



SIDBI

Pre-bid-clarification Document

Request for Proposal (RfP) for
Website Hosting & Mail Facility
December 23, 2010

As per request of the vendors, the last date of submission of RfP is changed to **January 11, 2011 by 4:00 PM.**

Rest of the terms & conditions remains unchanged.

Placed below are the queries received from various vendors during pre-bid meeting & till the last date of request for clarification as mentioned in RfP.

SN	Vendor Query	SIDBI Response
1	Refer Annexure-Section C: Technical Evaluation Point no. 19 wherein it is required to have dedicated mail server. Whether a different mail server is required to be hosted at the DC or would use the shared infrastructure for mail facility as it is better and faster ?	Section C: technical Evaluation Point 19 may be read as Mail server with required specifications for handling receipt of in-bound Internet mails of 3 GB per day (Website should not be hosted on this mail server.
2.	Are you having more than one database on the present webserver ?	Yes. Please refer point 1 for details.
3.	Would you like to go for merging into one database while doing the revamping of the website	Yes.
4.	Please provide Location and type of access (internet or point to point lease line)details of Administrator accessing the Website for Modification	Type of access would be mostly FTP and database access. Access to the website can be point to point internet connectivity or lease line. As of now it's broadband connectivity between our website maintenance vendor/ SIDBI and the website hosting vendor. Admin user IDs / IP shall be provided at the award of the PO as a part of handing-over taking-over activity.
5.	A. Please provide details of Data : 1. Full Data size of Website files 2. Change of rate of data of Website files B. Other backup related policies 1.Backup policy(daily incremental & weekly full) 2.Backup retain period. 3.Backup file type and size. 4.daily backup file size. 5.Full backup file size.	A. 1.As of now website size is 3 GB. 2.Daily Basis for static content and database would be weekly. B. Can Vary and changed latter by SIDBI as per AUDIT requirement. 1.Daily incremental and weekly full. 2.Backup is retained for a full year. 3.All physical files on the server. 4.2.83 GB as of today. 5. 35 GB weekly.
6.	Please provide whether 10 GB is hard disk storage space or SAN storage space	10 GB can be hard disk storage for dedicated server.
7.	Please provide details of Online	



SN	Vendor Query	SIDBI Response
	<p>Preliminary</p> <p>Application and location of hosting . And we assume that Application vendor will be providing the Linking of Website and Application</p>	<p>1.Hosted on DC in SIDBI. It is developed and maintained inhouse. 2. The links on the website would be updated by the SIDBI website maintenance vendor.</p>
8.	<p>4.3 Corporate Internet Mail Facility:</p> <p>Does SIDBI want to access the mails when Lotus servers are down or just to store the mails to avoid the mail loss</p>	<p>Solution can be provided in the proposed way also.</p> <p>However, if SIDBI mail servers are down the mails should be stored on the mail server of the vendor and once the problem is resolved the mails should be delivered to our lotus notes server.</p>
9.	<p>No. of Mailboxes , Max Single Mail Size</p>	<p>Please refer clause 4.3 for details.</p>
10.	<p>General Terms and Condition → Point no.6</p> <p>Website development and management activity will be done by Application vendor .</p> <p>Datacenter provider will do activity on IIS and Tomacat .</p>	<p>Yes</p> <p>Yes (all administrative activity including backup and recovery)</p>
11.	<p>Elaborate the following requirement General Terms and Condition → Point no.8</p> <p>Vendor should provide web-based software tool for logging and monitoring of web maintenance tasks.</p>	<p>Vendor to provide web-based software to log calls in case of problems related to website hosting and mail facility.</p> <p>Website maintenance / development task will not be logged. However, if there is a collective effort involved in resolving the issue with the new modules launched on the SIDBI website, such calls shall be logged in the call monitoring software provided by the vendor.</p> <p>IIS, Database (MS–SQL, My SQL) shall be administered (including backup and recovery) by the vendor and to ensure it is accessible to the website maintenance vendor.</p>
12.	<p>Section C: Technical Evaluation IT infrastructure Requirements</p> <p>Point No. 15</p> <p>Version requirement of SIDBI for My SQL, MS SQL database.</p>	<p>My SQL: Version 5.1 or higher</p> <p>MS SQL : Version 9.0 or higher</p> <p>It is also clarified that in case SIDBI decided to upgrade the database it would be termed as administrative task and vendor has to accordingly upgrade the database. The licenses and purchase of the database would be done by SIDBI.</p>
13.	<p>Hardware Specs of the existing dedicated server</p>	<p>IBM System x3650 -[7979B1A]- 2.00 gigahertz Intel Xeon 64 kilobyte primary memory cache Multi-core (4 total) 2048 Megabytes Ram Raid 1 with 2 x 146 GB</p>
14.	<p>Website Server Count</p>	<p>One</p>
15.	<p>What are the dynamic modules being used in the website and a brief</p>	<p>Clause 4.2.2. is updated to contain the following information.</p>



SN	Vendor Query	SIDBI Response		
	explaining what the module functionality which are to be hosted on the website?	Module	Desc.	DB
Search		Local search for the website	MS SQL	
Feedback		Only Mailing	None	
Query		Queries relating to diff fin. Products of SIDBI. Only Mailing	MS SQL	
Complaints and redressal		All customer complaints online are received from this module.	MS SQL	
Know your account stats		In house developed and maintained software	MY SQL	
Online preliminary application		In house developed and maintained software	MY SQL	

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