

SIDBI

Clarification Document

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

All the terms & conditions of the remains unchanged (except for the changes which were suggested in the Pre-Bid Clarifications posted by SIDBI.

Placed below are the queries received from various vendors.

SN	Vendor Query	SIDBI Response
1	Whether SIDBI requires any tool for website security management.	<p>As already mentioned in section 3.2 page 9 of the RfP, SIDBI is presently using Silver level of CNAM services of Netmagic Solutions Ltd. This is a 24/7 managed service.</p> <p>SIDBI intends to have completely MANAGED SECURITY SERVICES, managed centrally by vendor's Security Operation Center (SOC) on 24X7 basis. The service should include:</p> <ul style="list-style-type: none">• Hardening of Operating system, security devices etc.• Spyware / Malware protection• Real time Intrusion Prevention• Correlation and analysis of event data generated from multiple security devices viz., Firewall, IPS, HIPS etc., on real time basis.• Security System to recommend action to deal with attacks identified by correlation engine and forward alert to SOC for necessary action and customer for information.• Intelligent DOS (denial of services) for prospective threats.• Reporting should include.<ul style="list-style-type: none">➢ Event analysis and event based reporting.➢ Customized reports based on SIDBI's Audit compliance requirements.

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