

Replies to pre bid queries to GeM Bid ref no. GEM/2022/B/2470828 dated 30/08/2022 for Supply, Installation and Maintenance of Network Hardware Security Module (HSM) for Canara Bank for 5 years

Sl. No.	GeM bid Clause	Clause/ Technical Specification	Bidder's Query	Bank's Reply
1.	Additional terms and conditions	<p><b>10. Delivery, installation and maintenance:</b></p> <p>10.2. The delivery of all Network HSMs as per technical specifications and scope of work should be within <b>Six (6) weeks</b> from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder/OEM has to arrange for road permit at his own cost. It will be the sole responsibility of the selected bidder/OEM to submit any form required for release of shipment from the check post.</p>	Hardware and entire scope delivery within 6 weeks is too short period of time. Kindly revise it to 12 weeks. For any reason if delivery is accepted and if Bidder / OEM has to replace the device then time line should be extended proportionately	<p>The GeM bid clause is modified as under:</p> <p><b>"10. Delivery, installation and maintenance:</b></p> <p>10.2. The delivery of all Network HSMs as per technical specifications and scope of work should be within <b>Nine (9) weeks</b> from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. The <u>selected bidder</u> has to arrange for road permit at his own cost. It will be the sole responsibility of <u>the selected bidder</u> to submit any form required for release of shipment from the check post."</p>
2.	Additional terms and conditions	<p><b>14. Acceptance:</b></p> <p>14.2. The warranty will start from the date of Acceptance of the offered solution.</p>	Warranty starts from day 1. Request you to define as date of acceptance will not be beyond 30 days of delivery. Sometimes devices in field are not utilised for as much as 6 months and warranty cannot be delayed this long.	Bidder to comply with GeM bid terms and conditions.
3.	Additional terms and conditions	<p><b>15. Warranty:</b></p> <p>15.7. Despite any other provision, the Bank may return a defective HSM to the selected bidder/OEM within Sixty</p>	60 days is long period since implementation is within 2 weeks post-delivery. Acceptance will be given post that so return / refund should	Bidder to comply with GeM bid terms and conditions.

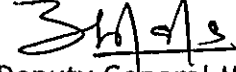

		(60) days of delivery of the HSM and the selected bidder/OEM shall immediately provide full exchange or refund. For the purpose of this section, "defective solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.	be only until installation. Replacement in case of fault or need can be mentioned	
4.	Additional terms and conditions	<p>17. Penalties &amp; Liquidated damages:</p> <p>17.2. Penalties/Liquidated damages for not maintaining uptime:</p> <p>17.2.2. The maximum penalty levied under above clause 17.2.1 shall not be more than 10% of total hardware cost (excluding AMC) during warranty period and 50% of AMC amount payable per quarter.</p>	Different penalty amounts defined with "&" clause. Is it "&" or "OR"?	Bidder to comply with GeM bid terms and conditions.
5.	Additional terms and conditions	18. Payment terms:	Payment schedule is unclear. It has mention about 70%+20%= 90% payment of SI. No.1 however remaining 10% is not clear and 10% of SI. No.2 is clarified but 90% is unclear.	Bidder to refer Corrigendum-1 for amended payment terms.
6.	Additional terms and conditions	<p>39. Bidders Presentation /Site Visits / Product Demonstration/ POC:</p> <p>39.1. The bidder/OEM has to provide one demo HSM (proposed model) to the Bank within one week from the date of opening of technical proposals</p>	Since 10000 TPS is not a regular model, will Bank allow us to use lower TPS model for POC? (TPS will depend on model to model whereas bank want to check feasibility of using HSM in their current environment	Bidder to refer Corrigendum-1 for amended Technical specifications and Bidders refer Presentation /Site Visits / Product Demonstration/ POC

		by the Bank as a Part of Technical Proposal.	which can be checked by any TPS device). Delivery of device within one week is difficult, please make it 2 weeks for lower TPS model	
7.	Additional terms and conditions	<p><b>46. Order Cancellation/Termination of Contract:</b></p> <p><b>46.2.</b> The Bank reserves the right to cancel the contract placed on the selected bidder/OEM and recover expenditure incurred by the Bank on the following circumstances:</p> <p><b>46.2.6.</b> The progress made by the selected bidder/OEM is found to be unsatisfactory.</p>	Since the parameters for satisfaction are not defined, how the unsatisfactory performance would be measured	The Progress made by the bidder measured based on the scope of work in Annexure 1 of the ATC document.
8.	ATC Annexure-2 Technical Requirements	<p><b>A. TECHNICAL REQUIREMENTS</b></p> <p><b>9. Highest Security &amp; Compliance:</b></p> <ul style="list-style-type: none"> <li>• Keys always remain in FIPS-validated, tamper-evident hardware</li> <li>• Meet compliance needs for GDPR, eIDAS, HIPAA, PCI-DSS,</li> <li>• Multiple roles for strong separation of duties</li> <li>• Multi-person MofN with multi-factor authentication for increased security</li> <li>• Secure audit logging</li> <li>• High-assurance delivery with secure transport mode</li> </ul>	GDPR and eIDAS being european standards & HIPAA is a health industry standard, we would like to request you to remove GDPR, eIDAS and HIPAA.	Bidder may bid for models with relevant standards and bank may consider based on compliance standards.



9.	ATC Annexure-2 Technical Requirements	A. TECHNICAL REQUIREMENTS  14. Memory within HSM: Minimum 32 MB	Please clarify what is meant by this point	Memory within HSM - Minimum 32 MB is required. Based on model specific usage, bidder may bid for appropriate model. Bank will evaluate as per usage.
----	--	--	---	---

Date: 30/09/2022  
Place: Bengaluru

  
Deputy General Manager  




Corrigendum-1 to GeM Bid ref no. GEM/2022/B/2470828 dated 30/08/2022 for Supply, Installation and Maintenance of Network Hardware Security Module (HSM) for Canara Bank for 5 years.

It is decided to amend the following in respect of the above GeM bid:

Sl. No.	Section/ Annexure/ Appendix of the GeM bid	Clause No.	Existing	Amended
a.	ATC Document	10. Delivery, installation and maintenance:	10.2. The delivery of all Network HSMs as per technical specifications and scope of work should be within Six (6) weeks from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. The <u>selected bidder/OEM</u> has to arrange for road permit at his own cost. It will be the sole responsibility of the <u>selected bidder/OEM</u> to submit any form required for release of shipment from the check post.	10.2. The delivery of all Network HSMs as per technical specifications and scope of work should be within Nine (9) weeks from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. The <u>selected bidder</u> has to arrange for road permit at his own cost. It will be the sole responsibility of the <u>selected bidder</u> to submit any form required for release of shipment from the check post.
b.	ATC Document	18. Payment terms:	18.1 Payment schedule is unclear. It has mention about 70%+20%= 90% payment of Sl. No.1 however remaining 10% is not clear and 10% of Sl. No.2 is clarified but 90% is unclear.	The amended Payment terms are attached as Annexure-1 to this corrigendum.
c.	ATC Document	Annexure-2 Technical Requirements	Clause 3 Capabilities& Performance: Support up to : 10000 TPS @RSA 2048 Partitions : Minimum 10 SHA 256	Clause 3 Capabilities& Performance: Support up to : 8500 TPS @RSA 2048 Partitions : Minimum 10 SHA 256
d.	ATC Document	39. Bidder/OEMs Presentation /Site Visits / Product Demonstration/POC	39.1 The bidder/OEM has to provide one demo HSM (proposed model) to the Bank within one week	39.1 The bidder/OEM has to provide one demo HSM (proposed model) to the Bank within two weeks

Annexure - 1

The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement

18.1. Payment schedule will be as under:

Sl. No.	Payment Stages	Percentage of Payment	Condition/Remarks
1.	Delivery	80 % of Sl. No. 1 of Table-A	On delivery of all Hardware & Software items on production of relevant documents.
2.	Acceptance	20 % of Sl. No. 1 of Table-A	After successful installation, configuration & commissioning of Hardware & Software items supplied as per Scope of Work.
3.	Warranty	The payment of the total amount quoted for Warranty shall be made to the selected bidder on Quarterly basis. The total amount quoted for 3 year Warranty for HSM devices in the Annexure-11 (Bill of Material) shall be divided into equal amounts and shall be paid under each quarter during the contract period.	
4.	AMC	Quarterly in arrears.	




			from the date of opening of technical proposals by the Bank as a Part of Technical Proposal.	from the date of opening of technical proposals by the Bank as a Part of Technical Proposal.
e.	ATC Document	All clauses except scope of work and Technical specifications		Wherever Bidder/OEM it was replaced with Bidder.

All the other instructions and terms & conditions of the above GeM bid shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

Date: 30/09/2022  
Place: Bengaluru

  
Deputy General Manager  