

Replies to Pre-bid queries - EO1-01-11-12 - "Adaptive Authentication (Risk based Authentication) Management Solution."

Sl. No.	Page No. of EOI	EOI Clause No.	Bank's Requirements as per EOI	Query raised by the Bidder	Bank's reply
1	Page No.1	Introduction	Bank has launched transaction-based Internet Banking facility, through the portal https://www.canarabank.in , for providing online banking services to its retail and corporate customers on 24 x7 basis with customer base more than 3.6 lacs and expected to grow exponentially. Bank provides alternate delivery channels that include 2200 ATMs, Mobile Banking services all over India besides the net-banking services.	The bank should very clearly state the names of the alternative channels that should be covered as part of this project otherwise a non-standard solution may get implemented. The bank should include Netbanking, ATM, Mobile Banking, Epayments, Cards, This is important to know from transaction feed capturing, analytics and overall solution design point of view.	The suggestions will be examined based on merits at the time issuing the RFP



2	Page 1	Introduction	To ensure that customers enjoy the complete benefits of these services (Internet, ATM, mobile banking etc) and prevent customer's data going to the wrong hands, Bank is calling bids from the reputed, experienced and dynamic Service Providers and Original Equipment Manufacturers (OEMs) to provide risk based transaction monitoring on real time of online transactions in various alternate channels (internet banking, ATM, mobile banking etc.).	The solution being recommended should have branch banking / employee fraud too. This should be integrable with the above modules. What is the channel wise breakup of the total number of customers? This is important to know from solution design point of view.	The suggestions will be examined based on merits at the time issuing the RFP
3	Page 1	Introduction	Interested bidders who have implemented Risk Based Authentication solution for alternate delivery channels in any of the Public Sector and /or Private sector banks meeting the following eligibility criteria may respond.	For each channel, what is the number of transactions a. Average per day b. Peak per minute / second	The Bank will examine providing these details at the time of issuing the RFP



4	Page No 4	Eligibility Criteria Point No 5.	The proposed services should have been provided by the bidder in at least one Public Sector Bank / Private Sector Bank in the last 2 years and the services must be currently running in India.	<p>The Adaptive Authentication is a nascent technology for Indian Market. HCL has more than 10 years experience in implementing similar security solutions in Indian market and have the required expertise in implementing Adaptive Authentication Solution, we also have the relationships with the OEMs offering these solutions.</p> <p>We there fore request the Bank to change the eligibility criteria to include OEM reference also along with bidder's references.</p> <p>The bidder should have experience in deploying a risk based authentication solution in any of the alternate channels in one of the public sector banks in India.</p> <p>The solution being proposed should be deployed at at-least 2 global banks in the world and be running for the last 1 year.</p> <p>The solution being proposed should be rated by global independent market analyst like Gartner / Forrester in the Enterprise Fraud Management space.</p>	Point No.5 under Eligibility Criteria is changed to read as follows - "The proposed solution should have been provided and running in at least one Public/Private Sector Bank in India"
5	Page 5	SCOPE OF EMPANELMENT Point No.2	The solution should have analytical capability that can quickly detect emerging patterns based on a relative sample of fraudulent activities. It should have rapid self learning capability and be able to recalculate the probabilities on a regular basis so as to ensure that risk model is always up-to-date	<p>The solution should support both the rule & behavioral based analysis.</p> <p>The should have predictive modeling to prevent zero day frauds.</p>	The suggestions will be examined based on merits at the time issuing the RFP. Bidder should comply with terms of EOI.



6	Page 5	Pt No.4	The solution should have the capability to perform real time monitoring across all our present and future delivery channels	Apart from this, the bank should also insist upon cross channel capabilities.	The suggestions will be examined based on merits at the time issuing the RFP. Bidder should comply with terms of EOI.
7	Page 5	Pt No.5	a. The solution should have the capability to perform site to user authentication	It is assumed that the bank is already having 2FA / Auth. Please confirm. Site to user authentication is done by the banking application. Proposed solution should provide the risk score to the banking application for each transaction. Based upon the risk score, the banking application can initiate the appropriate type of authentication including 2 factor auth as well.	2FA enabled for netbanking users. The bidder should comply with EOI terms.
8	Page 5	Pt No.6	The solution should support Two Factor Authentication (2FA) process in order to reduce the risk of disclosing authenticated data to fraudulent site	It is assumed that the bank already has the 2FA / Auth solution implemented. Proposed fraud risk solution should provide the risk score to the banking application. Based upon the risk score, the banking application can initiate the appropriate type of authentication including 2 factor auth as well.	2FA enabled for netbanking users. The bidder should comply with EOI terms.
9	Page 5	Pt No.7	The solution should have customizable reporting dashboard and tools	In addition to the point g the system should support a comprehensive case management module for fraud investigation & forensics.	The suggestions will be examined based on merits at the time issuing the RFP. The bidder should comply with EOI terms.



10	Page No.11	Annexure II B Technical Experience and Expertise	Write up on the Company's experience / expertise in Implementation of Adaptive Authentication Management Solution in Public sector and / or Private Sector bank in India (max 5 pages)	We request the bank to change this criteria to include OEM also along with bidder's expertise	The clause is modified to read as "Write up on the Company's experience /expertise in the field of implementation and monitoring of Information Security Business (supply, integration, services, maintenance, audit etc) in Banks."
11	Page No.12	Annexure III	APPLICANT'S MAJOR CUSTOMERS (BANKS) WHERE THE SOLUTION IS RUNNING	We request the bank to change these criteria to include OEM also along with bidder.	The Bidder should comply with terms of EOI.
12		GENERAL	Cross Channel Capabilities	The bank should insist upon proven capabilities of the proposed solution in cross channel fraud risk management. The bank should insist upon at least 2 active implementations across the globe for same.	The suggestion will be examined based on merits at the time of issuing RFP.
13	N A		General Enquiry	We request the bank to include the following in the "Eligibility Criteria" "Proposed solution should be identified as a leader by Gartner in their latest Magic Quadrant for Web Fraud Detection."	Out of the scope of EOI. Bidder should comply only with terms of EOI.

Place : Bangalore
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