

Web Hosting Services for India SME Services Platform
Corrigendum

S.No.	RFP Ref. (Page & Section)	Original Clause / Content	Modified Clause / Content
1	Page 43 of 102 Eligibility Criteria – S.No. 5 - ISO Compliance Infrastructure	Bidder should have valid ISO 27001:2013, ISO 22301:2019	Bidder should have valid ISO 27001:2013, ISO 22301
2	Page 38 of 102 Software and Licenses	Akamai CDN service	<p>CDN Service - Bidder to propose a CDN solution having the following features:</p> <ul style="list-style-type: none"> • Static content caching • Content Management for API • Retention period management for the content • Deliver high performance • Smart Content routing • Panel for content management (should be able to update/purge the contents) • Security (BOT detection, DDOS protection and should be Meity compliant security infra) • Provision for authentication-based access to the content (may be required in future) • Support for media streaming (may be required in future) • API caching (may be required in future) • Should have separate infra and should NOT consume any resource from the SIDBI infrastructure (compute or throughput)
3	Page 38 of 102 Chatbot	Chatbot Database Server (RHEL/Ubuntu)	Chatbot Database Server (Windows Server 2016 R2)
4	Page 63 of 102 6.4.9 (d)	“Trade Secrets” means Confidential Information shall include the information as protected and covered under applicable law. “Proprietary Rights” means any and all inventions, discoveries, developments, methods, processes, compositions, works, supplier and customer lists (including information relating to the generation and updating thereof), concepts, and ideas (whether or not patentable or copyrightable) conceived, made, developed, created, or reduced to practice (whether at the request or suggestion of the SIDBI or otherwise, whether alone or in	“Trade Secrets” means Confidential Information shall include the information as protected and covered under applicable law. “Proprietary Rights” means any and all inventions, discoveries, developments, methods, processes, compositions, works, supplier and customer lists (including information relating to the generation and updating thereof), concepts, and ideas (whether or not patentable or copyrightable) conceived, made, developed, created, or reduced to practice (whether at the request or suggestion of the SIDBI or otherwise, whether alone

		<p>conjunction with others, during implementation of the project, which may be directly or indirectly useful in, or related to, the activities and business of the portals or any business or products contemplated by SIDBI.</p> <p>The Bidder agrees that, during the term of this agreement and renewals thereof and for twelve months after the termination thereof, regardless of the reason for the termination the agreement, the Bidder will not, directly or indirectly, on behalf of any Competitive Business perform the same or substantially the same Job Duties</p>	<p>or in conjunction with others, during implementation of the project, which may be directly or indirectly useful in, or related to, the activities and business of the portals or any business or products contemplated by SIDBI.</p>												
<p>5</p>	<p>Page 26 of 102 3.18 (a) Backup Services</p>	<p>Service provider must provide backup of cloud 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</p>	<p>Service provider must provide backup of cloud 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</p> <p>Indicative Backup / Retention details are as under:</p> <table border="1" data-bbox="1391 762 2112 1107"> <thead> <tr> <th>Details</th> <th>Backup Frequency / Retention</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>All VMs – Full VM Backup (Single VM to be backed up in case of VMs in HA)</td> <td>Weekly / Monthly</td> <td>Onsite & Offsite</td> </tr> <tr> <td>Database Full Backup</td> <td>Weekly / Monthly</td> <td>Onsite & Offsite</td> </tr> <tr> <td>Database Incremental Backup</td> <td>Daily / Weekly</td> <td>Onsite & Offsite</td> </tr> </tbody> </table>	Details	Backup Frequency / Retention	Location	All VMs – Full VM Backup (Single VM to be backed up in case of VMs in HA)	Weekly / Monthly	Onsite & Offsite	Database Full Backup	Weekly / Monthly	Onsite & Offsite	Database Incremental Backup	Daily / Weekly	Onsite & Offsite
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