Web Hosting Services for India SME Services Platform
Pre-Bid Queries & Responses

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1	Page 43 of 102 Eligibility Criteria (3)	The Primary Data Center / DR Data Centre should be located in India, in separate seismic zones and should be TIA 942 / Tier-3 or higher Uptime	Suggested Clause: The Primary DC-Cloud and the DR-Cloud should be in different geographical locations to meet the desired RPO and RTO requirements. Request to replace the requirement of Tier 3 certification with a valid MEITY empanelment certificate/Self-certification conforming to TIER III standards. As per MEITY empanelment guidelines for CSP empanelment, page 66 http://meity.gov.in/content/gi-cloud-meghraj "Conform to at least Tier III standard, preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party".	Clause No 3.3 (f) may be read as The Data Center should conform to at least Tier III standard (preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party) and implement tool-based processes based on ITIL standards.
2	Page 16 of 102, 3.1 Hosting of the existing portal / website and its management (e)	Data Center (DC) and Disaster Recovery sites will be hosted in two different seismic geographical locations.	Suggested Clause: The Primary DC-Cloud and the DR-Cloud should be in different geographical locations to meet the desired RPO and RTO requirements.	Clause No 3.1 (e) - No Change. Data Center (DC) and Disaster Recovery sites will be hosted in two different seismic geographical locations. The data center of service provider should be separated in different geolocation in different seismic zones and not on same fault lines. The primary and DR site data center should be located in different state / UT.
3	Page 22 of 102 3.10 Cloud Data Center Specifications (c)	The data center of service provider should be separated in different geolocation in different seismic zones and not on same fault lines. The primary and DR site data center should be located in different state / UT.	Suggested Clause: The data center of service provider should be separated in different geolocation in different geographical locations and not on same fault lines.	No Change.
4	Page number 39 of 102	Understand that the production environment of the infrastructure requests for 20,000 IOPS on all the attached storage to the virtual machines. In		No Change

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		Hyperscale cloud platforms like AWS, we offer different storage tiers that give flexible options to customers to provision IOPS if required. However, having provisioned IOPS on all the servers consistently may incur considerable additional cost. Request if you could confirm if there is room to optimize the provisioned IOPS requirement for any of the production servers to ensure the solution is optimal. For flexible SSD storage, AWS has a service called Elastic Block Storage that offers the following models based on customer workload requirements:		
5	Page number 36, 37 of 102	Understand that the SME services application requires 3 database servers running PostgreSQL engine and 1 database server with MS SQL Express for the chat bot. Hyperscale cloud platforms like AWS deliver managed database services for PostgreSQL and deliver cost-effective databases designed with high-availability in mind. Amazon Aurora is up to three times faster than standard PostgreSQL databases. It provides the security, availability, and reliability of commercial databases at 1/10th the cost. Amazon Aurora is fully managed by Amazon Relational Database Service (RDS), which automates time-consuming administration tasks like hardware provisioning, database setup, patching, and backups. Amazon Aurora features a distributed, fault-tolerant, self-healing storage system that auto-scales up to 128TB per database instance. It delivers high performance and availability with up to 15 low-latency read replicas, point-in-time recovery, continuous backup to Amazon S3 object storage, and replication across three Availability Zones (AZs).	Would request if it would be okay to propose managed PostgreSQL databases like Amazon Aurora to meet the requirement.	No Change
6	Page number 36, 37 of 102	1. Based on our understanding, most of the production application servers are requested in even numbers. With AWS, we have the option of deploying two VMs in 2 different availability zones	Request to consider supporting customers to architect the applications for business continuity management standard requirements either in an Active-Active or Active-Passive architecture.	No Change

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		in an active-active configuration with auto-scaling groups that can help ensure near zero RPO and a significantly higher compute SLA. AWS Cloud offers customers to architect for business continuity and disaster recovery through this multiple Availability Zone (AZ) architecture. AZs are connected by low latency links for synchronous replication and all data centers are online and serving customers; no data center is "cold." AISPL provides customers the flexibility to place instances and store data across multiple AZs within each Region. In the unlikely event of failure of any AZ, automated processes move customer data traffic away from the affected area. Core applications are deployed in an N+1 configuration, so that in the event of a data center failure, there is sufficient capacity to enable traffic to be load balanced to the remaining sites.		
7	Page number 38 of 102	We understand that the application requires a CDN service to deliver static content with low latency to end users. AWS has a managed highly secure CDN service called Cloudfront leveraging AWS' global infrastructure presence. Request if you could share the amount of data transfer per month to estimate and consider proposing Cloudfront as a CDN service as well instead of only Akamai.		No Change
8	Page 37, 38 of 102:	Cloud platforms like AWS offer scalable managed API management solutions like Amazon API Gateway. It enables customers to create RESTful APIs and WebSocket APIs that enable real-time two-way communication applications. API Gateway supports containerized and serverless workloads, as well as web applications. API Gateway handles all the tasks involved in accepting and processing up to hundreds of thousands of concurrent API calls, including traffic management, CORS support, authorization and access control, throttling,	Based on the traffic incurred by the API servers, we would request being allowed to propose Amazon API Gateway instead of IaaS service since it delivers better user experience and significant cost savings through a complete pay-as-you-go charging model.	No Change

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		monitoring, and API version management. API Gateway has no minimum fees or startup costs.		
9	Page 37 of 102:	AWS offers managed services like CloudWatch that collects monitoring and operational data in the form of logs, metrics, and events, providing you with a unified view of AWS resources, applications, and services that run on AWS. Request if the solution could propose Cloudwatch as a managed service instead of the monitoring servers to ensure ease of operations and deliver better value of the cloud platform.		No change. Monitoring of infra and security is the part of this bid only.
10	Page 16 of 102: 3.1 Hosting of the existing portal / website and its management	j) Provide new hardware setup for both Primary / DR and UAT Setup. Provide highly secured, managed, Uptime / TIA 942 Tier3 or higher compliant Data Center / DR Core Infrastructure (Facility) covering the operational, computing infrastructure consisting of Hardware (Servers, Routers, Switches, and Networking Equipment), Operating Systems and associated Software (as middleware / application server software, database etc.), Internet Leased Lines with fail-over/redundancy).	Kindly confirm this hardware provision will be at SIDBI's premise or at bidder's premise Kindly confirm if it at bidder's premise does bidder has to handover the hardware to sidbi at the end of contract	1) SIDBI intends to go for Cloud Infrastructure Procurement and not hardware procurement. Purpose of mentioning this point was to ensure that new Hardware is deployed for providing this Cloud Infrastructure. All the cloud (infrastructure / service) needs to be done by the MeitY empanelled CSP. 2) The following section may be referred to in detail….. 3.6 Data Management 3.34 Assets and Ownership
11	Page 16 of 102: 3.1 Hosting of the existing portal / website and its management	i) 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.	Kindly confirm SIDBI require "Safe to Host" certificate for Application or will it be for hosting environment	i) 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, for hosting environment, initially and then at periodic intervals of every 6 months. The same also includes certificate • Security Harden the OS/Web Server/DB Server • Install and configure SSL Certificate on the server / moniroting of SSL Certificates. • Certificate that can be used to securely

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				recognize servers and to establish encrypted communications between clients and services. • So that no data breach occurs in a hosting provider's set up and also applications. • Testing the URL for any vulnerabilities.
12	Page 17 of 102: 3.1 Hosting of the existing portal / website and its management	x) Data Migration (only when and where applicable) – Bidder has to arrange / help for migration of data from the current environment to the new.	x) Data Migration (only when and where applicable) – Bidder has to arrange / help for migration of data from the current environment to the new.	Currently this is a new set up however data migration scenario may come up in the following scenarios (a) Completion of the contract period of the current provider OR (b) Termination of the contract for any reasons. The CSP shall be responsible for providing the tools for import / export of VMs & content and shall be responsible for preparation of the Exit Management Plan and carrying out the exit management / transition The CSP shall provide the Department or its nominated agency with a recommended exit management plan ("Exit Management Plan") or transition plan indicating the nature and scope of the CSP's transitioning services. The Exit Management Plan shall deal with the following aspects of the exit management in relation to the Agreement as a whole or the particular service of the Agreement: i. Transition of Managed Services ii. Migration from the incumbent cloud service provider's environment to the new environment The CSP is responsible for both

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				<u>Transitions of the Services as well as Migration of the VMs, Data, Content and other assets to the new environment.</u> The CSP shall carry out the migration of the VMs, data, content and any other assets to the new environment created by the Department or any other Agency (on behalf of the Department) on alternate cloud service provider's offerings to enable successful deployment and running of the Government Department's solution on the new infrastructure. Transitioning from the CSP including retrieval of all data in formats approved by Department, for transition to other Cloud Service Provider. The CSP shall ensure that all the documentation required for smooth transition are kept up to date and all such documentation is handed over to the Department during regular intervals as well as during the exit management process. The CSP will transfer the organizational structure developed during the Term to support the delivery of the Exit Management Services. This will include: i. Document, update, and provide functional organization charts, operating level agreements with Third-Party contractors, phone trees, contact lists, and standard operating procedures. ii. Transfer physical and logical security processes and tools, including cataloguing and tendering all badges and

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				keys, documenting ownership and access levels for all passwords, and instructing Department or its nominee in the use and operation of security controls. j. Some of the key activities to be carried out by MSP for knowledge transfer will include: Prepare documents to explain design and characteristics. Carry out joint operations of key activities or services. Briefing sessions on process and process Documentation. Sharing the logs, etc. Briefing sessions on the managed services, the way these are deployed on cloud and integrated. Briefing sessions on the offerings (IaaS/PaaS) of the cloud service provider K. Transfer know-how relating to operation and maintenance of the software and cloud services. Important points to be noted w.r.t Deletion of data At the completion of this agreement, [Vendor] will physically or electronically destroy beyond all ability to recover all Institution data provided to them. This includes any and all copies of the data such as backup copies created at any [Vendor] site. End of Agreement Data Handling. The [Vendor] also agrees that upon the termination of this Agreement it shall erase, destroy, and render unreadable all

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				Institution data and certify in writing that these actions have been complete within 30 days of the termination of this Agreement or within 7 days of the request of an agent of Institution, whichever shall come first.
13	Page 35 of 102: 3.29 Proposed Initial Configuration of virtual Private Cloud at DC:	Kindly confirm sizing for the DR Does bidder has to consider same sizing for DR that as of DC	Kindly confirm sizing for the DR Does bidder has to consider same sizing for DR that as of DC	DR Sizing is estimated to approx. 19 VMs and the same shall be made operational within 7 DAYS of issue of PO, with the required RTO / RPO. The same shall be required on demand by SIDBI as and when required. Clause No 3.1 (a) may be read as The selected Bidder will have to provide web / portal hosting, help desk facility and maintenance support (as stated above) in an uninterrupted manner during the complete tenure of the contract period. The DR setup is required to be completed within 7 DAYS after advice from SIDBI, during which the portal shall continue to be in operation.
14	Page 38 of 102: Hosting Services - Hardware Setup	Kindly provide detail specification of the hardware required	Kindly provide detail specification of the hardware required	Hardware is not required. The same is mentioned w.r.t the management of VMs. This is required as a Service and not Hardware Refer Section 3.29
15	Page 38 of 102 Software and Licenses	MSSQL Express Backup /Archival / Restoration	1)Does bidder has to consider this db for each and every db server? 2) Kindly specify is there any other servers which need DB.If yes,please specify those servers	1) Details of all Databases Refer Section 3.1 (e) 2) Services required from CSP like Backup / restoration defined in RfP Section No 3.21 …Database Support Service 3) Database Server VM specification defined in Defined in Section 3.29.

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16	Page 38 of 102 Software and Licenses	Akamai CDN	We request SIDBI instead of precise CDN make it generalize so bidder can propose better solution with different service provider as well. Are you targeting a specific region, or is the audience located globally? Do you require this for Streaming or Downloads? If you need streaming, is this for Live or on demand streaming? What Format are you looking to stream at(QT, WM, Real, Flv,Mpeg4, 3GP) ? Number of Views per month.? How much bandwidth do you consume on your website(s) per month? (Traffic in GB or TB)? Video Encoding bit rate in kbps (industry average 300 kbps) ? Viewing length per event .? URL on which the stream/video/event will be running? Where is your site hosted? How many data centres do you have and where are they located? No. of Images capture per month.? One Image size – KB/MB.? No of Videos captures per month.? An average monthly space required to store images.? An average monthly space required to store video files.? An average quarterly space required to store images and videos.? Retention period for the data to be stored on CDN storage.? Is the content on the website for which CDN is required, is Dynamic or Static? If the content is dynamic, how frequently the data is changed and how is it changed (are the end users allowed to upload the data or your employees uploads the data).? In case of Images & Videos, are you looking for	1. No Change for CDN Solution. 2. Are you targeting a specific region, or is the audience located globally? _No_ 3. Do you require this for Streaming or Downloads? _Streaming is not envisaged yet._ 4. If you need streaming, is this for Live or on demand streaming? _Not Applicable._ 5. What Format are you looking to stream at (QT, WM, Real, Flv, Mpeg4, 3GP) ? _Streaming is not envisaged yet_ 6. Number of Views per month.? _Streaming is not envisaged yet_ 7. How much bandwidth do you consume on your website(s) per month? (Traffic in GB or TB)? _Streaming is not envisaged yet_ 8. Video Encoding bit rate in kbps (industry average 300 kbps)? _Streaming is not envisaged yet_ 9. Viewing length per event.? _Streaming is not envisaged yet_ 10. URL on which the stream/video/event will be running? _Streaming is not envisaged yet_ 11. Where is your site hosted? _Bidder has to provide hosting location._ 12. How many data centres do you have and where are they located? _Not relevant._ 13. No. of Images capture per month.? _Dynamic_

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			any kind of transcoding features.? After uploading the images/videos data on CDN, are you looking at providing features like editing & saving a copy.?	14. One Image size – KB/MB.? *Max 5 MB* (**estimated**). *Average size would be 512 Kb.* 15. No of Videos captures per month.? *Streaming is not envisaged yet.* 16. An average monthly space required to store images.? *Monthly 100GB initially.* 17. An average monthly space required to store video files.? *Streaming is not envisaged yet* 18. An average quarterly space required to store images and videos.? *250 GB* 19. Retention period for the data to be stored on CDN storage.? *Should be controlled though control panel. archival should be managed manually on requirement basis.* 20. Is the content on the website for which CDN is required, is Dynamic or Static? *Dynamic.* 21. If the content is dynamic, how frequently the data is changed and how is it changed (are the end users allowed to upload the data or your employees uploads the data).? *Yes. whenever user upload some images and will be cached based on the location-based rule.* 22. In case of Images & Videos, are you looking for any kind of transcoding features.? *No* 23. After uploading the images/videos data on CDN, are you looking at

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				providing features like editing & saving a copy.? _No_
17		General	Kindly confirm details of resources required by SIDBI such as 1)Job Profile 2)Qualification 3)Work experience 4)Salary 5) will it be onsite or at bidder's premise 6)who will manage the cost associated with resources	The bidder to propose a team of experts (whose details are to be provided as part of Annexure XV) who will be involved / engaged on the assignment. On the basis of the profile of the resources proposed, the evaluation of the bidder shall be carried out. The resources proposed for the assignment shall be at the premise of the bidder and cost associated for such resources shall be part of the commercial bid to be submitted by the bidders. It is again reiterated that SIDBI is looking for complete infrastructure / management solution from Cloud Service Provider (Bidder).
18		Is the "India SME services Platform" portal under development currently a. if not, where is it currently hosted? b. If yes, what is the application technology stack?	Is the "India SME services Platform" portal under development currently a. if not, where is it currently hosted ? b. If yes, what is the application technology stack?	(a)No. (b) Yes. Technology stack clearly defined in the RfP. Refer to 3.25, 3.26 and 3.27. Currently the same is under development and PO shall be issued at the earliest possible time
19		2. The RFP mentions "Virtual Private cloud" environment at multiple places. Assume its referring to the cloud deployment model as per the MeiTY guidelines. Virtual private cloud is essentially an isolation layer within the public cloud services. Please clarify the definition & SIDBI's understanding on Virtual private cloud	2. The RFP mentions "Virtual Private cloud" environment at multiple places. Assume its referring to the cloud deployment model as per the MeiTY guidelines. Virtual private cloud is essentially an isolation layer within the public cloud services. Please clarify the definition & SIDBI's understanding on Virtual private cloud	Refer section 6.1.1. Requirements Specific to Cloud Deployment Models of the document 1. Application_CSP for empanelment at MeitY.pdf. The infrastructure elements including server, storage (including backup storage) and network of the Virtual Private Cloud should provide strong tenant isolation, provide granular identity and access management capability and encryption and be logically separate from the public and other Cloud offerings of the Cloud Service Provider. There should be logical

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				separation (of servers, storage, network infrastructure and networks) to protect data, applications and servers and provide robust virtual isolation for the Virtual Private Cloud. SIDBI Server Infra should be separated from others using a separate network and be scalable at the same time.
20	Page 16 of 102 Hosting of the existing portal / website and its management	3. Section 3.1 : " Bidder is required to arrange for cloud-based hardware infrastructure to host the proposed solution." So as to clarify, the bidder in this case will be the managed services & support provider(MSP) who will in turn work with a cloud service platform of their choice. For e.g Azure The licenses for OS , database & any other related application & the cloud infrastructure hosting requirement will be arranged by the bidder. Please ratify if this understanding is correct	3. Section 3.1 : " Bidder is required to arrange for cloud-based hardware infrastructure to host the proposed solution." So as to clarify, the bidder in this case will be the managed services & support provider(MSP) who will in turn work with a cloud service platform of their choice. For e.g Azure The licenses for OS , database & any other related application & the cloud infrastructure hosting requirement will be arranged by the bidder. Please ratify if this understanding is correct	As per the RfP the bidder and Cloud Service Provider is the same and he shall manage the entire cloud infrastructure. VM / Os / License of all the required software shall be procured and managed by the Cloud Service Provider. SIDBI shall not be managing the Licenses of different Software.
21		Please advise on the email system requested as part of the RFP is being considered for what usage. is it only push email for notifications or any mail inbox per user is required?	4. Please advise on the email system requested as part of the RFP is being considered for what usage. is it only push email for notifications or any mail inbox per user is required?	Email & SMS gateways are required to send event based and bulk notifications to the users. Max. 10 email ids are also envisaged for the same domain name (which is to be purchased by the bidder). No separate mail exchange server is to be set up in this. However, email as a service shall be part of the scope of work for bidder.
22	Page 16 of 102: Clause e	Data Center (DC) and Disaster Recovery sites will be hosted in two different seismic geographical locations. a. MeiTY has changed its standard for Cloud and has mandated that DR should be more than 100 Km apart, kindly refer to https://www.meity.gov.in/writereaddata/files/tender_upload/Application_CSP.pdf	Data Center (DC) and Disaster Recovery sites will be hosted in two different seismic geographical locations. a. MeiTY has changed its standard for Cloud and has mandated that DR should be more than 100 Km apart, kindly refer to https://www.meity.gov.in/writereaddata/files/tender_upload/Application_CSP.pdf	No Change

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		b. Would request to kindly change the clause to "DC and DR sites should be located in difference geographical locations, situated more than 100 Km apart".	b. Would request to kindly change the clause to "DC and DR sites should be located in difference geographical locations, situated more than 100 Km apart".	
23	Page 17 of 102: clause r	SIDBI, 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, RBI inspection team etc. a. As per MeiTY guidelines, we cannot allow any other party in our DC apart from auditors appointed by them. b. Would thus request you to kindly change the clause to: "SIDBI, and its appointed third-party auditors or MeiTY 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, RBI inspection team etc."	SIDBI, 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, RBI inspection team etc. a. As per MeiTY guidelines, we cannot allow any other party in our DC apart from auditors appointed by them. b. Would thus request you to kindly change the clause to: "SIDBI, and its appointed third-party auditors or MeiTY 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, RBI inspection team etc."	No Change. "SIDBI, and its appointed third-party auditors or MeiTY appointed third-party auditors / RBI Auditors defined by 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, RBI inspection team etc." Further The CSP shall comply or meet any security requirements applicable to CSPs/Service Providers published (or to be published) by MeitY or any standards body setup / recognized by Government of India from time to time and notified to the CSP/Service Providers by MeitY as a mandatory standard The CSP/Service Provider shall meet all the security requirements indicated in the IT Act, the terms and conditions of the Provisional Empanelment of the Cloud Service Providers and shall comply to the audit criteria defined by STQC
24	Page 35 of 102 Section 3.29	Lists MSSQL Express Backup / Archival / Restoration. Wanted to understand the purpose for which MSSQL Express is used. Can we look at upgrading to a MSSQL Enterprise Edition which has more benefits for a production level workload	Lists MSSQL Express Backup / Archival / Restoration. Wanted to understand the purpose for which MSSQL Express is used. Can we look at upgrading to a MSSQL Enterprise Edition which has more benefits for a production level workload	No Change

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25	Page 35 of 102 Section 3.29	the initial configuration or the server inventory mentions VMs for the database servers. Is SIDBI open for a platform-as-a-service (PaaS)/Managed Databases offering	the initial configuration or the server inventory mentions VMs for the database servers. Is SIDBI open for a platform-as-a-service (PaaS)/Managed Databases offering	No Change. Refer Section No 3.29 for requirements from CSP. Database shall be managed by EY however backup / restoration / DC / DR / VM Management / Application Monitoring / DB Machine Monitoring etc shall be as per RfP.
26	Page 12 of 102 Section 2	2.6.b The interested bidders shall make the payment towards EMD & Tender Fee through Online Mode in the following account of SIDBI (through RTGS / NEFT)	Can we please submit EMD in the form of Bank Guarantee?	No Change
27	Page 70 of 102 Appendix-I - Severity, Priority and SLAs for platform maintenance Compliance Level for SLAs	Pg 60 Severity, Priority and SLAs for platform maintenance Compliance Level for SLAs	Request SIDBI to limit penalty to 2% of of quarterly payment amount instead of 5%.	No Change
28	Page 65 of 102 Section 6 - 6.6.1.7	Final payment would be released only after completion of reverse transition process to the satisfaction of SIDBI	Request SIBDI to release final payment after completion of 2 years contract from the effective date	No Change
29	Page 57 of 102 Section 6 - 6.3.2.1	Bank shall have the option to terminate this agreement, in whole or in part by giving at least 90 days' prior notice in writing.	Request SIDBI to remove termination for convenience and also we suggest that Bidder should be compensated to the committed term under the contract (2 years), as such termination will effect economically to bidder who will investing in provision of services	No Change
30	Page 60 of 102 Section 6 - 6.3.6	Save and except for liability under Section 6.4.5, the aggregate liability of the Bidder under this Contract, arising at any time, shall not exceed the total Contract value	Request SIDBI to modify this clause such that (a) any indirect, incidental, special, consequential, exemplary or punitive damages (b) NOTWITHSTANDING ANY OTHER	No Change

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		PROVISION CONTAINED IN RFP/NDA, BIDDER'S TOTAL AGGREGATE LIABILITY FOR ALL CLAIMS ARISING OUT OF THIS RFP/NDA, SHALL BE LIMITED TO THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE CLAIM.		
31	Page 89 of 102 Section 7 - 7.11 (Annexure – XI : Commercial Bid)	B. Variable Cost - Resource Upgradation – Rate Card (Unit Price). Sr no. 15-18	For Internet Link DC:- please confirm if we need to share fully managed link commercials (router+management) or unamanged link commercial?	All the network component will be managed/monitored by the service provider.
32	Page 97 of 102 Section 7 - 7.16 (Annexure – XVI : Pre Contract Integrity Pact	Fall clause:-The BIDDER undertakes that it has not supplied/is not supplying similar products /systems or subsystems or providing similar services at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied or similar services provided by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Request Fall clause to be made applicable in case of same quality & quantity of services	No Change
33	Page 97 of 102 Section 6 - 6.3.5	The Bidder shall indemnify SIDBI, and shall always keep indemnified and hold SIDBI, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting	Request SIDBI to modify this clause such that (a) any indirect claims (b) WITH RESPECT TO ANY INDEMNITY CLAIMS BIDDER SHALL IN NO EVENT BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH	No Change

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		directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against SIDBI	LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER PURSUANT TO THE APPLICABLE PO GIVING RISE TO THE LIABILITY;	
34	Page 51 of 102 Section 6 - 6.1.8(2)	Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/ officers/ resource/ personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	With respect to all claims set forth in section 6.1.8(2), Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO giving rise to the liability. Bidder shall not be liable for any indirect or consequential damages, losses etc. under this RFP	No Change
35	Page 51 of 102 Section 6 - 6.1.8(3)	Compliance in obtaining approvals/ permissions/ licenses:	With respect to all claims set forth in section 6.1.8(3), Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO giving rise to the liability. Bidder shall not be liable for any indirect or consequential damages, losses etc. under this RFP	No Change
36	Page 60 of 102 Section 6 - 6.3.5	Indemnity - Modification suggested The Bidder shall indemnify SIDBI, and shall always keep indemnified and hold SIDBI, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly attributed to bidder or indirectly from or in any way arising out of any claim, suit or proceeding brought against SIDBI as a result of:	Product to review the indemnity clause, this clause being unlimited liability clause will require MD/CEO approval hence the liabilities has to be verified with back to back OEM contract.	No Change

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
		With respect to all claims set forth in section 6.3.5, Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO giving rise to the liability. Bidder shall not be liable for any indirect or consequential damages, losses etc. under this RFP		
37	Page 63 of 102 Section 6 - 6.4.9 (a)	Conflict of Interests and Non Compete - The Bidder shall hold SIDBI's interests paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own corporate interests. If during the period of this contract, a conflict of interest arises for any reasons, the bidder shall promptly disclose the same to the SIDBI and seek its instructions.	We request for clarity what exactly conflict of interest will be under this clause (a) for the Bank?	The clause is self-explanatory, and no further explanation or elaboration needed. However, it is further clarified that any nature of action or activity leading to the conflict with respect to the current assignment and having adverse effect on the services provided to SIDBI shall be considered as "Conflict of Interest".
38	Page 64 of 102 Section 6 - 6.4.9 (d)	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	We recommend to delete this clause or modification to be done, as this clause will mean that Service Provider should not provide services or do business only with any other Customer?	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. However, with prior intimation to SIDBI by providing details of the services being offered to other customers, confirming that such duties are not affecting the services / interest of SIDBI, the bidder can perform such duties.
39	Page 68 of 102 Section 6 - 6.7.7	Survival	We suggest to modify the survival clause by inserting 3 years period post termination, as per Indian Limitation Act.	No Change
40	Page 92 of 102	Annexure – XII : Non-Disclosure Agreement	We propose for mutual provisions in the NDA that Bidder's confidential information should also	No Change

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
	Section 7 - 7.12		get covered and we also propose a fixed term of 3 years for the NDA and additional 5 years confidentiality period from the date of expiry of the NDA.	
41	Page 99 of 102 Annexure XVI - 5.2	The Earnest Money/Security Deposit shall be valid for a period of five years OR the complete conclusion of the contractual obligation to the complete satisfaction of both the buyer and bidder, including the warranty period, whichever is later.	The validity should be 3 years as per RFP	The clause 5.2 of Annexure XVII stands modified and may be read as under:

The Earnest Money/Security Deposit shall be valid for a period of three years OR the complete conclusion of the contractual obligation to the complete satisfaction of both the Client and the bidder, including the warranty period, whichever is later. |
| 42 | | Hardware or Software Form factors | The customer mentions the use of hardware load balancer on multiple occasions in the RFP, what is the prefered form factor for delivering Load balancing or WAF/DDoS solutions ? Since the customer is looking for service from Cloud providers, can the bidder also propose Software/Virtual solutions for LB, WAF and DDoS ? | Yes, virtual Load balancer / WAF / DDoS is allowed. The same should fulfill the requirements.

Virtual solutions are accepted with minimum 5K TPS and 1 Gbps bandwidth. |
43		Load Balancer should be able to cater to 5000 TPS	The vendor is assuming by TPS customer means SSL TPS, Pl let us know the key size and Cipher type i.e RSA or ECC to be considered while sizing	Yes. SSL minimum 5000 TPS with RSA 2K key is required.
44		DC-DR failover	How does the customer plan to automatically Failover to DR? is GLSB a part of the Server Load Balancing solution for DC/DR ?	Automated failover preferred. Should meet the RTO/RPO/Uptime as defined in RfP.
45		WAF Architecture	Can the WAF be delivered as a service from vendor's own cloud infra ? Or does it have to be delivered from the same provider who is also delivering applications ?	WAF to be delivered by Cloud Service Provider.
46		WAF Sizing	is the WAF also to be sized as per 5000 TPS parameter ? What form factor does the customer prefer ? can it be delivered as a service from cloud or Virtual/hardware appliance from the same service provider who is delivering the apps	Yes. WAF should support minimum 5K TPS .

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
47		LB + WAF architecture	is the customer looking for LB & WAF to be separate components ?	Bidder to provide LB and WAF, as defined in RfP, to meet the TPS/Throughput.
48		DDoS	Layer 7 DDoS - The Layer 7 DDoS protection is also to be sized at 1 Gbps capacity ? Layer 3 DDoS - is the customer looking L3 Scrubbing centre as separate solution ? If yes what is the clean pipe requirment of the customer? Can the scrubbing center be located out of India as on-demand protection ?	Layer 7 DDOS protection / clean pipe is required with 1GBPS throughput. Services to be in India.
49		Time based ban for source IP violating WAF policy	We recommend that the WAF should intelligently look at each packet/payload and decide to drop the packets, as due to NAT/CGNAT and small ISP's extending the same Public IP to multiple customers there is a chance that two different customer's can come from the same public IP. This will drastically increase the chances of false Positive's, Hence WAF should inspect payloads before blocking requests and not just blacklist them on based of waf voilations. The WAF solution should dynamically categorize the IP reputation and block them on Layer 3 for known bad actors, however after this filtering the WAF should inspect each payload before taking a blocking decision	Management, Support of LB/DDoS, WAF,VM and other infra component would be the part of bidder agreement. Traffic free from malware / virus / Trojan / DDoS and other threats to be ensured.
50		Webserver technology	Looking at Technical Architecture of the proposed platform, it seems the customer has finalised a software for webserver ? is the customer open to explore NGINX+ as a web server technology which the world's fastest web server ?	No Change. Application component will be managed by application vendor.
51		SSL-VPN	How many concurrent users for SSL-VPN Access ? What is the expected thorughput required ?	Six SSL-VPN accounts with 100 mbps throughput are required.
52		API Security	How does customer plan to secure the API calls, authentication of the API, payload insepction of the API & Access control/rate limits of the API's ?	APIs will be managed by application vendor.

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
53		API Gateway	How does customer plan to public API's ? What is the API Gateway technology proposed ?	Not related to infra. API Gateway will be managed by application vendor.
54	Page 77 of 102 Annexure III 7.3 (5)	Bidder should have valid ISO 27001:2013, ISO 22301:2019	Request SIDBI team to remove the requirement for ISO 22301:2019 certification	No change
55	Page 16 of 102 3.0 Scope of the services	Data-Center should be well equipped with intrusion detection & protection systems, firewalls, system management solutions & tools, back-up & restore solutions, monitoring tools, network load balancer for applicable servers and network layer security to isolate the SIDBI production & test environment from other customers.	Does we need to provide the costing as per BOQ/SOR only or terms mentioned anywhere in the RFP will be applicable for costing?	Yes. Complete solution is being taken from the Cloud Service Provider. Infra, security, infra performance, monitoring of infra, backup and archival services shall be managed by cloud service provider. Application shall be managed by the application vendor.
56	Page 27 of 102 3.20 Malware Monitoring Services, Application Audit, External Vulnerability	In view of securing the portal from any vulnerabilities, attacks, the portal should be scanned regularly to detect any kind of vulnerability. This service should provide service to assess at least 5 Domains on daily basis and submit the report for vulnerabilities and recommended actions to be taken. This section mentions that scans are required to be done using the tools mentioned for the purpose on a daily basis. This is distinct from the CERT-IN certifications through CERT-IN empanelled vendors which can be subcontracted by the bidder. The consortium can include security audit service providers provided they meet the eligibility criteria.	Statement seems to be incorrect. please clarify if you really needs bidder to consider VAPT tool for 5 URL per day basis? Or something else has been asked.	Point may be read as Primary domain and subdomains to be scanned on daily basis, by CSP, for any kind of vulnerability and corrective measures to be taken by CSP. Report for the same needs to be shared. This is different from VAPT which is to be done from CERT IN empanelled vendors on quarterly basis and observations to be complied by CSP (For infra / security). The services mentioned in the table (Features for Malware monitoring, Audit, Vulnerability Assessment Service) may be referred to, in this. Further Clause Sec 3.12 (o) - Portal Security may be read as VAPT/Penetration testing is required to be

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
				done by CERT-IN authorized auditor <u>once in a quarter</u> for primary domain and multi subdomain. Observations need to complied by CSP for infra / security solutions. Quarterly VAPT Report to be submitted with SIDBI. <u>Refer Sec 3.13 - Penalty for non-compliance of Portal Security Audit</u> Frequency : Once every Quarter. The mentioned point is with respect the Section 3.20 - Malware Monitoring Services, Application Audit, External Vulnerability Assessment Service.
57	Page 17 of 102 3(w). Scope of the services	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.	Does only infra support is required, or application/database support is also required.	Refer Clause 3.18 (Backup Services), Database Administration / Application level administration shall be done by the Application Developer Also refer Clause 3.29 for all services required Infra, security, infra performance, monitoring of infra ,backup and archival services shall be managed by cloud service provider. Application shall be managed by the application vendor.
58	Page 17 of 102 3 I (iv). Scope of the services	Cloud platform should be auto scalable vertically to handle sudden spikes. Further Cloud platform should always allocate minimum 50% buffer resources against running load to handle sudden spikes.	do we need to consider the BOQ components (servers etc.) at half size or full size as given in customer inventory?	No this is not a part of BOQ. This is on demand and usage.
59	Page 21 of 102 3.9 (e.) Cloud	Service provider should ensure that Internet vNIC card is having minimum 2 Gbps network connectivity and service vNIC card is on minimum 10 Gbps for better internal communication.	Request you to ask only intranet connectivity here as cloud don't provide internet connectivity.	2Gbps vNIC and 10 Gbps intranet speed is required.

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
	Network Requirement			
60	Page 22 of 102, 3.12 (e.) Cloud Data Center specifications	Attain security certification for the new website from CERT-IN through their empanelled vendors. CERT-IN security audit should be conducted every 6 months as per planned schedule.	Request to remove this clause	No Change
61	Page 31 of 102 3.24 (d) SMS and E-mail Service	E-mails services are required to receive and send e-mails related to support, help etc. from end users of the portal.	do we need to consider only outbound email or inbound mails also required?	Both Outbound and Inbound mails are required.
62	Page 34 of 102 3.28 Technical Requirements of the portal	Email System: SMTP, IMAP, POP3, Push Email, Directory Services Integrated	Do bidder needs to procure all services including POP3, how many mails to consider for commercial.	Bidder to provide Email as a Service Solution to manage the emails (both inbound and outbound) on the domain to be purchased by the bidder along-with envisaged 10 email ids on the same domain.
63	Page 36 of 102 3.29 Proposed Initial Configuration of virtual Private Cloud at DC:	which OS to consider for Application Server1?		Refer Clause No 3.29
64	Page 36 of 102 3.29 Proposed Initial Configuration of virtual Private Cloud at DC:	DB Servers : Database server (RAM and storage) divided into 2 parts: • Transactional Data Storage • Software Components Setup and Configuration Minimum Requirements for each instance: 64bit CPU 64bit Operating System 2 Gigabytes of memory Dual CPU/Core RAID 1	Do RAID 1 is really required here, as cloud have separate physical location to host a single application which is already fault tolerant.	Infra with fault tolerance is accepted

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
65	Page 38 of 102 3.29 Proposed Initial Configuration of virtual Private Cloud at DC:	Software and Licenses: - Windows Server 2016 R2 Service	As per cloud pricing model, OS license are included in the VM pricing.	Yes. License cost should be included in the infra cost.
		Software and Licenses: - MSSQL Express Backup / Archival / Restoration Service - PostgreSQL Backup /Archival / Restoration Service	Does DB support is also under bidder scope.	DB will be managed by application vendor. However following may be referred w.r.t Cloud Service Provider (bidder) scope 1) Details of all Databases Refer Clause 3.1 (e) 2) Services required from CSP like Backup / restoration defined in RfP clause No 3.21 …Database Support Service 3) Database Server VM specification defined in Defined in Sec 3.29.
		Software and Licenses: - Akamai CDN	Could we use native cloud service for this	AKAMAI License, management and support will be managed by Cloud Service Provider (bidder).
66	Page 38 of 102 3.29 Proposed Initial Configuration of virtual Private Cloud at DC:	Network Connectivities: -(a) Internal Network throughput requirement shall be 10GBPS. (b) External Network throughput requirement shall be 1GBPS. (c) Network component throughput requirement shall be 10GBPS. (d) All Infrastructure / Security components (firewall/utm/LB) throughput requirement shall be at least 1GBPS on single node.	Cloud handles its internal connectvity itself. you are asking 1GBPS connection line from cloud to DC. Please suggest if understanding is correct? Please suggest how many links to considered for cloud to DC?	Mentioned bandwidth should be ensured by the bidder and replicated dedicated pipeline would be required from DC to DR replication.
67	Page 38 of 102 3.29 Proposed	Hosting Services:		

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
	Initial Configuration of virtual Private Cloud at DC:			
		Hardware Setup	No hardware setup required at cloud. Please elaborate.	Hardware is not required. The same is mentioned w.r.t the management of VMs. This is required as a Service and not Hardware
		Malware Trojan scanning service (every day for website)	Does this mean HIPS/HIDS based antivirus?	HIPS based antivirus is required.
		VAPT service (Every Quarter)	does this VAPT applies only one URL?	VAPT is required for all application/infra/security components. One primary domain and multi sub domain
		Wild card DNS	Do bidder need to procure DNS or something else is required here?	Procurement of Primary DNS and Multi Subdomains may be required on need basis
		Wild card 256-bit SSL TLS 1.2 / TLS 1.4 Multi sub domain SSL certificate	which SSL type to consider DV/OV/EV?	OV based certificate would be required
68	Page 39 of 102 Proposed Initial Configuration of virtual Private Cloud at DC:	$$ 20000 IOPS with 1 GB/s Throughput for all VM and SAN.	can you please revise the minimum IOPS and throughput requirement as this will increase the cost significantly.	No Change
69	Page no 36 of 102 3.29	Proposed Initial Configuration of virtual Private Cloud at DC:	Does the 'No of VMs' mentioned here is under HA already or bidder has to consider the HA and DR separately.	HA is already factored for the production environment. DR Specification will be shared later. However, for getting idea of approximate number of VMs at the DR, pls refer point at serial no (13) above
70	Page no 36 of 102 3.29	Proposed Initial Configuration of virtual Private Cloud at DC:	Do we need to consider active-active or active passive architecture for DR or we have to comply just RPO and RTO? Can we consider the VM's as HA/DR option across different AZ's.	DR is not planned for High availability.
71	Page 43 of 102 4. 2 Eligibility	Bidder should have a minimum Revenue Level / Turnover of Rs. 20 crore & above p.a. for last 2 FYs [FY 2018-2019 and FY 2019-2020] from	Bidder should have a minimum Revenue Level / Turnover of Rs. 20 crore & above p.a. for last 2 FYs [FY 2018-2019 and FY 2019-2020] from IT	No Change

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
	Criteria, Financila Capability-Bidder	Web Hosting & Cloud Management related Services. The Bidder should have made cash profit in last 2 FYs [FY 2018-2019 and FY 2019-2020]. The Bidder should have Positive net worth (tangible) of Min. Rs. 20 crore as on 31st March 2020	Solution/Services, Web Hosting & Cloud Management related Services. The Bidder should have made cash profit in last 2 FYs [FY 2018-2019 and FY 2019-2020]. The Bidder should have Positive net worth (tangible) of Min. Rs. 20 crore as on 31st March 2020

20 Cr., only form Cloud Services may help only the large organizations and not to other good prospects. This amendment will help lot of perspective bidder to qualify and participate resulting in higher participation and better competition | |
72	Page 15 of 102 Clause 3	The proposed solution shall be scalable, extensible, highly configurable, secure and very responsive and shall support integration and interfacing with other software and solutions (existing legacy and acquired in future), developed or used by SIDBI or its partner / associate institutions and / or other stakeholders.	Over all with how many systems the solution will have to be integrated? Of which, for how many the APIs will be made available by the department?	Cloud Service Provider (Bidder) has ensure high availability of the infra and security components. Integration will be managed by the application vendor.
73	Page 31 of 102 Clause 3.24	a) 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.	Approximately how many SMS will have to be sent during contract period?	While there is no estimation possible on the number of SMSs to be sent through the portal, however, for the purpose of commercial bid, the bidder may consider approx. 10 Lakh SMSs per year. Anything over and above, shall be part of the variable cost and shall be reimbursed to the bidder on actual consumption basis.
74	Page 43 of 102	Financial Capability – Bidder	Bidder should have a minimum Revenue Level / Turnover of Rs. 20 crore & above p.a. for last 2 FYs [FY 2018-2019 and FY 2019-2020] from Web Hosting & Cloud Management related Services. - We have turnover of 19.70 cr from cloud services in FY 2018-19 and Rs 27.50 Cr in FY 2019-20, We request you to kindly give some relaxation in figure.	No Change

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
75	Page 43 of 102	ISO Compliance Infrastructure	Bidder should have valid ISO 27001:2013, ISO 22301:2019 - We request you to amend the clause as The Bidder/CSP should have valid ISO 27001:2013, ISO 22301:2019	No Change
76	Page 44 of 102		CSP i.e. bidder - As Microsoft and AWS being MeitY empanelled as CSP do not bid directly, We request you to please allow the MSP(managed Services Provider)/ GOLD partners having MAF form CSP can bid in this tender	No Change
77	Page 77 of 102	5. Bidder should have valid ISO 27001:2013, ISO 22301:2019	we're not 22301:2019 certified. Kindly allow us to participate in this RFP	No Change.
78	Page 64 of 102	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	Only if accepted by the bank	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. However, with prior intimation to SIDBI by providing details of the services being offered to other customers, confirming that such duties are not affecting the services / interest of SIDBI, the bidder can perform such duties.
79	Page 17 of 102	3.1 R, SIDBI, 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, RBI inspection team etc.	To be confirmed by OEM only	"SIDBI, and its appointed third-party auditors or MeiTY appointed third-party auditors / RBI 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, RBI inspection team etc." Further The CSP shall comply or meet any security requirements applicable to CSPs/Service Providers published (or to

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
				be published) by MeitY or any standards body setup / recognized by Government of India from time to time and notified to the CSP/Service Providers by MeitY as a mandatory standard The CSP/Service Provider shall meet all the security requirements indicated in the IT Act 2000, the terms and conditions of the Provisional Empanelment of the Cloud Service Providers and shall comply to the audit criteria defined by STQC
80		This RFP is for hosting a hybrid infra, do bidder needs to be suggesting on for both or only for the cloud part?	Please explain	
81			There is also an SMS app component that needs to be considered so there will have to be a service provider needed for that aspect. The RFP does not provide a clear indication of the numbers of SMS per day that will be needed. Please explain	While there is no estimation possible on the number of SMSs to be sent through the portal, however, for the purpose of commercial bid, the bidder may consider approx. 10 Lakh SMSs per year. Anything over and above, shall be part of the variable cost and shall be reimbursed to the bidder on actual consumption basis.
82			SIDBI intends to use hybrid infra or complete public cloud, on multiple instances clear mention of Virtual private cloud is done in the RFP?	SIDBI Requires a Virtual Private Cloud For Definition of VPC, Refer section 6.1.1. Requirements Specific to Cloud Deployment Models of the document 1. Application_CSP for empanelment at MeitY.pdf. The infrastructure elements including server, storage (including backup storage) and network of the Virtual Private Cloud should provide strong tenant isolation, provide granular identity and access management capability and encryption and be logically separate from the public and other Cloud offerings of the Cloud Service Provider. There should be logical

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
				separation (of servers, storage, network infrastructure and networks) to protect data, applications and servers and provide robust virtual isolation for the Virtual Private Cloud. SIDBI Server Infra should be seperated from others using a separate network and be scalable at the same time.
83			Is on premise support part of the scope as well or SIDBI is only looking at the cloud support side? Please explain	Infra / Services of Cloud Service Provider (Bidder) are required. No infrastructure to be maintained at SIDBI side
84			Does the SIDBI already have the IDs and IPs ,Antivirus protection solutions or the MSP will have to provide that? Please Explain	These services are supposed to be a part of cloud solution
85			How many inter-operable sites SIDBI is looking at? Please explain	One Domain and Multi Subdomain
86	Page 43 of 102 4. Eligibility Criteria	Eligibility Criteria - Experience of the bidder in implementing and managing virtual private cloud in PSUs/Govt Bodies/Banks/BFSI for atleast 2 year.	Plese make it as-Experience of the bidder in implementing and managing Public/Private cloud in PSUs/Govt Bodies/Banks/BFSI/Enterprise Customer/Any other sector for atleast 2 year.	No Change
87	Page 43 of 102 4. Eligibility Criteria	Eligibility Criteria Bidder should have valid ISO 27001:2013, ISO 22301:2019	Please change it to -Bidder should have valid ISO 9001:2015	No Change
88	-	General - contract period	Please clarify on what is the total Contract Period	Refer to Clause no. 6.3.1 - Commencement of Services (reproduced below) "The contract shall commence on the effective date (kick-off date) and continue for a period of two years thereafter. If so desired by SIDBI, contract may be extended for a maximum period of one year on the same terms and conditions.".
89	Page 70 of 102 Appendix-I	Appendix-I - Severity, Priority and SLAs for platform maintenance - Resolution Time	Resolution time cannot be committed. Only Response time can be committed	No Change

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
90	Page 70 of 102 Appendix-I	Appendix-I - Severity, Priority and SLAs for platform maintenance - Penalty	Penalties to be factored for response time. Penalties against resolution time is requested to be removed	No Change
91	Page 16 of 102 3.1 Hosting of existing Portal / Website and its management	Hosting of the existing Portal/ Website and its management - To discuss on Sr.No. A,C, G, I, K, a) The selected Bidder will have to provide web / portal hosting, help desk facility and maintenance support (as stated above) in an uninterrupted manner during the complete tenure of the contract period. The DR setup is required to be completed within 7 DAYS after advice from SIDBI, during which the portal shall continue to be in operation. c) Provide hosting facility for both primary and DR site. DR specific details are provided in section [Disaster Recovery Management] g) Send Daily/Periodic status reports and Ad hoc reports as required by the Bank/frequency defined by Bank i) 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. k) 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. Bidder's needs to comply with these specifications and quantities mentioned in here. This specification and quantity is minimum as required for the scope of work mentioned in this RFP. However, Bidders	To get the clause amended due to various services which are hypothetical and involves commercials implications	Discussed and Explained (a) DR Setup to be done after 7 days of issue of order. No change for rest of the points.

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
		at their interpretations can propose infrastructure over and above this minimum specification as mentioned in this RfP.		
92	Page 18 of 102 3.3 Data Center and DR Site Hosting Infrastructure Technical Requirements	3.3. Data Center and DR Site Hosting Infrastructure Technical Requirements - To discuss on Sr No. D, E, F, i J, I) Sr No. IV, V, VI, IX,

d) Data Center (both primary and DR) and its security should be compliant with RBI guidelines issued from time to time.

E) Data Center (both primary and DR) have to be PCI/DSS compliant.

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

i) The Data Center / DR site shall have ability to scale up or down the servers/compute resources on-demand/ as desired without significant down time.

j) The compute infrastructure shall include the physical / virtual machines, operating systems, application servers, database server, anti-virus solutions and system management & back-up agents.

I) iv   Cloud platform should be auto scalable vertically to handle sudden spikes. Further Cloud platform should always allocate minimum 50% buffer resources against running load to handle sudden spikes.

v) The cloud platform should provide high availability across virtual machines so that even if | To get the clause amended due to various services which are hypothetical and involves commercials implications | Discussed and Explained

d) Data Center (both primary and DR) and its security should be compliant with RBI/MeitY guidelines issued from time to time. |

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
		any host goes down, all guest virtual machines should be migrated to another host automatically. vi) Cloud platform should support horizontal load balancing along with vertical. Load balancer should be used to load balance traffic. Load balancer should be able to trigger new virtual machines to handle additional load. If load goes down, newly triggered virtual machines should be recycled. ix) Cloud provider should give SIDBI a dashboard of all virtual machines to monitor allocated and used resources by the portal application.		
93	Page 19 of 102 3.4 Disaster Recovery RTO / RPO and Live Drill	3.4 Disaster Recovery RTO / RPO and Live Drill - To discuss on Sr No. B, C, D, E,H, J,M, B) RPO should be less than or equal to 10 minutes and RTO shall be less than or equal to 2 hours. C) However, during the change from Primary DC to DR or vice-versa (regular planned changes), there should not be any data loss. D) There shall be asynchronous replication of data between Primary DC and DR and the CSP will be responsible for sizing and providing the DC-DR replication link so as to meet the RTO and the RPO requirements. E) During normal operations, the Primary Data Center will serve the requests. The Disaster Recovery Site will not be performing any work but will remain on standby. During this period, the compute environment for the application in DR shall be available but with minimum possible compute resources required for a functional DR as per the solution offered. The application	To get the clause amended due to various services which are hypothetical / assumed and involves commercials implications	No Change

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
		environment shall be installed and ready for use. DR Database Storage shall be replicated on an ongoing basis and shall be available in full (100% of the PDC) as per designed RTO/RPO and replication strategy. The storage should be 100% of the capacity of the Primary Data Center site. H) The installed application instance and the database shall be usable and the same SLAs (i.e. the same level of uptime of 99.5% as stipulated for DC) as DC shall be provided. J) The service provider shall conduct live DR Live for two days at the interval of every six months of operation wherein the Primary DC has to be deactivated and complete operations shall be carried out from the DR Site. However, during the change from DC to DR or vice-versa (regular planned changes), there should not be any data loss. The pre-requisite of DR Live should be carried out by service provider and in consultation with SIDBI jointly. The users will be submitting live data in DR Live and switchover shall happen from DR to DC without any data loss. Detailed report along with requisite data such as response time, application tested, issues faced etc. shall be reported back to SIDBI. Certificate for DR Live should be submitted to SIDBI for compliance. M) The service provider should offer dashboard to monitor RPO and RTO.		
94	Page 19 of 102 3.4 Disaster Recovery Management	3.4 Disaster Recovery Management - DR Penalty Clause	To be amended as Rs.2000 per day.	No Change
95	Page 21 of 102 3.8	3.8 Compatibility Requirements	To be clarified and amended	No Change

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
	Compatibility Requirements			
96	Page 21 of 102 3.9 loud Network Requirement	3.9 Cloud Network Requirement	To discuss / clarify and amend the terms.	No Change
97	Page 23 of 102 3.13 Penalty for non security compliance of security audit	3.13 Penalty for non security compliance of security audit	To discuss / clarify and amend the terms.	No Change
98	Page 23 of 102 3.14 Cloud security requirements	3.14 Cloud Security Requirements	To discuss / clarify and amend the terms.	No Change
99	Page 24 of 102 3.15 Virtual Machine Specifications	3.15 Virtual Machine Specifications	To discuss / clarify and amend the terms.	No Change
100	Page 24 of 102 3.16 Cloud Resource and Network Monitoring	3.16 Cloud Resource and Network Monitoring	To discuss / clarify and amend the terms.	No Change
101	Page 41 of 102 3.32 Payment Transaction	3.32 Payment Transaction Response Time	To discuss / clarify and amend the terms.	No Change

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
	Response Time			
102		Technology Stack (Section 3.2 Technical Architecture of the proposed platform)	We would request clarification from SIDBI about the mentioned technology stacks in technical architecture diagram (e.g. Platform is IBM, Azure etc. & App Server is Apache), will the bidder have to adhere to these proposed OEM/Solutions or the Bidder can propose different products which will add value to the entire solution.	No Change. Technology components will be managed by application vendor.
103		Preferred Form Factor for LB/WAF & DDoS Solutions	We would request clarification from SIDBI on the use of only Hardware based solutions for LB/WAF and DDoS ? Can the bidder also utilise virtual solutions to deliver security controls	Yes virtual solutions can be suggested. Complete security of the portal / environment needs to be ensured with minimum 5K TPS and 1 Gbps bandwidth.
104		Single Vendor for LB/WAF and DDoS Solutions	We would like to recommend SIDBI to prefer single vendor to provide LB/WAF and DDoS solutions, as all these solutions sit very close to the application and Network perimeter, a single OEM will provide multiple advantages to the customer like 1) tight integration between different security solutions 2) Single point of contact/partner for all solutions 3) Single management Dashboard 4) Policy fine tuning and BAU simplified 5) Common TAC support for all solutions etc.	All the solutions required as a part of Cloud Architecture from CSP. Security requirement is to be provided as a part of Cloud Infrastructure Setup. These components will be managed by the infra bidder and they may suggest the solution provided minimum 5K TPS and 1 Gbps bandwidth is ensured with intended outcome.
105		Load Balancer - Sizing - 1 Gbps throughput and 5000 TPS	Based on our experience, we feel 1 Gbps throughput is too low with 5000 SSL TPS, hence looking at the SSL TPS We would like to recommend SIDBI to revise the Load balancer sizing to at least 10 Gbps of L4/L7 throughput	No Change. Infra should be scalable based on the requirement.
106		Load Balancer - Sizing - 1 Gbps throughput and 5000 TPS	We would request SIDBI to clarify if this TPS is SSL TPS ? If yes does it means RSA 2k keys or ECDHE keys -256 based ciphers ?	Minimum 5000 SSL TPS and RSA 2k key is required
107		Load Balancer - Compression throughput	We would like to recommend SIDBI to consider defining minimum compression throughput of Harware Load balancer @10 Gbps, as this a web facing application with a lot of static images and files, compression feature can provide	Static content will be delivered through CDN and CDN throughput will not be the part of asked 1Gbps throughput.

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
			performance & Latency optimisation and improve end user experience	
108		Convergence of LB & WAF	We would like to recommend SIDBI to look for a converged solution for WAF and LB, as it provides multiple advantages 1) Single device for all WAF and SLB needs. 2) Single point of SSL offloading. 3) Decreased latency as both functions will be performed on the same device. 4) tight integration between WAF and SLB. 5) Simplified architecture 6) Simplified troubleshooting	These components will be managed by the infra bidder and they may choose as per their convenience. Provided 5K TPS and 1 Gbps bandwidth is ensured with intended outcome.
109		WAF Sizing	We would like to request SIDBI to provide clarity on the WAF sizing details, can the Bidder size it at 5000 TPS same as the SLB	Every single infra component is expected to have minimum 5000TPS.
110		Advance WAF Functions	We would like to recommend SIDBI to consider covering all modern threats using the WAF solution in a clause	Please refer to Clause No 3.19. Apart from that the generic requirements from WAF should be covering following modern threats 1. Protection against OWASP Web Top 10 2. Protection against OWASP API Top 10 3. Application layer encryption to protect against man in the browser attacks 4. Auto learning of traffic along with the ability to stage new signatures 5.WAF should support both positive security model and Negative security model 6. WAF should support unlimited policies and unlimited certificate uploads 7. Advance BOT detection 8. Latest cipher support (TLS 1.3) 9. Dedicated OWASP compliance Dashboard & Dedicated PCI-DSS compliance Dashboard
111			Platform should support	

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
112			1. Should manage policies, licenses, SSL certificates, images, and configurations for all the appliances	Management, Support of LB/DDoS, WAF, VM and other infra component would be the part of bidder agreement.
113			2. Should have predefined roles/permissions configurations to manage who can see application dashboards and edit and deploy services and policies for application delivery and security. Roles can be associated with local users and groups, or users and groups from remote RADIUS or LDAP servers.	Management, Support of LB/DDoS, WAF, VM and other infra component would be the part of bidder agreement.
114			3. Should provide extensive visibility into the health and performance of applications with dashboards to highlight applications with longest response time, top HTTP transactions, Top connections. It should be able to pinpoint applications that need attention quickly and help to drill down to the root cause of performance per application	Management, Support of LB/DDoS, WAF, VM and other infra component would be the part of bidder agreement.
115			4. Should be able to view and compare WAF policies.	Management, Support of LB/DDoS, WAF, VM and other infra component would be the part of bidder agreement. Should be part of WAF DASHBOARD (for WAF Policies) - Refer section 3.19
116		DDoS	We would like to recommend SIDBI to consider Layer 7 DDoS as a separate security control in the architecture, as the Clean pipe solutions from ISP's and cloud providers only cater to L3/L4 DDoS attacks, SIDBI also needs to consider the impact of layer 7 attacks which are low and slow in nature (e.g SLOWLORIS, R-U-D-Y , etc.)	Layer 7 DDOS protection / clean pipe is required with 1GBPS throughput. Services to be in India.
117		DDoS	Layer 7 DDoS - The Layer 7 DDoS protection is also to be sized at 1 Gbps capacity?	Layer 7 DDOS protection / clean pipe is required with 1GBPS throughput. Services to be in India.
118		SSL-VPN	How many concurrent users for SSL-VPN Access? What is the expected throughput required ?	Six SSL-VPN accounts with 100 mbps throughput are required. Including DC, DR and UAT environment.

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
119		DC-DR failover	How does the customer plan to automatically Failover to DR? is GLSB a part of the ADC solution for DC/DR ?	Automated failover preferred. Should meet the RTO/RPO/Uptime as defined in RfP.
120		Webserver/APP server	We would like to recommend SIDBI to look at a versatile solution for Webserver/ appserver which can perform multiple tasks like Webserver, reverse proxy, SSL offload, API Gateway and kubernetes ingress controller.	Complete technology stack is open source and will be managed by application vendor.
121		Webserver/APP server	We would recommend SIDBI to consider Webserver which can have zero downtime configurations changes capabilities	Complete technology stack is open source and will be managed by application vendor.
122		Webserver/APP server	We would recommend SIDBI to consider Webserver technology which provides the lowest latency and high-performance results	Complete technology stack is open source and will be managed by application vendor.
123		API Security	We would request SIDBI to provide more details on how they plan to secure the API calls, authentication of the API, payload inspection of the API & Access control/rate limits of the API's ?	Complete technology stack is open source and will be managed by application vendor.
124		API Gateway	We would request SIDBI to provide more details on how they plan to handle publishing API's ? What is the API Gateway technology proposed?	Complete technology stack is open source and will be managed by application vendor.
125	Page 16 of 102, 3.1 Hosting of the existing portal / website and its management	Licenses required for Operating system, database, web/ application server etc., if any, pertaining to INDIA SME portal 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.	Bidder will provide license for OS & Database, but we request SIDBI team to take ownership of respective application licenses & installation, as bidder don't have any control over customer's application. Details of such applications required….	Licence related to the management and support of the network/security/VM/replication/backup/OS and support tool will be managed by the bidder. Refer Clause No 3.29
126	Page 16 of 102, 3.1 Hosting of the existing portal / website and	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.	Platform will support scalability horizontally as well as vertically, VM can be scale horizontally or vertically which is completely depends upon type of application & what application supports	Here the scalability required is w.r.t the infra part / load balancer / security and all the features provided by CSP

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
	its management			
127	Page 16 of 102, 3.1 Hosting of the existing portal / website and its management	Ensure adequate Internet Bandwidth for all portals / websites hosted in the data center with SLA for availability, accessibility, security and response time and latency	Please share required bandwidth & respected public IPv4 & IPv6 IP requirement	1GBPS bandwidth with 2 IP4 IPs is required. However, bidder has to mention the Unit cost for IP4 and IP6 public IPs and SIDBI may ask for additional IPs on requirement bases. Proposed infra should mandatorily support for IP6
128	Page 16 of 102, 3.1 Hosting of the existing portal / website and its management	In addition, the 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, Application Performance Monitoring (APM), 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.	Instead of mentioning general terms, we request SIDBI to add scope clearly against service required like WAF is required for application security, so all bidders will be on same page & will propose uniform solution as per SIDBI's requirement.	Please refer to Clause No 3.19. Apart from that the generic requirements from WAF should be covering following modern threats 1. Protection against OWASP Web Top 10 2. Protection against OWASP API Top 10 3. Application layer encryption to protect against man in the browser attacks 4.Auto learning of traffic along with the ability to stage new signatures 5.WAF should support both positive security model and Negative security model 6. WAF should support unlimited policies and unlimited certificate uploads 7. Advance BOT detection 8. Latest cipher support (TLS 1.3) 9. Dedicated OWASP compliance Dashboard & Dedicated PCI-DSS compliance Dashboard
129	Page 16 of 102, 3.1 Hosting of the existing portal /	The Solution should enforce password policies (complex password, change password in some days etc.,)	Please share complete details about requirement	Details shall be provided with the selected bidder.

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
	website and its management			
130	Page 18 of 102 3.3 Data Center and DR Site Hosting Infrastructure Technical Requirements	The cloud platform should be enough intelligent to predict incoming load and assign resources to virtual machines dynamically without rebooting system.	This can be possible only with horizontal scaling, but application must support horizontal scaling feature	Application scalability shall be ensured however scalability of infra (Vertical and Horizontal) to be ensured by Cloud Service Provider (Bidder)
131	Page 18 of 102 3.3 Data Center and DR Site Hosting Infrastructure Technical Requirements	Cloud platform should be auto scalable vertically to handle sudden spikes. Further Cloud platform should always allocate minimum 50% buffer resources against running load to handle sudden spikes.	Vertical scaling can't be automate, if we upgrade CPU it requires a reboot.	Keeping in buffer could be an expensive solution. It required from bidder to share daily trends of infra utilization with SIDBI and plan for scaling after the agreement with SIDBI. Restart can be considered until it does not impact uptime SLA Clause 3.28 for Uptime and bidder has permission from SIDBI to restart.
132	Page 18 of 102 3.3 Data Center and DR Site Hosting Infrastructure Technical Requirements	No Single point failure for all the network & Hardware Load Balancer would be maintained by Cloud Service Provider	We request SIDBI to consider virtual load balancer instead of hardware LB, as there is no as such guideline to use Physical load balancer only.	No preference on the type of Load balancer. However, following is expected from the load balancer with Authentication, Smart Routing, TLS termination and load balancing with minimum 5000 TPS is required.
133	Page 18 of 102 3.3 Data Center and DR Site Hosting	Load Balancer should be able to cater to 5000 TPS	Kindly share other details as well to size load balancer, type of LB L3 or L7, Throughput requirement?	Hardware or software load balancer with Authentication, Smart Routing, TLS termination and load balancing with minimum 5000 TPS is required.

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
	Infrastructure Technical Requirements			
134	Page 19 of 102 3.4 Disaster Recovery Management	RPO should be less than or equal to 10 minutes and RTO shall be less than or equal to 2 hours.	We always recommend configuring RPO minimum to 30 mins as per industry standards & RTO depends completely on nature of application & can be finalize after doing first DR drill	No Change
135	Page 19 of 102 3.4 Disaster Recovery Management	There shall be asynchronous replication of data between Primary DC and DR and the CSP will be responsible for sizing and providing the DC-DR replication link so as to meet the RTO and the RPO requirements.	Kindly share delta changes per day in application/database/file, accordingly bidder will size replication link	Bidder has to ensure dedicated asked connectivity from DC-DR(with fallback replicated link) with Unit Price. Pipeline will be decided based on the usage after the go live and setup of DR site.
136	Page 19 of 102 3.4 Disaster Recovery Management	In the event of a site failover or switchover, DR site will take over the active role, and all requests should be routed through DR site. The pre-requisite to route request to DR should be articulated properly and shared by service provider.	Bidder will responsible for making system available at DR in case of disaster, but it's a SIDBI team responsibility to reroute users towards DR, changing DNS entries & to do necessary changes at application end to make DR available for end user	Automatic Failover from DC to DR is preferred which shall meet the RPO/RTO/Uptime requirement as DNS is also part of services required from Cloud Service Provider. Bidder will responsible for making system available at DR in case of disaster. There is no other responsibility of SIDBI envisaged here .
137	Page 21 of 102 3.8 Cloud Data Centre Specifications	SIDBI should be able to export the virtual machine from Service provider cloud and use that anywhere i.e., in different Service provider.	We will provide template in OVA & OVF format	As per industry standard that should work with different VM solutions. Export should not have any vendor specific footprint.
138	Page 21 of 102 3.8 Cloud Data Centre Specifications	Service provider should provision to import cloud VM template from other cloud providers.	We will provide template in OVA & OVF format	As per industry standard that should work with different VM solutions. Export should not have any vendor specific footprint.
139	Page 21 of 102 3.9 Cloud	Service provider must ensure that all the cloud VMs are in same network segment (VLAN) even	DC & DR VM's must be in a different VLAN segment	This is OK

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
	Network Requirement	if they are spread across multi data center of Service provider.		
140	Page 21 of 102 3.9 Cloud Network Requirement	Service provider must ensure that public IP address of cloud VMs remains same even if cloud VM gets migrated to another data center due to any incident.	In case of DC & DR scenario, public IP must be different for DC & DR	This is OK
141	Page 22 of 302 3.12 Portal Security	Design should incorporate security features to protect the site from Session Hijacking, SQL injection, Cross scripting, Denial of Service (DDOS) etc.	This is an WAF & DDoS requirement, we request SIDBI to share complete details to size appropriate solution (no. of public URL HTTP & HTTPS, no. of web facing application, DDoS itigation capacity)	Application will be hosted with wildcard DNS and may have up to 10-15 subdomain URLs. Layer 7 DDOS protection / clean pipe is required with 1GBPS throughput. Services to be in India.
142	Page 23 of 102 3.14 Cloud security requirements	Service provider should have built-in user-level controls and administrator logs for transparency and audit control.	We have IAM, PIM as a service, SIDBI needs to avail it basis on their requirement with added extra commercial	This should be the part of cloud service deliverables and contract.
143	Page 24 of 102 3.15 Virtual Machine Specifications	The cloud virtual machines should be auto scalable in terms of RAM and CPU automatically without reboot.	CPU upgrade requires VM reboot	Restart can be considered until it does not impact uptime SLA Clause 3.28 for Uptime and bidder has permission from SIDBI to restart.
144	Page 26 of 102 3.18 Backup Services	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.	We have Object based storage to store backup data instead of tapes over a cloud, please let us know we can propose the same?	No Change
145	Page 26 of 102 3.18 Backup Services	Backup Service	Please share front-end data size to take backup & retention policies of all data	Backup Services required as part of requirement have been defined in Sec 3.18. (a) Back up of all the distinct VMs shall be taken after commissioning / operationalising. (b) Database back shall also be taken per SIDBI policy.

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
				(c) Envisaged application and database size may reach to 2TB during the contract period (which can be further extended). (d) Complete 2TB storage shall not be allocated from first day of operation. (e) Exact backup / retention policy shall be shared with the selected bidder.
146	Page 29 of 102 3.21 Database Support Service	Database Support Service	Please share complete scope of DBaaS requirement	Only Database Backup, Archival Services are required. 1) Services required from CSP like Backup / restoration defined in RfP clause No 3.21 …Database Support Service 2) Database Server VM specification defined in Defined in Sec 3.29.
147	Page 35 of 102 3.29 Propose Initial Configuration of Virtual Private Cloud at DC	Akamai CDN service	is SIDBI looking for CDN service from Akamai only or open for other OEM services as well?	No Change
148	Page 35 of 102 3.29 Propose Initial Configuration of Virtual Private Cloud at DC	Application Monitoring tool	IS SIDBI going to bring APM tool by own or wants bidder to provide the same	Infra and security component should be managed CSP.
149	Page 90 of 102 7.11 B - point 37	9 x 6 End User Support (L2)	Please share the skillset of resource and the scope of work expected here and if this has to be a remote or Onsite resource	Requirements of 9 x 6 End User Support (L2) Onsite Resource to deal with end user or any other stakeholder's queries (technical - both application and infrastructure, as needed) Profile of 9 x 6 End User Support (L2)

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
				(a) Resource with 2 to 3 years' experience in handling user technical queries, troubleshooting technical errors. (b) To provider technical support of any stake holder with respect to the cloud infrastructure / database / server / APIs / Website going down / User Login issues etc. (c) Need to understand various integrations with different servers/services like AKAMAI CDN / eLearning etc and provide support. (c) May also be required to understand and learn the application functionality and provide support in the application field. This requirement may come up in future and it is not in the current scope of work.
150	Page 90 of 102 7.11 B - point 40	Wild Card DNS	Is the Wild card DNS to be procured by bidder	Yes.
151	Page 31 of 102 3.24 SMS and E-mail Service	SMS and E-mail Service	Please share more details on use case of SMS part ? Nature of SMSs ? who are the end user of application ? Average SMS Volume ? SMS language requirements ? is SMS length under 160 characters ?	While there is no estimation possible on the number of SMSs to be sent through the portal, however, for the purpose of commercial bid, the bidder may consider approx. 10 Lakh SMSs per year. Anything over and above, shall be part of the variable cost and shall be reimbursed to the bidder on actual consumption basis. With regard to template/ length of the SMS, the same shall be finalized with the successful bidder. SMS Language will be - English & Hindi
152	Page 89 of 102 7.2	7.2 B(Variable Rate card)	We would like to understand that here we need to provide price for per vcpu.	Yes

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
	B(Variable Rate card)			
153	Page 89 of 102 7.2 B(Variable Rate card)	7.2 B(Variable Rate card)	We would like to understand that here we need to provide price for per GB Ram/per month?	Yes (Per GB per month)
154	Page 90 of 102 VM Reference Detail	VM Reference Detail	We would like to understand that here we need to provide price for per GB Ram/per month?	Refer Variable rate card (Sr no 4 to 10)
155	Page 32 of 102 3.25 Technical Architecture of the proposed platform	Technical Architecture of the proposed platform	We would request clarification from SIDBI about the mentioned technology stacks in technical architecture diagram (e.g. Platform is IBM, Azure etc. & App Server is Apache), will the bidder have to adhere to these proposed OEM/Solutions or the Bidder can propose different products which will add value to the entire solution.	No Change. This is just to ensure compatibility with the proposed solution.
156	Preferred Form Factor for LB/WAF & DDoS Solutions	Preferred Form Factor for LB/WAF & DDoS Solutions	We would request clarification from SIDBI on the use of only Hardware based solutions for LB/WAF and DDoS ? Can the bidder also utilise virtual solutions to deliver security controls	Virtual Solution can be accepted without compromising throughput and security.
157	Page 18 of 102 Load Balancer - Sizing	Load Balancer - Sizing - 1 Gbps throughput and 5000 TPS	Based on our experience, we feel 1 Gbps throughput is too low with 5000 SSL TPS, hence looking at the SSL TPS We would like to recommend SIDBI to revise the Load balancer sizing to atleast 10 Gbps of L4/L7 throughput	No Change. But Solution should be scalable based on the product requirement.
158	Page 18 of 102 Load Balancer - Sizing	Load Balancer - Sizing - 1 Gbps throughput and 5000 TPS	We would request SIDBI to clarify if this TPS is SSL TPS ? If yes does it means RSA 2k keys or ECDHE keys -256 based ciphers ?	SSL TPS with RSA 2k key
159	Page 18 of 102 Load Balancer -	Load Balancer - Compression throughput	We would like to recommend SIDBI to consider defining minimum compression throughput of Hardware Load balancer @10 Gbps, as this a web facing application with a lot of static images	No Change. But Solution should be scalable based on the product requirement.

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
	Compression throughput		and files, compression feature can provide performance & Latency optimisation and improve end user experience	
160	Page 27 of 102 Convergence of LB & WAF	Convergence of LB & WAF	We would like to recommend SIDBI to look for a converged solution for WAF and LB, as it provides multiple advantages 1) Single device for all WAF and SLB needs. 2) Single point of SSL offloading. 3) Decreased latency as both functions will be performed on the same device. 4) tight integration between WAF and SLB. 5) Simplified architecture 6) Simplified troubleshooting	These components will be managed by the infra bidder and they may choose as per their convenience. Provided minimum 5K TPS and 1 Gbps bandwidth is ensured with intended outcome.
161	Page 27 of 102 WAF Sizing	WAF Sizing	We would like to request SIDBI to provide clarity on the WAF sizing details, can the Bidder size it at 5000 TPS same as the SLB	minimum 5K TPS and 1 Gbps bandwidth is required.
162	Page 39 of 102 DDoS	DDoS	We would like to recommend SIDBI to consider Layer 7 DDoS as a separate security control in the architecture, as the Clean pipe solutions from ISP's and cloud providers only cater to L3/L4 DDoS attacks, SIDBI also needs to consider the impact of layer 7 attacks which are low and slow in nature (e.g SLOWLORIS, R-U-D-Y , etc.)	Layer 7 DDOS protection / clean pipe is required with 1GBPS throughput. Services to be in India.
163	Page 39 of 102 DDoS	DDoS	Layer 7 DDoS - The Layer 7 DDoS protection is also to be sized at 1 Gbps capacity ?	Layer 7 DDOS protection / clean pipe is required with 1GBPS throughput. Services to be in India.
164	Page 39 of 102 SSL-VPN	SSL-VPN	How many concurrent users for SSL-VPN Access ? What is the expected throughput required ?	Six SSL-VPN accounts with 100 mbps throughput are required.
165	Page 39 of 102 DC-DR failover	DC-DR failover	How does the customer plan to automatically Failover to DR? is GLSB a part of the ADC solution for DC/DR ?	Automated failover preferred. Should meet the RTO/RPO/Uptime as defined in RfP.
166	Page 26 of 102 Webserver/A PP server	Webserver/APP server	We would like to recommend SIDBI to look at a versatile solution for Webserver/appserver which can perform multiple tasks like Webserver, reverse proxy, SSL offload, API Gateway and kubernetes ingress controller.	This will be managed by Application Vendor.

S.No.	RFP Ref. (Page & Section)	Content of RfP requiring clarification(s)	Points of Clarification	SIDBI Responses
167	Page 26 of 102 Webserver/APP server	Webserver/APP server	We would recommend SIDBI to consider Webserver which can have zero downtime configurations changes capabilities	This will be managed by Application Vendor.
168	Page 26 of 102 Webserver/APP server	Webserver/APP server	We would recommend SIDBI to consider Webserver technology which provides the lowest latency and high performance results	This will be managed by Application Vendor.
169	Page 40 of 102 API Security	API Security	We would request SIDBI to provide more details on how they plan to secure the API calls, authentication of the API, payload inspection of the API & Access control/rate limits of the API's ?	This will be managed by Application Vendor.
170	Page 40 of 102 API Gateway	API Gateway	We would request SIDBI to provide more details on how they plan to handle publishing API's ? What is the API Gateway technology proposed ?	This will be managed by Application Vendor.

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