



Pre-Bid Meeting on 25/02/2019 - Clarifications

Request for Proposal For Website Hosting Services

2019FEB15/T001148623 dated February 18, 2019

Sl. No.	Document Ref	Page No	Clause No	Description in RFP	Clarifications Sought	SIDBI Response
1	Scope Of Work	19-21	3.4	<ol style="list-style-type: none"> 1. RAM - 16GB 2. CPU – 8vCPU 3. Bandwidth: 100 GB/month 4. Dedicated IP: 1 5. 100 GB storage space 6. Dedicated Physical firewall 	<p>Kindly consider Dedicated Virtual Firewall instead of Physical Firewall for this</p> <p>Also VM and firewall to be in HA</p>	<p>Revised Clause:</p> <ol style="list-style-type: none"> 1. RAM - 16GB 2. CPU – 8 vCPU 3. Bandwidth: 100 GB/month 4. Dedicated IP: 1 5. 100 GB storage space 6. Dedicated firewall <p>Dedicated firewall may be Physical or Virtual supporting dual stack (IPv4 & IPv6) & intrusion prevention systems (IPS) to prevent unauthorized access to data.</p> <p>In case of Virtual Firewall, it should not be an open source software. Virtual Firewall should be proprietary licensed software of an OEM. Bank will not bear any additional license costs. The vendor need to allocate a dedicated VM with sufficient vCPU and memory. A declaration has to be provided by the bidder stating that, The vCPU / memory allocated on VM will be based on the firewall throughput and in case during the contract, if there is any degradation in the performance of firewall, the same will be rectified without any cost to the bank.</p> <p>Note: Please see response against point no 13 to arrive at firewall throughput (indicative).</p>
2	Scope Of Work	19-21	3.4	<ol style="list-style-type: none"> 1. Database - MySQL Ver 14.14 or above with 10 GB space. 2. Operating System -Ubuntu (12.04 LTS or above) 3. Platform - PHP 5.6 or above 4. Webserver : Apache 2.2.22 or higher 	<p>As per our understanding Opensource / Community edition licenses are required for this.</p>	<p>Open source / Community edition licenses may be provided by the bidder.</p>
3	Scope Of Work	19-21	3.4	<p>Web application firewall (WAF) for one domains. WAF activity report need to be submitted on monthly basis.</p>	<p>Subscription based Model will be fine? Please confirm!</p>	<p>YES</p>
4	Scope Of Work	19-21	3.4	<p>Flexibility in allocation of additional resources viz. RAM, CPU, Storage space to websites on demand basis as per contracted rates. Based on requirement, the additional resources may also be down-graded on demand basis.</p>	<p>What is expected TAT for resource scale up and scale down</p>	<p>4 Hrs</p>
5	Scope Of Work	19-21	3.4	<p>Procurement, Implementation, upgrade and renewal of SSL certificate on all domains.</p>	<p>SSL Certificates will be provided by Bidder for Contract Period, Please confirm!</p>	<p>YES</p>



Pre-Bid Meeting on 25/02/2019 - Clarifications

Request for Proposal For Website Hosting Services

2019FEB15/T001148623 dated February 18, 2019

Sl. No.	Document Ref	Page No	Clause No	Description in RFP	Clarifications Sought	SIDBI Response
6	Scope Of Work	19-21	3.4	DNS Zone Services: Addition / Deletion of various domains / sub domains, whenever asked by SIDBI.	DNS Services will be provided by Bidder for Contract Period, Please confirm!	YES
7	Scope Of Work	19-21	3.4	Necessary secured access to the website to carryout changes / modifications and copy / upload files as and when required.	This access will be over Internet, kindly confirm	YES
8	Scope Of Work	19-21	3.4	Routine daily backup for website files; Twice daily database backups. Service provider need to provide complete backup of the website at every quarter end.	We will provide readable backup file over FTP, bank will be able to download the same, kindly confirm Also request you to include disk based backup DDWF (Daily differential and Weekly Full) with 30Days retention period, on different storage than production, also copy of backup to be replicated and and stored in DR site of bidder in every 24hrs interval. Backup solution should support integrated Data Base backup and Snapshot Backup of server image.	Please refer to the clause 3.4, Page no. 20 'Scope of Work' - " In case of non-availability of website for more than 10 hours due to any unforeseen reason, the bidder will be required to make website available from an alternate location in India, till restoration of services from primary site." To meet the above mentioned SLA, vendor may make appropriate backup arrangements for the website, database, VM and other related infrastructure. The details are required to shared with SIDBI as part of bid response.
9	Scope Of Work	19-21	3.4	In case of hacking, defacing or any such Cyber attack or any other untoward incidents, above mentioned timelines would not be applicable. Selected Vendor needs to resolve the issue on SOS basis and support should be available 24*7 during such type of events.	Request you to include DDoS also, Please confirm!	Revised Clause : In case of hacking, DDoS attack, defacing or any such Cyber attack or any other untoward incidents, above mentioned timelines would not be applicable. Selected Vendor needs to resolve the issue on SOS basis and support should be available 24*7 during such type of events.
10	Scope Of Work	19-21	3.4	Dedicated firewall supporting dual stack (IPv4 & IPv6) & intrusion prevention systems to prevent unauthorized access to data.	Dedicated virtual firewall with IPS will be required. Please confirm!	Please see response against point no. 1



Pre-Bid Meeting on 25/02/2019 - Clarifications

Request for Proposal For Website Hosting Services

2019FEB15/T001148623 dated February 18, 2019

Sl. No.	Document Ref	Page No	Clause No	Description in RFP	Clarifications Sought	SIDBI Response
11	Scope Of Work	19-21	3.4	Control Panel: To support all server admin activities (monitoring, managing, changing of system parameters etc.) of the hosted server from a central admin console	Admin Console will be provided to access Virtualized servers to specific SIDBI tech resource duly authorised by Customer. .	YES
12	Shifting from Existing Facility	21-22	3.5	Shifting from existing facility - It may be required to shift the website from existing facility to the facility of selected service provider and make it live by April 30, 2019. Accordingly, the contract period will be from May 01, 2019 to April 30, 2024. The selected Bidder would be required to make available required infrastructure as per scope in all respects by April 15, 2019 or within two weeks from the date of the order by SIDBI for shifting of websites from existing facility. The selected bidder will dedicate a single point of contact and coordinate with SIDBI for smooth shifting of websites.	Please confirm that All migration and Implementation activities including Website, App and DB setup and integration will be done by SIDBI or existing SIDBI partner on Bidder provisioned Infra.	YES. The bidder will be required to actively coordinate with SIDBI and website maintenance service provider of SIDBI during the migration process for resolution of any infrastructure or environment related issues.
13	Shifting from Existing Facility	21-22	3.5	It may be required to shift the website from existing facility to the facility of selected service provider and make it live by April 30, 2019.	Kindly confirm does SIDBI is having existing data that Bidder need to shift at new proposed Datacenter	Please refer to the point no. 12, as above.
					if yes please provide the amount of data to be shifted along with version and edition of existing databases.	Data to be shifted will be within the limits as per the infrastructure requirements mentioned in Section 3.4 Scope of work of RfP. Version would be same as per Section 3.4 Scope of work of RfP. Indicative Website Statistics: 1. Website size ~ 33 GB 2. Database size ~400 MB 3. Average per day hits on website ~ 2,20,000 4. Peak Traffic size ~ 3,50,000 hits 5. Average number of concurrent users ~ 2,000
					Kindly confirm who will be taking care of transferring of existing data to new proposed data center SIDBI or Bidder ?	Please refer to the point no. 12, as above.



Pre-Bid Meeting on 25/02/2019 - Clarifications

Request for Proposal For Website Hosting Services 2019FEB15/T001148623 dated February 18, 2019

Sl. No.	Document Ref	Page No	Clause No	Description in RFP	Clarifications Sought	SIDBI Response
14	Objective	19	3.3	Vendor need to provide complete backup of the website at every quarter end.	1) Kindly confirm the required backup space at DC site.	Backup space will be within the limits as per the infrastructure requirements mentioned in Section 3.4 Scope of work of RFP
					2) Kindly confirm bidder need to provide the backup drive/tape at SIDBI office	Backup may be provided over FTP in downloadable format.
15	Scope Of Work	19-21	3.4	Database - MySQL 5.6 above with 10 GB space.	Kindly confirm mention MySQL 5.6 is Community edition (Freeware) or enterprise edition (paid version).	Please see response against point no.2
					Kindly confirm if the mentioned 10 GB Space is additional storage Space dedicated for MySQL DB.	YES
16	Scope Of Work	19-21	3.4	Dedicated physical firewall	Kindly confirm bidder need to provide the dedicated physical firewall OR can bidder propose dedicated Virtual Firewall for the SIDBI infra as it will have commercial impact.	Please see response against point no. 1
					Kindly confirm the total number of concurrent users on SIDBI's mentioned Website in order to size the required throughput on Firewall	Please see response against point no. 13
17	Scope Of Work	19-21	3.4	Necessary secured access to the website to carryout changes / modifications and copy / upload files as and when required.	Kindly confirm the required IPSec VPN connection for Secured access to the website to carryout changes / modifications and copy / upload files as and when required	Access may be provided over Internet from the whitelisted IPs. In case required during the contract period, IPSec VPN connectivity will be taken-up with the selected bidder and need to be provided with no additional cost to the Bank.



Pre-Bid Meeting on 25/02/2019 - Clarifications

Request for Proposal For Website Hosting Services

2019FEB15/T001148623 dated February 18, 2019

Sl. No.	Document Ref	Page No	Clause No	Description in RFP	Clarifications Sought	SIDBI Response
18	Shifting from Existing Facility	21-22	3.5	It may be required to shift the website from existing facility to the facility of selected service provider and make it live by April 30, 2019. Accordingly, the contract period will be from May 01, 2019 to April 30, 2024. The selected Bidder would be required to make available required infrastructure as per scope in all respects by April 15, 2019 or within two weeks from the date of the order by SIDBI for shifting of websites from existing facility. The selected bidder will dedicate a single point of contact and coordinate with SIDBI for smooth shifting of websites	As this is a private cloud setup we request you to change delivery of said infrastructure in 6-8 weeks from the date of issue of your Purchase Order	NO CHANGE
19	Liquidated damages for delay in providing infrastructure	22	3.6.1	Bidder should give uptime and availability guarantee of 99.5% on monthly basis. In case the website/ server availability and uptime falls below the guaranteed level, SIDBI will impose a penalty at the rate of 1% on monthly website hosting charges for every additional 1% downtime subject to a maximum of 10% of the value of the monthly charges. The downtime will be calculated on the monthly basis	Request you to consider maximum of 5% of value of monthly charges	NO CHANGE
20	Liquidated damages for delay in providing infrastructure	22	3.6.2	If the selected bidder fails to make available required infrastructure as per scope in all respects within 15 days from date of purchase order, the Bank without prejudice to its other remedies under the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% of the total consideration amount for each week of delay or part thereof, subject to a maximum limit of 5% of the total contract price. Such penalty will be deducted from the bills of the bidder OR from the Security Deposit. In case the delay exceeds 4 (four) weeks, SIDBI will be at liberty to cancel the purchase order and forfeit the EMD	As this is a private cloud setup requirement we request you to allow delivery timeline of 6-8 weeks for infrastructure from date of your Purchase Order	NO CHANGE



Pre-Bid Meeting on 25/02/2019 - Clarifications

Request for Proposal For Website Hosting Services

2019FEB15/T001148623 dated February 18, 2019

Sl. No.	Document Ref	Page No	Clause No	Description in RFP	Clarifications Sought	SIDBI Response
21	Performance Bank Guarantee (PBG)	36	5.7.2	The successful Bidder shall provide an unconditional and irrevocable performance bank guarantee in the form and manner provided by the Bank equivalent to 10% of the total contract value for one year	Request you to kindly consider removal of PBG as our services are based on Recurring Cost and not on One time Sale.	NO CHANGE
22	Payment Terms	43	5.2.3	Payment would be settled quarterly, at the end of Quarter, against the delivery of the Services during the corresponding period. Liquidated Damages (LD) calculation would be on monthly basis	Kindly request you to A. Consider Initial One time Setup Cost (OTC) to be quoted for the setup which has to be paid in advance along with Purchase Order and B. Recurring payment to be paid in Quaterly Advance	NO CHANGE
23	Annexure XVI - COMMERCIAL BID FORMAT	92	I	Current Format mentioned in RFP	Kindly request you to add Initial One time Setup Cost (OTC) Coponent to be quoted for the setup which has to be paid in advance along with Purchase Order	NO CHANGE
24	Minimum Eligibility Criteria	25	4.4, Sl. No.2	The bidder should be carrying out Website Hosting at it's own data centres in India for last 3 (three) years as on 31-December-2018, out of which at least two customers should be from BFSI sector. Proof: Copy of Work order / agreement along with certificate from customers towards hosting of website in India. Multiple work orders / agreements copies may be submitted to showcase the experience covering the period of last three years.	The bidder should be carrying out website hosting at its own data centers or as cloud service provider (empaneled in MeitY, Govt of India) and currently having at least two customers should be from BFSI sector or from Government Sector/international bodies i.e World Bank, United Nations, Asian Development Bank etc.	NO CHANGE
25	Scope Of Work	19	3.4	Fully managed Website hosting services on private cloud with installation, configuration, administration and maintenance of OS, database, web server, network equipment etc. including security & regular patch management.	NA	Revised Clause: Fully managed IPV4/IPV6 compliant Website hosting services on private cloud with installation, configuration, administration and maintenance of OS, database, web server, network equipment etc. including security & regular patch management.