



**Request for Proposal (RFP) for
Maintenance and Revamping of Official website of
SBI Foundation.**

Prepared by:

SBI Foundation

6th Floor, Air India Building, Nariman Point, Mumbai 400021

www.sbifoundation.in | RFP NO. SBIF/2018-19/507A

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Introduction

SBI Foundation

SBI Foundation (SBIF) has been incorporated to bring all the CSR activities of State Bank Group under one umbrella and contributing in the efforts made by the State Bank Group in supporting and uplifting the underprivileged sections of society. The focus areas of SBI Foundation are Education, Healthcare and Sanitation, Rural development, Women Empowerment and Care for Elderly Citizens and Environment and Sustainability. SBI Foundation works in collaboration with reputed NGO partners to provide equitable development opportunities to people living in the poorest areas of the country.

Till now, SBI Foundation has impacted the lives of more than 10 lakh beneficiaries through all its programs/initiatives and aims to continue improving the socio-economic well-being of the society, particularly of the less fortunate and under-privileged members and enable them to live up to the potential that they all possess.

About the Request for Proposal (RFP)

SBI Foundation intends to engage Indian Companies or Firms registered under the Indian Companies Act for regular maintenance and up-gradation of SBIF's official website i.e. www.sbifoundation.in both in Hindi & English (bilingual) and also to provide assistive technology support to Persons with Disabilities (PwDs) and other required services as deemed fit by SBIF from time-to-time.

The purpose of this Request for Proposal (RFP) is to select a vendor with a proven track record in providing technical services for **website maintenance, up-gradation, modification, web-security services and virtual server maintenance**. SBI Foundation seeks such services for the official website of SBI Foundation for a period of 1 year or 2 years. This document provides information to enable the agencies to understand the SBIF's requirements to submit their "proposals".

Invitation for Proposals

SBI Foundation hereby invites Proposals for the Maintenance and up-gradation of its official Website www.sbifoundation.in

The RFP document is available at website: <https://www.sbifoundation.in/news>

Agencies are requested to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Prospective agencies are requested to check the prequalification criteria before submission of proposal (both Technical and Financial).

Key Events and Dates:

Sr. No	Information	Dates/Details
1	Publication date of the RFP	11 th April, 2019
2	Last date to send in requests for clarifications at coo.sbifoundation@sbi.co.in	16 th April, 2019
3	Response to the clarifications request through email	21 st April, 2019
4	Last Date and Time for submission of proposals.	2 nd May, 2019 till 7 PM
5	Place of Submission of Bids	SBI Foundation, 6 th Floor, Air India Building, Nariman Point, Mumbai- 400021
6	Date, Time and Place of opening of Technical proposals	6 th May, 2019 at 11 am. SBI Foundation, 6 th Floor, Air India Building, Nariman Point, Mumbai- 400021
7	Date, Time and Place of opening of Financial proposals	Will be informed later

Instructions to the Agencies

1. **Consortium and Joint ventures:** Consortium, Joint venture, Subletting, Sub-contracting and Outsourcing shall not be allowed.
2. **Completeness of Response:**
 - a. Agencies are requested to study all instructions, forms, terms, requirements and other information in 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.
 - b. The response to this RFP should be complete in all respect. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the agency's risk and may result in rejection of its Proposal.
3. **Agency Inquiries/Clarifications:**
 - a. Agency shall send their queries at coo.sbifoundation@sbi.co.in before the due date for submission of queries/clarifications as mentioned in the Key events and Dates.
 - b. No telephonic queries will be entertained.
4. **SBI Foundation's right to terminate the process:**
 - a. SBI Foundation may terminate the RFP process at any time and without assigning any reason thereof.
 - b. SBI Foundation reserves the right to amend/edit/add/delete any clause of this Proposal Document. However this will be informed to all and will become part of RFP.
 - c. During the RFP process, if any information is found false/ fraudulent/ mala fide, then SBI Foundation shall reject the proposal and if necessary initiate appropriate action.
5. **Language of Proposal:**
 - a. Proposals should be submitted in English language only.
6. **Documents(Scan) to be submitted and Pre-qualification criteria:**
 - a. The Agency should be a Company registered in India.
Documents to be submitted: Certificate of Incorporation/ Registration.
 - b. The Agency should be operating in the field of Website Design, Development and providing Maintenance Services. (Minimum Year of Experience: 01)

Documents to be submitted: Copies of previous Project Completion and work experience details.
 - c. The Agency must have completed 2 assignments of websites/portals/application development in a Govt. Organizations/PSU/any other Indian Clients/Organisations.

Documents to be submitted: Summary of projects undertaken should be attached.

- d. The Agency should not have been blacklisted by any Government Agency or under a declaration of ineligibility for fraudulent or corrupt practices.

Documents to be submitted: Declaration from the current authorized signatory of the company.

The agency must also submit the following documents (Scan) with the proposal:

- Scan copy of RFP shall be submitted with authorized signature and official seal on each and every page of the RFP by the agency.
- Audited Annual P&L Statements should be submitted.
- Self –attested copy of GST Registration Certificate.

7. Evaluation Process:

- a. The Agency Evaluation Committee constituted by the SBI Foundation shall evaluate the proposals. The Agency Evaluation Committee shall evaluate the Technical and Financial proposals and submit its recommendation to Competent Authority whose decision shall be final in all aspects.

8. Guarantee of Service:

- a. Selected agency shall make sure that the monitoring must be done on 24X7 basis.
- b. Maintenance service should be made available from 8 A.M. to 8 P.M. during Monday to Saturday and as-and-when-required.
- c. This timeline, however, may vary in exigency of Board's requirement. Agency shall be reachable over his/her mobile in case of any incident of emergency including breakdown/defacement etc. of the website.

9. Payment Terms and Schedule:

- a. Payments will be released on **quarterly basis** after delivery of service for that quarter after seeing successful and satisfactory performance by the agency for the quarter of which service was rendered and submission of monthly service reports/Activity sheets duly signed by the authorized signatory of the successful agency. Following reports are to be submitted on monthly basis to claim payments:
 - Monthly Search Engine Optimization (SEO) Report
 - Website Monthly Performance Report
 - Monthly Activity Report Sheet
 - Bank Details mentioning NEFT/RTGS number to transfer the fund electronically.
- b. SBI Foundation will release the payment, subject to verification of the reports submitted by the successful agency and subsequent approval of Board's Competent Authority, on submission of invoice and all other supporting documents being in order.
- c. No advance payment will be made under any circumstances.

10. Penalty

- a. If the selected agency fails to render any or all the services, for any period during the currency of the contract, SBI Foundation shall be at liberty to get the work done from other agencies and deduct charges incurred on this account from the amount payable to the Contractor.

11. Non-Disclosure Agreement (NDA)

- a. Successful Agency has to sign the Non- Disclosure Agreement (Annexure-IV) with SBI Foundation.

12. Transfer of RFP

- a. The RFP Document is not transferable.

13. Proposal Preparation Costs

- a. The bidder/agency shall submit bid/proposal at its own cost and SBIF shall not be held responsible for any cost incurred by the bidder. Submission of bid does not entitle the bidder to claim any cost and rights over SBIF and SBIF shall be at liberty to cancel any or all bids without giving any notice. All materials submitted by the bidders shall be the absolute property of SBIF and no copyright/patent etc. shall be entertained by SBIF.

14. SBI Foundation's right to terminate the process

- a. SBI Foundation may terminate the RFP process at any time and without assigning any reason thereof. SBI Foundation reserves the right to amend/edit/add/delete any clause of this proposal Document. However this will be informed to all and will become part of RFP.

15. Submission of Proposals

The bids submitted by the Bidder shall comprise of the following two envelopes:

15.1 Technical Proposal- Envelop- A

- a. The bidder shall submit the Technical Proposal in 'Envelope A' and super-scribing on the sealed envelope "Envelope 'A': Technical Proposal for Bid".
- b. One copy of Bid document shall be signed and stamped by the person or persons signing the bid and submitted along with the Envelop-A.

15.2 Financial Proposal–Envelope B

- a. The bidder shall submit the Financial Proposal in 'Envelope B' and super scribe on the sealed envelope "Envelope 'B': Financial Proposal for Bid"

16. Late Proposals

Any proposals received by SBI Foundation after the deadline for submission of proposal shall be declared late and will be rejected and returned unopened to the agency at the discretion of SBI Foundation.

17. Bid/Proposal Opening

- a. Envelope-A containing Technical Proposal shall be opened in the presence of Bidder/ Representatives of bidder who choose to attend, at the address, date and time specified in the RFP.
- b. Envelope-B containing Financial Proposal will remain unopened and will be held in custody of SBIF until the time of opening of the Financial Proposals.
- c. At the end of the evaluation of the Technical Proposals, SBI Foundation shall invite agencies/bidders who have qualified for the opening of the Financial Proposals.

- d. The date, time, and location of the opening of Financial Proposals will be informed by SBI Foundation.

SBI Foundation shall preferably award the Contract to the selected identified Bidder/agency at its discretion.

Scope of work

1. The website Maintenance shall include day-to-day updating and publishing of content of all existing pages and designing new pages as per the requirement of the SBI Foundation both in English and Hindi version simultaneously in conformity.
2. It would also include the upload of RFPs, images, Office Orders, Circulars, Memorandum etc. and all types of work as instructed by the SBI Foundation Board from time to time.
3. Add/Remove/Modify features in the Content Management System (CMS) of the website (as and when required).
4. Publishing of Banners, Links etc. on the website as per instruction of SBI Foundation.
5. Making Changes in the source code of the website (as and when required).
6. Checking and removal dead and broken links from the website.
7. Archival of information
8. Regular updating of data elements on existing pages.
9. Creation and Designing and/or updating and publishing of new or revised pages.
10. Development and Integration of payment gateway for online payment transactions (as and when required).
11. Various types of content should be delivered through the Website. The Indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/Video files etc. (In built players to enable previewing before download).
12. Coordination with the Cloud Support Team for resolving the server related problems/issues, as and when required. Updating the web/application/database servers including installation and configuration of patches and removing security vulnerabilities.
13. Any other work related to the official website, if required. During the AMC period, if scope of work is diversified requiring a different skilled man power other than the one deployed, then the selected agency shall have to improvise to deliver the requisite resource person to SBI Foundation at no additional cost.
14. The successful agency shall coordinate with different Department of SBI Foundation for the periodic and regular update, modifications and/or up gradation of the official website of SBI Foundation.

Required Skills:

1. Expert level working knowledge on Microsoft Windows Server 2012 R2 Data centre and/or latest version and Windows Server 2012 Standard Operating System and/or latest version/platforms and Integration of Security Services both in Virtual and physical machines and management of Firewall.
2. At least 1 year hands-on working Experience on Microsoft .NET Framework (Ver. 4.0 or above), Microsoft SQL Server (Ver. 12 or above), IIS (Ver. 8.5 or above) environment are mandatory.
3. Should have proficiency in working in Cloud Environment and should have expert knowledge about management of Remote Virtual Machines on Cloud Environment.

4. Should have proficiency in hosting the entire Web applications on Remote Virtual Machines on Cloud Environment.
5. Management and up-gradation of Windows Security patches of the Servers as-and-when required.
6. Implementation of Security guidelines for any Security reasons.
7. New technologies and developments suggested by the agency will be considered.

Guidelines for Technical Proposal

Technical Proposal should comprise of the following:

1. The technical proposal should contain a detailed description of how the agency will provide the required services outlined in this RFP. It should articulate in detail, as to how the agency's Technical Solution meets the requirements specified in the RFP.
2. Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. SBI Foundation will evaluate agency's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
3. Envelope-A will not include any price quotes.

Guidelines for Financial Proposal

Financial Proposal should comprise of the following:

1. Prices shall be quoted entirely in Indian Rupees.
2. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project.
3. The contract price shall be the only payment payable to the agency for completion of the contractual obligations by the agency under the Contract, subject to the terms of payment specified in the RFP.
4. The price quoted would be inclusive of all taxes, duties, charges and levies as applicable.
5. SBI Foundation reserves a right to negotiate on the financial terms in any case.
6. No advanced payment on any account shall be admissible.

*(Both the proposals must be submitted before the due date of submission at our Head Office
Address: SBI Foundation, 6th Floor, Air India Building, Nariman Point, Mumbai- 400021)*

Technical Scoring Criteria

Sr. No	Evaluation Parameters	Max. Marks
1.	Overall response <ul style="list-style-type: none">• Understanding of, and responsiveness to, SBI Foundation's requirements;• Understanding of scope, objectives, directness and completeness of response;• Overall concord between SBIF requirements and the proposal.	20
2.	Amount of technical expertise (man power)	20
3.	Experience in similar kind of project	30
4.	Working experience in cloud environment	10
5.	Annual turnover	20
	Total marks	100

Note: Minimum Technical score required for qualifying the Technical Evaluation is 50. Any bidder who scores less than 50 will not be considered for financial evaluation.

SBI Foundation

Annexure-IV

Non-Disclosure Agreement

This Non-Disclosure Agreement ("Non-Disc") is made and entered intoday of month year (effective date) by and between SBI Foundation (SBIF) and (Company Name) and whereas, SBIF and (Hereinafter referred to as service provider) have entered into a Non-Disclosure Agreement effective from DD/MM/YYYY

and

Whereas, each party desires to disclose to the other party certain information in oral or written form which is proprietary and confidential to the disclosing party, ("CONFIDENTIAL INFORMATION").

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

1. Definitions. As used herein:

(a) The term "Confidential Information" shall include, without limitation, all information and materials, furnished by either Party to the other in connection with -citizen/users/persons/customers data, products and/or services, including information transmitted in writing, orally, visually, (e.g. video terminal display etc.) or on magnetic or optical media, and including all proprietary information, customer & prospect lists, trade secrets, trade names or proposed trade names, methods and procedures of operation, commercial or marketing plans, licensed document know-how, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property relating to the disclosing party's data, computer database, products and/or services. Results of any tests, sample surveys, analytics, data mining exercises or usages etc. carried out by the receiving party in connection with the SBIF's Information including citizen/users/persons/customers personal or sensitive personal information as defined under any law for the time being in force shall also be considered Confidential Information.

(b) The term, "SBI Foundation (SBIF)" shall include the officers, employees, agents, consultants, contractors and representatives of SBIF.

(c) The term, "Service Provider" shall include the directors, officers, employees, agents, consultants, contractors and representatives of _____ (Company Name), including its applicable affiliates and subsidiary companies.

2. Protection of Confidential Information.

With respect to any Confidential Information disclosed to it or to which it has access, Service Provider affirms that it shall:

- (a) Use the Confidential Information as necessary only in connection with Project and in accordance with the terms and conditions contained herein;
- (b) Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information than the parties take to protect the confidentiality of its own proprietary and confidential information and that of its clients;
- (c) Not to make or retain copy of any commercial or marketing plans, citizen/users/persons/customers database, Proposals developed by or originating from SBIF or any of the stakeholders of SBIF except as necessary, under prior written intimation from SBIF, in connection with the Project, and ensure that any such copy is immediately returned to SBIF even without express demand from SBIF to do so;
- (d) Not disclose or in any way assist or permit the disclosure of any Confidential Information to any other person or entity without the express written consent of the other party; and
- (e) Return to the other party, or destroy, at SBIF's discretion, any and all Confidential Information disclosed in a printed form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately upon the earlier to occur of (i) expiration or termination of either party's engagement in the Project, or (ii) the request of the other party therefore.
- (f) Not to discuss with any member of public, media, press, any or any other person about the nature of arrangement entered between SBIF and Service Provider or the nature of services to be provided by the Service Provider to the SBIF.

3. Onus. Service Provider shall have the burden of proving that any disclosure or use inconsistent with the terms and conditions hereof falls within any of the foregoing exceptions.

4. Exceptions. These restrictions as enumerated in section 1 of this Agreement shall not apply to any Confidential Information:

- (a) Which is independently developed by Service Provider or lawfully received from another source free of restriction and without breach of this Agreement; or
- (b) After it has become generally available to the public without breach of this Agreement by Service Provider; or
- (c) Which at the time of disclosure to Service Provider was known to such party free of restriction and evidenced by documentation in such party's possession; or
- (d) Which SBIF agrees in writing is free of such restrictions.
- (e) Which is received from a third party not subject to the obligation of confidentiality with respect to such Information;

5. Remedies. Service Provider acknowledges that (a) any actual or threatened disclosure or use of the Confidential Information by Service Provider would be a breach of this agreement and may cause immediate and irreparable harm to SBIF; (b) Service Provider affirms that damages from such disclosure or use by it

may be impossible to measure accurately; and (c) injury sustained by SBIF may be impossible to calculate and remedy fully. Therefore, Service Provider acknowledges that in the event of such a breach, SBIF shall be entitled to specific performance of Service Provider's obligations contained in this Agreement. In addition, Service Provider shall indemnify SBIF of the actual and liquidated damages which may be demanded by SBIF. Moreover, SBIF shall be entitled to recover all costs (including reasonable attorneys' fees) which it or they may incur in connection with defending its interests and enforcement of legal rights arising due to a breach of this agreement by Service Provider.

6. Need to Know. Service Provider shall restrict disclosure of such Confidential Information to its employees and/or consultants with a need to know (and advise such employees of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/or third party without prior written approval of the disclosing party.

7. Intellectual Property Rights Protection. No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by the conveying of Confidential Information to such party.

8. No Conflict. The parties represent and warrant that the performance of its obligations hereunder do not and shall not conflict with any other agreement or obligation of the respective parties to which they are a party or by which the respective parties are bound.

9. Authority. The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.

10. Dispute Resolution. If any difference or dispute arises between the SBIF and the Service Provider in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, any such dispute shall be referred to the President, SBIF India.

11. Entire Agreement. This Agreement constitutes the entire understanding and agreement of the parties, and supersedes all previous or contemporaneous agreement or communications, both oral and written, representations and understandings among the parties with respect to the subject matter hereof.

12. Amendments. No amendment, modification and/or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed on behalf of each of the parties by their respective duly authorized officers or representatives.

13. Binding Agreement. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.

14. Severability. It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.

15. Survival. Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after any expiration or termination of this Agreement.

16. Non-solicitation. During the term of this Agreement and thereafter for a further period of One or two years Service Provider shall not solicit or attempt to solicit SBIF's employees and/or consultants, for the purpose of hiring/contract or to proceed to conduct operations/business similar to SBIF with any employee and/or consultant of the SBIF who has knowledge of the Confidential Information, without the prior written consent of SBIF. This section will survive irrespective of the fact whether there exists a commercial relationship between Service Provider and SBIF.

17. Term. Subject to aforesaid section 16, this Agreement shall remain valid up to years from the "effective date".

IN WITNESS HEREOF, and intending to be legally bound, the parties have executed this Agreement to make it effective from the date and year first written above.

For SBIF India,

For Service Provider

Name of the authorized signatory

Name of the authorized signatory

Designation:

Designation:

WITNESSES:

1. _____

2. _____