

Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	B. Components 4. Server Side Components to archive: a. Signatures in a verifiable format for a specified period of time to suit legal requirements as per IT Act and CCA guidelines.	What is the period of time the bank is looking for archiving the signature data to estimate sizing requirements?	Based on the archival policy of the bank and the same will be shared with the selected bidder.
2	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	B. Components 4. Server Side Components to archive: e. Signing keys that should have the key size at least RSA 2048 bits or ECC keys.	Is the Bank looking at only RSA based Digital Signing capabilities in the system?	Bidder to comply with GeM bid terms and conditions. Application should also support ECDSA based digital signature as prescribed by CCA.
3	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	C. Features of the solution c. Solution should be have capability to verify/identify legally valid signatures. The solution must not allow self-signed certificates to be used for digitally signing the transactions. Solution provider ensure that all digital certificates used for transaction authentication by customers are necessarily issued by a licensed Certifying Authority under IT Act, 2000.	Is the Bank referring to downloading of Digital Signature Certificate or Digital Signature data into USB Crypto token?	Bidder to refer Amendment-3 of ATC for Technical & Functional Requirement of PKI Software Solution
4	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	C. Features of the solution c. Solution should be have capability to verify/identify legally valid signatures. The solution must not allow self-signed certificates to be used for digitally signing the transactions. Solution provider ensure that all digital certificates used for transaction authentication by customers are necessarily issued by a licensed Certifying Authority under IT Act, 2000.	Is the Bank looking at provision of downloading new Digital Signature Certificates into the USB crypto? IF yes what is the need, as the DSC will be supplied along with the token by CAs/RAs directly to the customers?	Bidder to refer Amendment-3 of ATC for Technical & Functional Requirement of PKI Software Solution
5	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	C. Features of the solution i. The solution should be able to extract the public key from the transaction automatically for verification.	Will the desktop client consume Rest APIs or what type of integration / communication it can support?	Bidder to comply with GeM bid terms and conditions
6	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	C. Features of the solution k. The solution should have the ability to sign multiple transactions like Bulk Transactions at one time.	Can Bank provide an example of maker-checker workflow required in PKI software?	Any user related CRUD(C>Create , R-Read, U-Update, D-Delete) operations should be enabled with maker-checker mechanism. Example: Token registration or modification
7	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	C. Features of the solution k. The solution should have the ability to sign multiple transactions like Bulk Transactions at one time.	What are the typical approval mechanisms Bank is looking in this solution?	Token registration or modification etc.
8	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	D. Administrator Dashboard and Alert module b. Alerts should be sent to Bank administrators when user registration happens.	Is the Bank looking at email based alert or SMS based alert. If SMS based alert, will the Bank provide / share the SMS service provider credentials to send SMS	Bank will provide requisite gateways



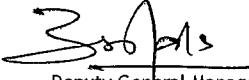
9	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	D. Administrator Dashboard and Alert module c. Customer to be notified well in advance before certificate expiry (expiry period and notifications should be configurable by admin)	Is the Bank looking at email based alert or SMS based alert. If SMS based alert, will the Bank provide / share the SMS service provider credentials to send SMS	Bank will provide requisite gateways
10	ATC Annexure-2 Technical Evaluation Parameters	SUB: GeM Bid for Supply, Installation, Customization, Implementation, Commissioning and Maintenance of Integrated WhatsApp & Chatbot Solution.	Is this a separate implementation the Bank is looking at and in what way it is related to PKI software solution	Bidder to refer Amendment-4 of ATC for Technical Evaluation Parameters of PKI Software Solution
11	Bid Number: GEM/2022/B/2104684 Dated: 27-04-2022	(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.	will the bidder be exempted if he is a MSME udayam registered company under manufacturing, but the product that we will be bidding with will be of different vendor manufactured in this case.	Bidder to comply with GeM bid terms and conditions
12	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	A. General Scope 1. Bank wants to engage a solution provider for implementing Public Key Infrastructure (PKI) solution for Internet Banking transactions with the following features: c. The solution should act as a multi-factor authentication (MFA) for performing Internet Banking transactions.	Kindly let us know the required mode of authentication (Such as -, OTP (SMS/Email, Mobile App), DSC, etc.)	PKI Will act as additional authentication in addition to other measures being adopted by bank for securing transaction. Both the facilities of OTP through SMS/Email and DSC to be provided.
13	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	C. Features of the solution e. The solution should offer Digital Signing through USB Crypto Token or through e-sign which comply with CCA India guidelines.	As per CCA guidelines browser-based digital signature, certificates are no more issued to end-users due to security concerns. Please confirm if you still need us to enable browser based certificates?	Bidder to ensure usage of Class - 3 token based certificates issued by CCA in the application
14	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	C. Features of the solution h. The solution should be able to validate the certificate through online and offline CRL and OCSP responder services.	Bank should ensure the connectivity with all the CAs under CCA for CRLs and OCSP verification	Bidder to assist Bank in making arrangements for the connectivity. However Infrastructure /Procedural aspects will be undertaken by the Bank.
15	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	D. Administrator Dashboard and Alert module d. Reporting should be made available to Bank admins for monitoring of transactions and MIS.	Kindly clarify the expected reports required	Eg. MIS reports like usage of tokens, monitoring reports, transaction reports, etc.
16	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	F. Disaster Recovery a. The bidder will be required to implement the solution on all environments i.e. Production, DR (Disaster Recovery Site), UAT & SIT in active passive mode. The hardware and necessary software for running the solution will be provided by the Bank.	Please confirm whether DB licenses and all network appliances will be taken care by Bank?	Bank will provide Oracle DB licenses and other network hardware.



17	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	G. Security & Audits a. Application will be subject to regular Internal and/or External Audits to ensure application security meets the latest security guidelines and the solution provider to should resolve any vulnerabilities reported.	We are assuming internal and external audits will be taken care by bank, please confirm	Bank on its own discretion may conduct necessary audits. Bidder to comply / rectify the observations related to application supplied.
18	ATC Annexure-3 Technical & Functional Requirement of PKI Software Solution	G. Security & Audits b. The solution should be able to maintain the mapping and Audit Trail of digital certificate with account number / Aadhaar number(as available) / users ID / customer ID.	Please clarify the requirement of Aadhaar number here	Bidder to refer Scope of Work of the GeM bid

Date: 11/05/2022

Place: Bangalore


Deputy General Manager