

**Amendments & Clarifications - Supply, Installation and Maintenance of 4 No's of Network HSMs for
 UPI PIN Encryption Ref: RFQ/DBD/ 1071/R1/ 2022-23 dated 26/07/2022**

Amendments / Corrigendum

S. No	Page	Clause	Section/ Point	Existing Clause in RFP	Amended clause in RFP
1	14	Section III - Conditions of Contract.	5. Time Frame for Completion of Project	All the deliverables should be delivered within 12 weeks from the date of issuance of purchase order	All the deliverables should be delivered within 12 weeks from the date of issuance of purchase order. Successful Bidder shall provide a certificate from the OEM to ensure continuous AMC support of existing HSMs being used in the Bank in case delivery of the new HSM is delayed beyond given timelines without any additional commercials. In such case, late delivery charges shall not be applicable.
2	36	Section V-A - Technical Specifications	21	Should be compatible to existing payment HSM 'SafeNet Luna SA 1700' for smooth migration	Should be compatible to existing General Purpose HSM 'SafeNet Luna SA 1700' for smooth migration
3	39	Section VI - Final Commercial Bid	Please submit Section VI - Final Commercial Bid as per Annexure I of this document.		

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Annexure I

Revised Final Commercial Bid Format

Section VI - Final Commercial Bid

(Indicative price bid to be submitted along with Technical Bid and Final Price Breakup to be submitted after Online Reverse Auction)

Assistant General Manager,
Indian Bank,
Digital Banking Department,
66, Rajaji Salai,
Chennai 600 001.

Date:

Dear Sir,

**Sub: Request for Quotation of Supply, Installation and Maintenance of 4 No's of Network HSMs for
UPI PIN Encryption**

Ref: Indian Bank RFQ No. CO/DBD/1071/R1/2022-23 dated 21/07/2022.

With reference to the above, we give below the quote for the above:

Make: Thales	Model:
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(Amount in Rupees & Exclusive of Taxes)

Particulars	Unit Price	Qty	Total Price
HSM with 5 years Enhanced Support including warranty and Onsite Support for 5 Years		4	
One Time Standard Installation and Migration Cost		4	
Total Cost			

Total Amount in words: Rs.

- 1) We agree for the delivery period of service as per your above RFQ.
- 2) We agree to the terms of payment mentioned in your RFQ.
- 3) We submit that the above details are true to the best of our knowledge.

For

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Office Seal

(Signature of Authorised Signatory)

Date:

Place:

Name:

Designation:

Mobile No:

E-mail id:

Company Name:

Business Address:

Telephone No:



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Clarifications

S. No.	Page	Clause	Section/ Point	Relevant RFP Clause	Query/Clarification sought by the bidder	Clarification provided by the bank
1	9	Section 2 - Instructions to Bidders	5. Eligibility Criteria	Bidder should have been engaged in providing HSM Supply, Installation and Maintenance services to any Bank / financial institution / reputed organisation etc. for at least 5 years as on 31/03/2022.	Please modify this clause as follows to encourage more participation from capable partners: Bidder should have been engaged in providing HSM Supply, Installation and Maintenance services to any Bank / financial institution / reputed organisation etc. for at least 3 years as on 31/03/2022.	Please adhere to the Terms/ Rules/ Instructions in RFQ
2				The Bidder/OEM should provide a declaration that all the technical problems reported would be resolved within 24 hrs. (Letter of undertaking from Bidder & OEM is required)	Considering in case the HSM becomes faulty, the replacement happens through RMA process request by the OEM and replacement happens within 3-4 weeks as a standard procedure. However, in case of any issue is observed on the HSM, we assure the Bank to address the issue within 24 Hrs and with Max. 48 Hours. Therefore, we request the bank to change the clause "all the technical problems reported would be address the issue within 24 Hours Max 48 Hrs and resolve the issue at the earliest."	Please adhere to the Terms /Rules/ Instructions in RFQ
3	12	Section III - Conditions of Contract	1. Broad Scope of Work	The scope of work shall cover end-to-end supply of devices with all its components, software and accessories including required patch cord, electrical and LAN	Electrical and Lan cabling won't come under our scope of work	Clarified that Bidder is required to provide patch cord and LAN port as part of electrical and LAN cabling. Bank side electrical and LAN infrastructure will be provided by

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4	13	Section III - Conditions of Contract	4. Project Scope	cabling etc., installation, commissioning, Testing, Configuration, migration, maintenance and onsite support for the HSMs at both DC & DR sites of Bank. Detailed Scope of Work is available in Section V - Scope of Work		the Bank at both locations (DC and DR)
				If Indian Bank shifts any of the sites to a new location, the successful bidder shall continue to provide respective services from the new location including decommissioning of the required equipment from the current location, taking temporary backup of existing HSM keys & configuration and commissioning the items at new location. In addition, if Indian Bank opens a new office at any location, the successful bidder shall provide respective services including commissioning of the equipment to the new	In case Banks data centre gets shifted, we shall support the bank on the deinstallation and reinstallation. However, the Bank has to take care of the shipment of the HSMs if required so.	Clarified that: If Indian Bank shifts any of the sites to a new location, the shipment shall be arranged and paid by the Bank. However, the successful bidder shall continue to provide respective services from the new location including decommissioning of the required equipment from the current location, taking temporary backup of existing HSM keys during shifting & configuration and commissioning the items at new location.



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5	14	Section III - Conditions of Contract.	5. Time Frame for Completion of Project	location as per the commercials All the deliverables should be delivered within 12 weeks from the date of issuance of purchase order	Request you PI extend this to 16 weeks Please extend All the deliverables timeline to 18 Weeks. Because (i) Gopal logistics/supply issue, (ii) Installation, Commissioning, Acceptance of the HSM device and handing over to Bank is also included in this deliverables as per RFQ Please modify this clause instead of - 12 weeks, we request you to make it 18 weeks. As there are delivery dependencies from various stakeholders.	Please refer to Amendments in this document
6	22	Section III - Conditions of Contract.	22. Payment Terms	Bank will release the balance payment of 10% of total cost of hardware after completion of 5 years warranty period plus 3 months or on submission of bank guarantee for an equivalent amount by the bidder. Bank Guarantee should be of any nationalized Bank only, other than Indian Bank and it should be in the same	As per the RFQ document, successful bidder will have to provide PBG of 3% valid for contract period plus extended claim of three months. Request the Bank to confirm on submission of the same, Bank will release the balance 10% of the payment. In case we need submit additional PBG of 10% valid for 5 years in addition to the 3% PBG then RFQ ask will be submission	Performance Guarantee for 3% of order amount valid for 60 months has to be mandatorily provided by the successful bidder, with additional two-month claim period, in the format provided in Annexure-II. Bank will release the final 10% of the total payment value only after 5 years warranty + 3 months or upon submission of an additional bank guarantee for the 10% of the total payment value



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				format specified in Annexure II.	PBG more than 3% as per the guidelines of PBG submission. Request the Bank to clause balance 10% payment on submission of PBG.	
7	31	Section V - Detailed Scope of Work	4. Post installation support	UPI HSM is a critical device. If the HSM deployed becomes faulty / malfunctions, it would be the responsibility of the selected bidder to get it repaired or replaced at the earliest, (maximum TAT is T+3 days [not business days]) Should be compatible to existing payment HSM 'SafeNet Luna SA 1700' for smooth migration	Please remove "([maximum TAT is T+3 days [not business days]]". OEM SLA is next Business day shipment from OEM warehouse after device validation and can't guarantee shipment/transition time due to In-transit delays	Please adhere the Terms/ Rules/ Instructions in RFQ
8	36	Section V-A - Technical Specifications	21		Suggested correction : Please remove "Payment" word and add "General Purpose" instead.	Please refer to Amendments in this document
9	59	Checklist	Point no 1.	1. Criteria : "Bidder must be engaged in providing HSM supply, installation and maintenance services for at least 5 years to any reputed organization / Bank / Financial Institution as on 31/03/2022" Documents to be submitted as proof: Certificate of Incorporation issued by Registrar of Companies and	There seems to be no correlation between the two The Criteria and Documents to be submitted Please clarify as criteria 1 belongs to proposed device type and requested document refers to bidders incorporation.	Clarified that Certificate of incorporation is required as proof of '5 years' engagement in providing HSM supply, installation and maintenance services since it contains the date of incorporation of the company. Bidder needs to submit experience details as per Annexure VIII along with copies of documents sought as proof of services provided



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S. No.	Page	Clause	Section/ Point	Relevant RFP Clause	Query/Clarification sought by the bidder	Clarification provided by the bank
				full address of the registered office along with copies of Memorandum and Articles of Association/Partnership Deed to be submitted along with GST registration certificate.		



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