

Supply, Installation and Support of Network Hardware Security Module (HSM) for implementation of Data Exchange Module (DEM) Software as per NPCI guidelines at DR site (Ref: CO: ITD: PROC: 1474/R1:2018-19 Dated 18.02.2019)
Clarifications

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1.	XV) PAYMENT TERMS	9	Submission of Certificate of working: 15% payment will be released upon submission of certificate issued by Bank Officials within 3 week of installation of hardware. AMC will be paid annually in advance.	Submission of Certificate Of Working: 15% of payment to be released one week from date of installation report. In case of delay in implementation beyond bidders control, the payment to be released within three weeks from the date of submission of invoice.	Please adhere to tender terms and conditions
2.	XVII) MAINTENANCE	10	During Warranty/AMC the Supplier should respond to call logged and commence repair work within 2 hours. If The problem is not sorted out within next 6 hours penalty @ Rs.2,000 for every additional two hours or part thereof will be levied from the successful bidder (i.e. after 8 hours from time of logging call) and the accumulated penalty will need to be paid to the bank by successful bidder before the expiry of the warranty.	During warranty/ AMC the supplier should respond to a call logged with a call or Email support within 4 hours. The response with a plan of action to be arrived at within the next 8 hours. The resolution to the problem is to be provided within 36 Hours unless its beyond the bidder's control. If not then the penalty @ Rs.2000 for every additional hours or part thereof will be levied thereof from a successful bidder (i.e. after 36 hours frame time of logging call unless its beyond the bidder's control) and the accumulated penalty will need to be paid to the bank by successful before the expiry of warranty.	Please adhere to tender terms and conditions



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3	Annexure I Part I Technical Details	18	We hereby certify that, we have not been black listed by any Government Dept/ PSU/ Banks currently.	1. Existing clause can be interpreted that bidder who are blacklisted outside public sector bank or bidder which are blacklisted because of forgery (not deficiency in service) can participate. Also this is only specific to bidder not OEM. What if Bidder bring an OEM who is blacklisted due to deficiency in service or forgery) that can lead to disruption in project quality, delivery and maintenance. I request to make this point foolproof. Suggested clause "Bidder and OEM both should not be blacklisted by any Government Dept/ PSU/ Banks Currently. 2. This circular must be submitted by both the bidder and the participating OEM. Also, requesting the blacklist clause be extended from currently and changed to past 3 years (2016,2017,2018).	Please adhere to tender terms and conditions
4	Annexure I Part I Technical Details	16	Cryptographic Partition: A single network HSM should be able to be separated into cryptographically isolated partitions with each partition functioning as if it is independent network HSM. The device should support minimum five	1. Cryptographic Partition: A single network HSM should be able to be separated into cryptographically isolated partitions with each partition functioning as if it is independent network HSM. The device should support unlimited partitions (100 or more partitions recommended). 2. A Single Network HSM should support cryptographically isolated partitions. A	Please adhere to tender terms and conditions



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5	-	-	partitions.	Single Network HSM device should support minimum 5 partitions.	
5	-	-		Scalability: The hardware must be field upgradable to scale the future requirement up to 8000 Tps	Please adhere to tender terms and conditions
6	-	-		Key Storage: All keys need to e generated by the HSM and secured by the HSM for its full lifecycle. There should not be any limitation to the number of keys secured by the HSM	Please adhere to tender terms and conditions
7	VIII) SCOPE OF PROJECT a) Delivery schedule	7	The Delivery and installation of Network HSM should be made within Four (4) weeks from the date of acceptance of purchase order. On delivery the Program Manager / Account Manager of successful bidder is expected to contact the respective in-charge, plan the installation in coordination with Indian Bank team and should complete the installation within the schedule.	Request consideration to kindly make the Delivery Installation of Network HSM to be 8 weeks.	Please refer to point no. 1 of Amendment Corrigendum.
8	Annexure I Part I	16	Cryptographic Partition: A single network HSM should	Each Partition on a physical HSM working as an independent Network HSM is vendor	



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	Technical Details		be able to be separated into cryptographically isolated partitions with each partition functioning as if it is independent network HSM. The device should support minimum five partitions.	specific. Request the change to made as suggested. The HSM we will provide will support the partition count that you have requested and we will be able to communicate with atleast 3 unique IP addresses from this HSM.	

