the government and/or relevant authorities including PFRDA.

17. The Bidder shall also provide for all subsequent changes as are statutory in nature and prescribed by regulatory bodies from time to time.

18. SLA should be signed for availability, accessibility, security and response time and latency. The bidder should propose data center's own IP address and have multiple

upstream providers so that if connectivity from either service provider goes down, redundancy is maintained.

19. Company's officials and its appointed third-party auditors may visit the Bidder data center or its delivery center (project team space and infrastructure) for auditing. The Bidder shall provide assistance and furnish the relevant information requested by the auditors, Regulator's inspection team etc.

20. Service provider will be responsible for Cloud Service Provisioning Requirements, Data Management, Operational Management, Cloud Network Requirement, Cloud data center specifications, Cloud Storage Service Requirements, Application Hosting Security, Cloud Hosting Security, Performance Monitoring (PM), Backup Services, Licenses of Database / Application server / Web server or any other software required for delivery of the services, antivirus, Database Support Service, and Helpdesk Support from Cloud Service Provider, Managed Services, infra/network/cloud security and cyber security.

21. Bidder shall be providing various services like managed hosting (VM instances, storage, security), auto scaling, dedicated firewall, patch management, server administration, database administration, back-up and restore services, remote hands and eye services (RHE) etc. Solution must ensure High availability to provide continuous availability of virtual machines.

22. Data Migration (only when and where applicable) – Bidder has to arrange / help for migration of data from the current environment to the new.

23. Proposed solution should support broad choice of open source application platforms, languages, databases and frameworks.

24. The Solution should enforce password policies (complex password, change password in some days etc.,)

25. The Selected Bidder shall host, deploy and operationalize the Solutions as decided by the Company in close coordination / collaboration with the Project Management Team and the software development partner.

26. The Selected Bidder shall provide a list of all the personnel working on the project including Name, Email, and Phone No. for interaction with the individuals if may want. Bidder must carry out background checks of all such personnel.

27. The Bidder shall ensure and maintain the team attrition on the project and shall ensure adequate knowledge transition.

28. The user admin portal and general portal should be accessible via secure method using SSL certificate.

Data Management

a) Service provider should ensure that data is destroyed whenever any cloud virtual machine is recycled or deleted to comply the data destruction policy of service provider or SBIPFPL whoever is more stringent.

b) Service provider should clearly define policies to handle data in transit and data at rest. Service provider should not delete any data at the end of contract period or any redundant data generated during scaling /modification without consent of SBIPFPL.

c) Service provider should ensure secure data transfer between production set up and DR site. Service provider shall put in place a system to prevent data leakage protection and prevention.

Operational Management

Service provider should upgrade its hardware time to time keeping in tune with End of Life (EOL) of the hardware to recent configuration to delivery expected performance for company.

Investigate outages, perform appropriate corrective action to restore the hardware, operating system, and related tools.

Service provider should manage their infrastructure as per standard ITIL framework in order to deliver appropriate services.

Service provider should implement a system for real time detection of resource requirement and appropriate automatic adjustments to the possible extent.

Performance Monitoring

Service Provider should manage and monitor the following:

Database Monitoring	Web server Monitoring	Application Monitoring
Overview of database server like Database details, version. Host details connected to database Server. Session details of all active database sessions. Server /Memory configuration details of the server used to install database. Jobs and Backup process Details. Queries performance parameters (Most frequently used query, mostly used query ,waiting task) Other critical database monitoring parameters used for continuous monitoring. Bandwidth utilization, latency, pocket loss by database server.	Website details hosted on web server. Application details running on web server. Network link proposed as part of this solution to be managed and monitored. Bandwidth utilization, latency, packet loss etc **Parameters to be monitored**: Site Status. Total Bytes Sent, Bytes Sent/Sec, Total Bytes Received, Bytes Received/Sec, Total Bytes Transferred, Bytes Total/Sec. Total Files Sent vs Files Sent/Sec, Total Files Received vs Files Received/Sec. Current Connections, Maximum Connections, Total Connection Attempts, Total Logon Attempts. Service Uptime.	**Monitoring parameters**: Memory Monitoring Web Applications and Deployments Connections, Transactions, Queries Web Metrics Transactions Availability Network link proposed. Bandwidth utilization, latency, packet loss etc.

Backup Services

➤ Service provider must provide backup of data, application and configuration resources. Backups should be maintained at both off-site and on-site locations in secure fireproof and environmentally controlled environments so that the backup media are not harmed.

➢ Service provider should perform backup and restore management in coordination with company's policy & procedures for backup and restore, including performance of daily, weekly, monthly, quarterly and annual backup functions (full volume and incremental) for data and software maintained on the servers and storage systems using Enterprise Backup Solution.

➢ Backup and restoration of Operating System, application, databases and file system etc. in accordance with defined process / procedure / policy.

➢ Backup services as per the RTO/RPO would be provided by the service provider and dedicated replication link between DC-DR has to be ensured for required RTO/RPO (as specified in the company Information Security Policy).

➢ Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.

➢ Ensuring prompt execution of on-demand backups & restoration of volumes, files and database applications whenever required.

➢ Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.

➢ Media management including, but not limited to, tagging, cross-referencing, storing (both on-site and offsite), logging, testing, and vaulting in fire proof cabinets if applicable.

➢ Generating and sharing backup reports periodically

➢ Coordinating to retrieve off-site media in the event of any disaster recovery

➢ Backup Restoration Testing of at periodic interval.

➢ Maintenance of log of backup and restoration.

e) **Functional Requirements**

The functional requirements under scope of Work have been clubbed into three main categories:

Simple updatable pages (modifiable/unloadable)

➢ Information about Team SBI Pension Funds (P) Limited, Objectives, vision, mission, and other activities etc.
➢ Information about Regulators (**NPS Trust and PFRDA**) and other stakeholders.
➢ Separate page for careers, RFP and HR activities.
➢ Page for various public disclosure and reports as per the regulatory requirements and guidelines.
➢ Redirection Pages for opening of **NPS account** and **Contribution payment** to NPS account for different CRA highlighting benefits of NPS contributions.
➢ **Bots** for customer interaction to answer recurring queries.

SMS and E-mail Service

➢ Service provider would be required to provide SMS (Short Message Service) services required to send and receive SMS to end users of the portal as per business requirements of the portal application. SMS to be provided as a service by the Vendor either directly or through a service provider.
➢ E-mail services to send e-mails with rich content to end users of the portal as per business requirements would be required to be provided by the service provider.
➢ E-mails sent to end users would be required to be stored for reference.
➢ E-mails services are required to receive and send e-mails related to support, help etc. from end users of the portal.
➢ Service provider should provide for e-mail and SMS data archiving and backup.
➢ Provision to use at least 10 email-ids for various purposes.

Content Management System (modules) manageable through a workflow (To be managed by company's resource person like content manager, data owner)

➢ Blogging facility with comment, view etc.
➢ Gallery - Provision for uploading multimedia files including images, videos, connecting to social media profiles of the organization like Facebook, Twitter, LinkedIn etc
➢ Story of the Week/Month
➢ CEO Speaks
➢ Professionally written article from experts – blog style
➢ Upcoming Events
➢ Grievance Management Solution/ Feedback and Opinion Form; The website should provide for automatic acknowledgements for grievances submitted
➢ Data Repository and capability to present it in in advanced analytical way.
➢ Tenders management.
➢ Career management.
➢ Dashboard to manage and monitor above content.
➢ Provision for maker /checker (4 eye principle) for any critical content upload/publishing facility.

Further,

1. The website development approach should conform to the best practices in the website development and web application maintenance industry in line with Govt. of India Guidelines for Indian Government Websites prepared by **MeitY.**

2. It should ensure the following:

   • Adherence to commonly accepted standards and practices, including W3C compliance.

   • Using latest website design technologies like HTML5 or higher with acceptability on all current user technology platforms; browsers, operating systems and client systems and uses MVC framework.

   • There should be an independent **Admin module** with standard security support (port level security) to manage these content independently and this module should not be accessible through internet.

The above is an indicative list. The website vendor is expected to bring more ideas to this section based upon experience and domain expertise. The target website quality

would be similar to our sister organization's website namely SBI CARD, SBI LIFE, SBI Mutual Fund etc.

f) Information Security standards

Vendor should ensure closure of any vulnerability observed and reported by the IT audit team /tools on priority basis based on severity and criticality of the vulnerability. Any delay beyond acceptable timelines will lead to penalty and or cancellation of the contract.

Web Portal Security

Tools for real time monitoring of web site security, Protection against defacement, hacking of the web site. Further, Vendor should ensure closure of any known vulnerability observed and reported by the IT audit team or security tools or any other means **on priority basis** based on its severity and criticality. Any delay beyond acceptable timelines will lead to appropriate penalty as defined in SLA and or cancellation of the contract.

Addressing the ongoing needs, the security management should including, but not limited to,
   a) Monitoring of various devices / tools such as firewall, i. intrusion protection, ii. Content filtering and blocking, iii. Virus protection, and vulnerability protection through implementation of proper patches and access control rules.
   b) Monitoring & management of network link proposed as part of this solution.
   c) Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
   d) Ensure a well-designed access management process, ensuring security of physical and digital assets, data, network, backup and recovery etc.
   e) Adding/ Changing network address translation rules of existing security policies on the firewall
   f) Diagnosis and resolving problems related to firewall, IDS /IPS. g. Managing configuration and security of Demilitarized Zone (DMZ) Alert / advise SIDBI about any possible attack / hacking of services, unauthorized access / attempt by internal or external persons etc.
   g) Administrative support for user registration, User ID creation, maintaining user profiles, granting user access, authorization, user password support, and administrative support for print, file, and directory services.
   h) Setting up and configuring servers and applications as per configuration documents/ guidelines provided by SBIPFPL.
   i) Installation/ re-installation of the server operating systems and operating system utilities.
   j) OS Administration including troubleshooting, hardening, patch/ upgrades deployment, BIOS & firmware upgrade as and when required/ necessary for Windows, Linux or any other OS proposed as part of this solution whether mentioned in the RFP or any new deployment in future.
   k) Ensure proper configuration of server parameters, operating systems administration, hardening and tuning.
   l) Design should incorporate security features to protect the site from **Session Hijacking, SQL injection, Cross scripting, Denial of Service (DDOS) etc.**
   m) Portal system should be secured by using Intrusion detection system (IDS) and Intrusion prevention system (IPS) at network level.

n) Attain security certification for the new website from CERT-IN through their empaneled vendors. CERT-IN security audit should be conducted every 6 months as per planned schedule.

o) Have current vulnerability assessments and vulnerability scanning performed for all the new modules being hosted on the Website / Portal.

p) The portal should be secured through a Web Application Firewall (WAF) as a service.

q) Bidder will have sole responsibility for fool proof security of the platform where the website / portal are hosted and need to provision all tools / real time monitoring to ensure the security of the website / portal.

r) The infrastructure shall have Authentication – Authorization – Access audit trails.

s) All Service end-points- exposed over internet or internal shall be secured with 256 bits SSL TLS1.2/TLS1.3 Certificates.

t) All Servers, Services, O/s, Software Solutions shall have hardened security and reviewed regularly.

u) Any unauthorized access / attempt shall be reported immediately.

v) The entire data center network shall have multiple levels of physical, logical, and network security systems for information protection including but not limited to IPSEC Policies, Firewalls, IDS / IPS protection Systems.

w) Infrastructure and its security should be compliant with PFRDA guidelines issued from time to time.

x) Vulnerability Assessment /Penetration testing is required to be done by CERT-IN impaneled ISSP   twice in a year and the report should be shared.

y) VAPT on every new product / module release.

z) Detailed report to be furnished to Client management on every VAPT.

Web Application Firewall (WAF) as Service

Service provide should ensure that WAF is implemented and must support:

a) Multiple website security.

b) Block invalidated requests.

c) Packet inspection for L4-L7 security.

d) Capable of blocking any kind of attacks before it is posted to website.

e) Allow or Deny, Grey list or Backlist IP/Subnet from accessing website.

f) Provision for customized response of any vulnerable requests.

g) Able to monitor attack incidents and simultaneously control the attacker IP.

h) Able to set a limit to maximum number of simultaneous requests to the web server & should drop requests if the number of requests exceed the threshold limit and threshold time.

i) Able to set a limit to maximum number of simultaneous connections per IP. And should ban / block the IP if the threshold is violated. Limit threshold time in seconds for a client to send its HTTPS request.

j) Able to set a limit to maximum length of path to URL and maximum size of request to Kilobytes.

k) Limit maximum size of PUT request entity in MB.

l) Ability to BAN IP if an attack detected within a reasonable time. Preferably there should be a custom response for Ban IP.

m) Capability to store event logs for security analytics. Preferably a dashboard with graphical representation to monitor   such events like number of request, type of error, data transmission chart etc.

Malware Monitoring Services, Application Audit, External Vulnerability Assessment Service

a) Malware Monitoring scanning should be performed on Daily basis. If any malware is injected into Web Applications, then immediate malware alert message is forwarded to the stake-holders. Application Audit and Vulnerability assessment should be done regularly to ascertain if any corrective action needs to be taken in application based on any observations found in the scanning.

b) Service provider is supposed to do corrective action on priority basis within stipulated time limit mentioned in the service level agreement to close the observed vulnerability.

c) Ability to detect malicious code injection/links, both known and unknown malware, Web-page tampering, various zero-day browser exploits etc.

Security Event Log Monitoring

Describe how the system logs errors, what error data constituents are documented and how to view useable information from log errors.

Describe any monitoring tools or plug-ins that exists to monitor the system and capability of integrate the solution with SIEM.

The solution should not cause any security vulnerabilities to the other integrated IT infrastructure of the company.

Penalty for non –compliance of portal Security audit observation

The penalty for not implementing security measures or not closing any observed security vulnerability within a required period (as mentioned in the audit report or as per timeframe agreed between company and service provider based on criticality of the observation would be as under**:**

Sr No	Activity	Frequency	Penalty
1	Security Audit certificate submission	As mentioned in RFP	25000 per non compliance
2	Non closure of open vulnerability	Per occurrence within stipulated date	25000 per occurrence

Right to Audit

i. The company reserves the right to audit for any related IT infrastructure (Hardware, Software, network etc) used by the vendor to host the website. The vendor shall be subject to audit by internal/ external Auditors appointed by the Company/ inspecting official from regulatory authority, covering the risk/security parameters finalized by the Company/such auditors in the areas of application/Services provided to the Company. Vendor shall, whenever required by the Auditors, furnish all relevant information, records/data/reports to them. All costs for such audit shall be borne by the Company.

ii.   The vendor is also required to submit **certification form government IT authorized auditors** to the company on necessary security compliance as required for any data center/cloud infrastructure (if the website hosting infrastructure is provided by the vendor) . The cost of such audit/certification shall be borne by the vendor.

iii.   Vendor and or his / their outsourced agents / sub – contractors (if allowed by the Company) shall facilitate the same. The company can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by Service Provider.

iv.   Vulnerabilities observed during audit of the application/Service Provider on the risk/security parameters finalized for in the certification submitted by the Auditors, vendor shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies.

v.   The resolution provided by vendor shall require to be validated by the Auditors covering the respective risk/security parameters against which such deficiencies have been observed.

vi.   Vendor further agrees that whenever required by the Company, it will furnish all relevant information, records/data/reports to such auditors and/or inspecting officials of the company and/or any regulatory authority(ies). The company reserves the right to call for and/or retain any relevant information /audit reports on financial and security review with their findings undertaken by vendor. However, vendor shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost breakup etc.).

vii.   Company reserves the right to terminate the contract if the reported vulnerabilities will not be closed appropriately as advised and acceptable to IT auditors within prescribed time limits as mentioned in the **service level agreement**. Any claim for compensation on account of termination due to non-closure of IT security vulnerabilities will not be acceptable.

Maintenance

The vendor is expected to maintain the complete website both technical and application for overall 3 year subject to satisfactory performance of the agency which will be evaluated every year. The application management will include any **content update, upload or any minor or major change in** website.

Content Management

For any structural/schema change content will be provided by designated content administrator in soft copy to the service provider. The same needs to be with due diligence and UAT sign off by designated official of the company.

Content Language

The website shall be in bilingual **(English & Hindi).** This includes administrative modules for the field agents to seed/upload data. The website must support videos, photographs, multimedia presentations and interactive tools in both the language.

Content Update (on Regular basis by the company resources)

The website is to be updated every day with latest data. Sometimes it may even have to be updated on holidays with urgent information.

In addition, there may be periodical publications (weekly to annual), each of about 20-30 MBs with text, tables, charts and graphs. Further, Infrequent updating of reports may be required.

The hosting of information in all cases has to meet the prescribed deadlines. Maintaining strict confidentiality till the document is published and publishing them at the notified time are absolute prerequisites. Vendor should ensure support for any such requirement at 24*7 in case of difficulty.

Web site Integration

The website should be ready to consume **web services/API Request** and integrate with different web applications. Also, the website shall be capable of creating/ exposing web services for complete application content. The site may require to host webcasts.

Training and Support

a) The agency must ensure that company's website manager or Officer nominated to manage the website is adequately trained on all modules.
b) User manuals for all categories of users shall be made available in printable format including but not limited to navigation of the application, content update, media upload, menu addition and etc. The training manual should be updated each time a new module/functionality/upgrade happens on the system.
c) The training program may be repeated every year (at least once) for a website manager or admin as per requirement of the company. The vendor should provide the company with monthly, quarterly and other reports as and when asked regarding website traffic, details page viewed, bandwidth utilized, most searched page, etc.
d) The solution should be compliant with W3C standards on "Web design and application". Company reserves the right to compare the statistics with other industry standard measuring tools/reports to cross check.
e) The vendor should provide the company with a module/program that tracks every change/update made in the website by mapping the IP address, username, etc. of the personal effecting the changes (change management and version management module).
f) The vendor should ensure that the site is safe from all malicious activity/ hacking/ defacing attempts. The onus of installing the latest software to achieve this goal will be on the agency during the entire term of engagement.
g) Provide training for at least two employees to configure, operate and maintain (update) the website. Provide a list of electronic and printed documentation provided for installation, operation, use, and administration of the whole solution. The vendor should preferably provide on-site training of key concepts which are specific to the proposed solution. Vendor should specify and describe any help files provided by the system, and whether they can be customized.
h) Describe if and how you will provide 24 x 7 support and the time frame of guaranteed initial response time. Specify whether you will provide on-site support of initial installation. Describe other services for maintaining the solution in a supported state.

Period of Assignment

The initial assignment, i.e. contract, of the maintenance of the website will be for a period of 3 years, subject to review of services every year and can be extended further on a yearly basis. However, both **parties will have the option to terminate the contract with a notice period of one month or on mutually agreed notice period**.

Data Ownership

The site will be hosted on a server provided by Company (on-site) or on the vendors data center or cloud set-up. However, the ownership of entire data (web site hosted in any form) including text, data, graphics, animations, audio/video content, etc., will **rest only with company.**

Similarly, the ownership of all source code of website/ software used for the purpose of hosting the content on **company's** corporate website would rest with company only.

The company reserves the right to change the service provider for maintenance of the website with one month notice period.

In case of termination of contract, the source code along with other software/data required to migrate the entire website from the current vendor to the other vendor / representative as informed by the company, would have to be provided by the vendor and handhold/ facilitate for the migration activity is to be provided to new vendor whenever the same is asked for by **the company**.

Implementation Requirements

Company expects the selected vendor to provide industry best practices for management of production services and any specifics related to their proposed solution. It is desired that the solution architecture is designed to accommodate future growth without requiring fundamental changes to solution. Vendor must propose for testing, staging and deployment schedule and demonstrate prototype solution and describe how the solution works under normal circumstances and during system/device failure.

The vendor is required to provide **product road map** and details on how their solution delivers the required features. The vendor must provide a diagram showing how the proposed system will work and interoperate with company systems. Vendors must work in such a manner that company business is not affected in any way. The proposed design is expected to prevent possible single points of failure within the system to ensure **availability and business continuity.**

Project Management

The selected vendor will establish and manage a formalized project delivery approach to successfully implement this project. Develop a Project Management Plan that includes i. Project objectives and success criteria ii. Deliverables iii. Role/responsibilities iv. Contact information v. Communication protocols vi. Associates project schedule.

STAFF REQUIREMENTS

Technical: Adequate staff with proficiency in language in which the website is developed as per the platform's standards, and ability to deploy code and configuration and optimization capabilities. Must be proficient in establishing Database connection and handling queries ; Database Manager aware of RDBMS and knowing how to create effective database architecture ; UI/UX experience; Graphic Designer (With working knowledge of designing tools such as photoshop, illustrator et.) and analytical capability.

The vendor must provide a Project Manager with minimum experience of 5 years and ability to understand business requirements. The CV of the Project Manager must be submitted along with the Technical Bid.

The Agency should be able to provide a qualified web designing, building and maintenance team, for undertaking this assignment.

Capacity Planning

The vendor must specify **recommended minimum memory, number of CPUs, disk space, bandwidth (uplink/downlink), database, and other security tools** for the proposed system hardware and operating system for the proposed solution (if it needs to be procured by the company).

Provide notification capability that alerts appropriate for suspicious events and systems failures via text messaging, email etc.

Format of commercial Quotation

Sr. No.	Items	Cost
A	Development cost	
B	Maintenance cost (including Integration if any) per year	
C	Hardware Cost if installation is outsourced/cloud based (Expected cost if any hardware is to be procured by company)	
D	Other cost if any	
E	AMC of solution per year (applicable after expiry of warranty)	
Total	A+B+C+D	

- AMC will be calculated on Development cost only

Detailed description shall be provided under the following head:
  a) Lump sum cost for Web hosting services
  b) Variable cost for resource upgradation
  c) Rate card for additional job for next 3 years.

d) Cost for VMWare, SSL certificate, Load Balancer, Enterprise Anti-Virus Software, internet links, WAF etc

Payment Terms:

Sl. No.	Details
1.	Payment would be done on upon receipt of invoice from vendor after completion of development and installation (go-live). AMC charges will be payable as and when due.

Other Terms & Conditions:

1. Quotation should strictly confirm to the specifications. Incomplete or ambiguous terms/ conditions/ quotes or non-conformance to the specification will disqualify the offer.
2. SBIPFPL reserves the right to accept in part or in full or reject or cancel the entire quotation without assigning any reason there for at any stage.
3. Any terms and conditions otherwise documented from the Vendors are not acceptable to the SBIPFPL.
4. SBIPFPL reserves the right to impose and recover penalty from the vendors who violate the terms & conditions of the tender including refusal to execute the order placed on them for any reasons.
5. Not with standing approximate quantity mentioned in the Tender the quantities are liable to alteration by omission, deduction or addition. Payment shall be regulated on the actual work done at the accepted rates and payment schedule.
6. The rates finalized discovered will be valid for 36 months (3 years) and the vendor is bound to execute the orders placed at rates during the duration of the contract.
7. The validity period may be extended at the discretion of SBIPFPL which will be binding on the vendors.
8. The prices should be **exclusive of all taxes**, the vendor should arrange for obtaining of permits wherever applicable.
9. During the validity period of quotes, any upward change in the exchange rate/excise duty and customs duty are to be borne by the vendor. In the event of any downward revision of levies/duties etc., the same should be passed on to SBIPFPL, notwithstanding what has been stated in the quotation or in the Purchase Order.
10. The Vendor should attach all the related product literature, data sheets, handouts, evaluation reports etc., pertaining to the product for which the Vendor has quoted.
11. The tools used for deployment of any required tools the vendor should be licensed one.
12. **Cloud based solution** / tools and the channel if any being used, should be clearly stated.
13. Vendor shall conduct monthly meetings with SBIPFPL and develop use cases of solution. Vendor shall ensure that use cases are updated regularly to keep it relevant to emerging threats.
14. It would be binding upon the vendor to always maintain security of SBIPFPL systems.
15. SBIPFPL may changes the evaluation criteria at its own discretion after receipt of bids from competent bidder. SBIPFPL also reserves the rights to remove components from

Commercial bid for evaluation purpose and for releasing the work order for partial scope.

16. SBIPFPL will notify in writing by way of issuance of purchase order through letter or email that its Bid has been accepted. The selected Bidder must acknowledge by return email/letter in token of acceptance.

17. Penalties for Delayed Implementation - Implementation should be started immediately from the date of placing the letter of Intent / Purchase order whichever is earlier. If delayed, SBIPFPL will charge a penalty of 1% of order value for every week of delay, subject to a maximum of 5% of the order value **or will lead to cancellation** of the purchase order itself.

18. The bidders will have to submit the **Service Level Agreement** and **Non-disclosure Agreement** as per standard format prescribed by company together with acceptance of all terms and conditions of this document, duly signed by the authorized signatory.

19. Copy of board resolution and power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.

Confidentiality

This document contains information confidential and proprietary to SBIPFPL. Additionally, the Bidder will be exposed by virtue of the contracted activities to internal business information of SBIPFPL, the Associates, Subsidiaries and/or business partners. The Bidders agree and undertakes that they shall keep confidential all matters relating to this RFP and will not make any disclosure to any person who is under the obligation under this document, any information, data, and know-how, documents, secrets, dealings, transactions or the terms or this RFP (the "Confidential Information"). Disclosure of receipt of this document or any part of the aforementioned information to parties not directly involved in providing the services requested could be treated as breach of confidentiality obligations and SBIPFPL would be free to initiate any action deemed appropriate.

The restrictions on disclosure of confidential information shall not apply to any matter which is already available in the public domain; or any disclosures made under law.

No news release, public announcement, or any other reference to this document or any program there under shall be made without written consent from SBIPFPL. Reproduction, without prior written consent of SBIPFPL, by photographic, electronic, or other means is strictly prohibited.

Non-Disclosure Agreement

The shortlisted bidder will be required to sign a Non-Disclosure Agreement with SBIPFPL. The Bidder shall treat all documents, information, data, and communication of and with SBIPFPL as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement.

Governing Law and Jurisdiction

All disputes and controversies arising out and related bid documents shall be subject to the exclusive **jurisdiction of the Courts in Mumbai** and the parties agree to submit themselves to the jurisdiction of such court and the governing law shall be the laws of India.

Arbitration

All disputes and differences of any kind whatsoever shall be settled by Arbitration in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory

amendment thereof. The dispute shall be referred to the sole arbitrator who shall be appointed by SBIPFPL. The venue of Arbitration proceedings shall be at Mumbai. The Arbitration proceedings shall be conducted in English Language. The award of the Arbitration shall be final and binding on both the Parties and shall be delivered in Mumbai in the English language. The fees of the Arbitrator and the cost of the Arbitration proceedings shall be equally borne by both the Parties.

Indemnification

The Bidder shall, at its own cost and expenses, defend and indemnify SBIPFPL against all losses, judgements, statutory and regulatory penalties, fines, damages, third-party claims on account of the any misrepresentation, infringement of intellectual property rights, frauds, and breach of terms of this violation by the Bidder of any or all national/international trade laws, norms, standards, procedures etc.

The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If SBIPFPL is required to pay compensation to a third party on account of the Bidder or association with the Bidder, then the Bidder shall be fully responsible for the same, including all expenses and court and legal fees.

Force Majeure

In case of delay in implementation of the Project on account of conditions which are beyond the control of the shortlisted bidder such as war, floods, earthquakes, strikes, lockouts, epidemics, pandemic, riots, fire or Governmental regulations superimposed after the date of order/ contract, the Parties shall be permitted to terminate the contract / bid document, if such delay extends for a period beyond 15 days. SBIPFPL shall not be liable to make any payments in this case.

Termination

SBIPFPL reserves the right to abandon the current tender process and restart the bidding process at any point of time without assigning any reason whatsoever. SBIPFPL can cancel the award granted to the elected Bidder at any point of time and restart the bid process completely or select another Bidder. The Elected Bidders understands and agrees that SBIPFPL shall not be obligated in any manner whatsoever and is free to stop / modify the bidding process at any stage without any liability.

Data Protection

The Bidders authorizes the release from time to time to SBIPFPL (and any of its Subsidiaries or Affiliates) all personal or professional data that is necessary or desirable for the administration of the "Relevant Information". Without limiting the above, the bidders permit SBIPFPL to collect, process, register and transfer to and from mentioned entities all Relevant Information. The Relevant Information will only be used in accordance with applicable law.

Intellectual Property

SBIPFPL shall have sole exclusive ownership to all its Intellectual property including and not limited to its trademarks, logos etc. This document shall in no way be considered as a transfer or assignment of the respective rights over any intellectual property owned, developed or being developed by SBIPFPL.

Delivery and Payment Schedule

Delivery Schedule

1. The bidder will return the duly signed duplicate copy of the Purchase order within 5 days from the date of purchase order.
2. All Schedules will be calculated from the Zero Date, i.e. Date of issue of Purchase Order.
3. Development of the applications should be completed **within 3 months** of issue of Purchase Order.
4. The Signing of contract (SLA) should also be completed within 15 days of Purchase Order.
5. Additional / incremental requirements on the throughput or data transfer should also be implemented within 15 days of written communication of the same.

Payment terms

1. Bids shall be quoted, and payment shall be made, in Indian Rupees only for the services
2. The bids shall be quoted exclusive of GST. The GST should be indicated separately as per the Commercial Bid Form.
3. The rates quoted in the tenders shall be firm and shall not be subjected to variations on account of fluctuations in market rates, or any other reasons whatsoever for a period of 3 years from the date of signing of the Contract. The company may extend the contract on terms agreed to both the party.
4. 10% of the development cost kept on hold and will be payable only if the solution is working optimally with reference to various modules to the satisfaction of the company. The solution will be reviewed till 6 months after final go live. This will be separate from the applicable penalty as mentioned in the SLA conditions.
5. The supplier may raise invoices (for maintenance) and payment will be released, on a quarterly basis at the end of each quarter, upon satisfactory delivery of the services for the said period, subject to any penalty levied on the supplier.
6. The company shall only make pro-rated payments for the actual time of service provided, after discounting any penalties that may be imposed on the supplier for breach of any contract terms.
7. No additional payment apart from the tender bid value will be done under any circumstances.
8. All payments will be made by adopting electronic clearing system and electronic fund transfer.
9. Deduction of Income Tax, Goods and Services Tax and other applicable statutory duties would be as per the extant laws.

Annexure "A"

Service Level Agreement (SLA): key points (indicative only) to be included in proposed SLA

1. Web site will be on https (TLS1.2 and above)
2. Additional site to be kept as stand by.
3. Design and content will be developed in collaboration with the company. Company will own it and will have all intellectual property rights on it, exclusively.
4. Modification/updation/ customization of the content on the website from time to time as per the requirement of the company. Necessary changes pertaining to compliance with the regulatory guidelines from time to time.
5. Responsive content delivery across web, tablet and mobile.
6. Development and maintenance of the website using enterprise grade portal listed on the "Leader's Quadrant of Gartner's MQ for Horizontal Portals".
7. Capability to apply different theme, analytics, In-built document system, mobile responsive capability for different native apps on the site.
8. SMS service, complaint management services, chat services.
9. Support admin activities through PIMS (Iraje) login.
10. Data upload facility in various standard forms (XLS, XML, PDF etc) with a feature to schedule to upload.
11. Integration capacity with Email, ADS, PIMS, SIEM-SOC etc.
12. Macro reports, granular reports ,Responsive dashboard
13. Proactive maintenance of regulatory data, Risk registers, application, database and network with adequate resource support.
14. Ability to add tables.
15. 99.9 % uptime for the website which applied to product malfunctioning, development undertaken, or other OS/Database issues. RCA should be conducted to find out root cause of the downtime.
16. System set up and user acceptance testing with a plan for functional testing, Resilience testing, Benchmark comparison, Operational Testing, Load testing with appropriate logs etc.
17. Service provider should complete Unit Testing, System Testing, Integration testing.
18. Training to company officials on configuration, operation, support and administration.
19. User manual, installation manual, operational manual, design document, process document technical document, functional specification, software requirement specification, system/databse administrative documents, Root cause analysis report etc to be provided by the service provider.
20. Provision of recording change management and version control put in place.
21. AMC contract will begin post completion of first go-live and will be applicable for 3 year of operation support and maintenance period.
22. To liase with OEM for product level defect/failure/vulnerabilities in hardware, software components and patch management of respective products.
23. Non-Disclosure agreement to ensure security of all confidential information of the company in the specified format.

24. Service provider should comply with company information security policy in the key concerned area like physical policy, logical separation, incident response, data encryption, password policy etc.
25. Subject to applicable license terms, the source code, object code, executable code and compliance procedure of the solution should be provided to the company. Any update to the software should be routed through change request process and approval by company and made available to the company. All customization and source code should be the property of the company.
26. Service provide should provide relevant skill of the key personal. Service provider should be willing to transfer skill to company resource in case of need.
27. Service provider should provide legally valid software only with matching license count and type of license and the same should be informed to company.
28. For non- EULA license if any to be paid by the service prodder and should be incorporated as a part of AMC.
29. AMC will include   fixing of defects, tests, incidents, other fixes, normal changes in the product.   Charges towards future major feature enhancements will be managed through change request process within defined rate contract.
30. All undisputed payment will be paid within 30 days of receipt of the invoice.
31. All kind of applicable taxes to be paid by the service provider. However expenses like stamp duty and other charges /expenses in connection with the execution of the agreement shall be borne by the service provider.
32. Performance guarantee against the risk of non-performance in respect of successful implementation of project issued by any scheduled commercial bank for an amount equivalent to 10% of the order value to be submitted within 15 days of issuance of   purchase order.
33. There will be penalty for delay in the completion of the project @rate of 1% of the project fee per week after issuance of purchased order and beyond defined and agreeable project timeline.
34. Clause for liquidation damage and transition damage, clause on limitation of liability will be incorporated as per standard guidelines of the company.
35. There shall be a warranty clause for the mentioned duration of the contract.
36. SLA : will be measured form day one and will be measured and enforced after 3 months from go-live. Any planned down time should not be more than 4 hours with adequate message on the portal.

   Uptime SLA =100%- ((site down time in hours during the month/(24*no of days in the month)*100)

To ensure uptime website should be deployed in high-availability active-active mode with adequate DR deployment.

Company expects an uptime of 99.9%. Any degradation shall invite penalty form the bill of respective month as under:

Availability	Penalty applicable
>99.7 % but <99.9%	2% of AMC fro that month
>99% but <=99.7%	5% of AMC for that month
>98% and <=99%	15% of AMC for that month
<98%	15% + 2% for each percentage drop of AMC bill for the respective month

34. SLAs for 24 x 7 on closure of observed /reported vulnerability and completion of component update if any:

Sr No	Vulnerability Priority Type	Time to Investigate & close (urgent patch) and remedial action
1	Critical (P0)	1 hour to 2 hours
2	High (P1)	6 hours
3	Others (P2)	24 hours Next Business Day (NBD)

24*7*365 dashboard availability to be ensured. Applicable penalty as mention in the RFP.

VALIDITY OF AGREEMENT: The Agreement/ SLA will be valid for the period **of three years**. The Company reserves the right to terminate the Agreement as per the terms of RFP/ Agreement.

Annexure "B"

Evaluation Process

The company has adopted a three (3) bid processes in which the Bidder has to submit following bids in separate envelopes at the time of submission of bids as stipulated in this document.
i) Eligibility Criteria
ii) Technical Bid
iii) Commercial Bids

The company shall evaluate first the 'Eligibility Criteria' of bids and based on its evaluation, 'Technical Bids' shall be undertaken for evaluation at the second stage for those shortlisted at first stage. 'Commercial bids' shall be opened only for the shortlisted bidders out of technical evaluation. The final selection will be done based on Quality cum Cost Based System (QCBS) wherein Relative Technical Bid Score will get a weightage of 70% and Relative Commercial Bid Score a weightage of 30%. Company may opt for a process of normalization after technical evaluation and may call for a revised bid in case of any ambiguity and to bring more transparency.

The evaluation by the company will be undertaken by a Committee of officials or/and representatives or outsourced experts as decided by the company.

Bids (except commercial) will be opened as per schedule date as provided in the RFP. Bidder can participate in the bid process on the date as provided in the RFP. However the company at its discretion will proceed further with opening of the technical bids in their absence.

Bids submitted would be evaluated for eligibility. Bids not complying with any of the eligibility criteria are liable to be rejected and will not be considered for further evaluation. Successful bids out of this stage would be considered for technical evaluation. Bidders must submit the proof of all the credentials as required for evaluation of eligibility criteria. Claims of the bidders without verifiable facts won't be considered as credentials towards satisfying eligibility criteria. Company may seek any clarifications from any or all the Bidder(s) at any before finalization of bid.

Technical evaluation will be based on parameters and presentation like:

Experience of the bidder in implementing and managing virtual private cloud in a Central govt / State govt/ Regulatory Body/Govt./any other organization.

Experience and profile of the key personnel of subject matter expert assigned which includes Team Leader, team members, and deployment plan.

Understanding on the scope of proposed RFP and overall approach.
Tools, techniques, standard operating procedures and best practices to be adopted in the approach.

Feature of scalability to increase or decrease the proposed compute resources as per requirement specifications.

Plan for transfer of knowledge, change management and capability.

Company reserves the right to give weightage to above parameters on its own discretion.

Technical bid will be analyzed and evaluated, based on which the Relative Technical Score is calculated on above parameters.

Company reserves the right to decide on minimum relative technical score. Commercial bids will be opened after finalization of technical bid accordingly.

Final Evaluation will be based on scores of technical and commercial bid.

SBI PENSION FUNDS (P) LTD.

Annexure-C

Bid submission & Conformity Letter

Note: This Bid Offer Covering letter should be on the letterhead of the Bidder and should be signed by an authorized person.

Date--/--/2022

The Chief Information Security Officer
32, 3rd Floor, Maker Chamber-III
Nariman Point,
SBI Pension Funds (P) Limited,
Mumbai - 400 021.
Maharashtra

Dear Sir/ Madam,

Subject: Response to RFP Ref No ------ dated ----------- for development and maintenance of company's web portal

We, the undersigned bidder, having read and examined the aforesaid RFP document in detail, do hereby propose to extend the services as specified in the Tender document referenced above and submit the Technical bid and commercial bid inside separate envelopes in prescribed formats as per requirement.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

If our Bid is accepted, we will obtain the Performance Bank Guarantee from a Bank for a sum equivalent to 10 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this Bid for a period of 180 days from the last date of submission of Bid and shall remain binding upon us and may be accepted at any time before the expiration of that period.

We confirm that our prices are valid for a period of minimum one year from the date of acceptance of Purchase order.

We further confirm that, until the Purchase Order is accepted, this Bid, together with the company's written acceptance thereof and the notification of Award shall constitute a binding Contract between us.

We also understand that we do not have any option to raise any objection against any of the said processes defined in the RFP in any future date.

We understand and accept that the company is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the company's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

SBI PENSION FUNDS (P) LTD.

We understand that the Company is not bound to accept the lowest or any Bid received.

Thanking you,
Yours sincerely,

Date   Signature of Authorised Signatory
Place   Name of Authorised Signatory
                                                          Designation
                                                          Name of the Organisation
                                                          Seal