

Replies to pre bid queries to GeM Bid ref no. GEM/2023/B/4171937 dated 04/11/2023 for Selection of Service Provider for Supply, Installation, Migration and Maintenance of Payment Hardware Security Module (HSM) in Canara Bank for 5 Years:

Sl. No.	Page Number	GeM bid Clause	Clause/ Specification	Technical	Bidder's Query	Bank's Reply
1.	64	ATC Document Annexure-10 Technical Requirement	Point 3: Speed:25 (Transactions per second/Calls per second)	TPS/CPS per	Excrypt Plus HSM supports 60 TPS as the lowest speed. Kindly change the TPS from 25 TPS to 60 TPS. Request to change the clause to: Speed: 60 TPS/CPS (Transactions per second/Calls per second)	Bidder to refer Corrigendum-1 for the same.
2.	66	ATC Document Annexure-10 Technical Requirement	Point 25: Detection of cover removal in addition to Alarm triggers, for motion, voltage and temperature	Security features:	Point 25 should be removed as 25 and 26 are the same thing. Request you to modify as: Alarm triggers for Voltage and alert trigger for temperature and other alerts as per FIPS 140-2 Level 3 or higher compliance.	Bidder to comply with RFP terms and conditions.
3.	66	ATC Document Annexure-10 Technical Requirement	Point 26: Multiple alarm triggers for motion, voltage and temperature	Security features:	Point 25 should be removed as 25 and 26 are the same thing. Request you to modify as: Alarm triggers for Voltage and alert trigger for temperature and other alerts as per FIPS 140-2 Level 3 or higher compliance.	Bidder to comply with RFP terms and conditions.

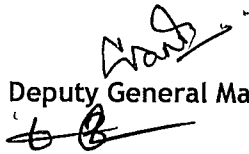


4.	68	ATC Document Annexure-10 Technical Requirement	Other Features: Point 64: HSM remote management solution must have PCI HSM v3 Remote Access Platform (RAP) certification	This is an optional certification that is among many provided by PCI. If the entire HSM which includes remote administration is PCI v3 certified, then this certification is not a requirement. Some vendors are selling Remote Manager as a paid license, however, since it is a basic need of remote administration, it should be free. Request bank to make this clause as optional.	Bidder to comply with RFP terms and conditions.
5.	53	ATC Document Annexure-2 Pre-Qualification Criteria	Clause 4: Bidder/OEM should have supplied the Payment HSM to at least One Scheduled Commercial Bank/ Payment Bank in India during last five financial years as on RFP date.	Request bank to modify the clause as mentioned below: Bidder/OEM should have supplied the Payment HSM to at least One Scheduled Commercial Bank/ Payment Bank / BFSI in India during last five financial years as on RFP date.	Bidder to comply with RFP terms and conditions.
6.	54	ATC Document Annexure-2 Pre-Qualification Criteria	Bidder/OEM should have successfully completed migration in atleast One Scheduled Commercial Bank/ Payment Bank of 9000 HSM or equivalent to the proposed HSM. *Canara Bank's existing HSM is Thales Payshield 9000 HSM.	Request bank to modify the clause as mentioned below: Bidder/OEM should have successfully completed migration in atleast One Scheduled Commercial Bank/ Payment Bank/ BFSI of 9000 HSM or equivalent to the proposed HSM. *Canara Bank's existing HSM is Thales Payshield 9000 HSM.	Bidder to comply with RFP terms and conditions.



7.	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Payment terms: Clause 4: AMC charges - Quarterly - Payment will be quarterly basis in arrears after deducting applicable penalties and Liquidated damages(if any).	Since all OEM accept AMC payment annually in advance. Request bank to modify the clause as mentioned below: AMC charges - Annually in advance - Payment will be released annually in advance Bidder is providing Bank Guarantee from which bank may deduct any applicable penalties and liquidated damages.	Bidder to comply with RFP terms and conditions.
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Date: 18/11/2023
Place: Bengaluru


Deputy General Manager

