

Request for Proposal For Procurement of HSM Solution for Digital Signature
(Tender Ref No: OICL/HO/ITD/HSM/2017/04 Dated 23rd Mar 2017)

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Replies
1	14	Other Features - iii	The proposed has to be deployed in a high availability mode locally and across the WAN (High availability)- DR (Back-up) architecture.	PLs confirm if Qty is 4 (2 each in DC & DR for High Availability)	Bidder as per their assessment is required to propose the required Quantity for meeting the Inscope Requirement , proposed has to be deployed in High Availability at Primary Site. The high availability architecture is
2	14	Other Features - vi	A detailed escalation plan shall have to be submitted before the commissioning of the services, consisting of not more than 4 tiers from helpdesk to Global/Country Service Manager.	Is this required from OEM or Partner	The Bidder is required to provide the Escalation Plan
3	15	Other Features - xvii	Bidder is required to provide an experienced team with similar project experience.	What does similar experience refer to "Does it mean in BFSI segment or Insurance Segment in Particular". It should be BFSI as eligibility criteria also implies that Bidder / OEM should have implemented similar solutions in BFSI and not Insurance in Particular.	As per the RFP, Bidder is required to provide an experienced team with similar project experience in any segment
4	16	Warranty - 2.2 (6)	The products & services offered must include comprehensive on-site warranty as provided by the OEM Bidder from the date of installation and acceptance of the solution by OICL including all software, hardware, parts, media, patches, updates and licenses.	PLs confirm if Bidder has to provide this or OEM. It should be provided by Bidder with in-line back to back arrangement thru OEM.	Your Understanding is correct
5	16	Warranty - 2.3 (7)	Bidder is required to provide staggered or phased delivery and deployment of hardware, associated software and applications. Thus, the warranty and subsequent AMC/ATS of the components will begin as per the phased delivery.	PLs provide the details on phased delivery plan- Kindly clarify the delivery timelines of all HSM's and integration time. As per RFP it is 4 Weeks after order.	Bidder need to deliver and implement the complete solution as per the project timelines

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6	32	Eligibility Criteria 5.3.1 Clause 3	The references of bidder's clients. Also provide the name, designation, and contact details of a contact person for each reference as per Annexure 2.	<p>1.) PO's/ Work Order Copies Can Be Submitted for this, however submitting the details of contact person is not possible as every organization would like to keep this confidential like stated by OICL in their confidentiality Clause at 4.12. 2.) Is it required from Bidder or OEM 3.) IF from Bidder for how many projects and in which vertical BFSI or Insurance</p>	<p>1. Bidder need to provide the contact details of the client , if the bidder is not able to provide the Contact details of the client, bidder can provide the publicly available contact details.However Bidder is required to provide relevant completion certificates/ citations/ notification for each reference.</p> <p>2. Bidder to provide details of its major related activities or can provide it of OEM clearly Specifying that the activity is of the OEM</p> <p>3. Bidder needs to provide the details of the activity undertaken by him or the OEM for BFSI/PSU/Govt Org./Public limited company /Private limited Company</p>
7	33	Technical Bid Documents - 5.3.2 Clause 5	Part coded Technical Bill of Material	Request you to remove the part numbers & take the detailed product description in Both unpriced BOM & Commercial BID as Part Numbers can change with change in Firmware / patch upgradation etc. which will effect the ordering and execution time for any future orders if placed as mentioned in Clause 4.30 Repeat Order.	As per the RFP. Bidder needs to provide detailed unpriced BOM including all detailed configuration and specification of the product , make and model of the product etc. with part code as a part of the Technical Proposal
8	34	Technical Evaluation - Clause 6.2	Product Demonstration	Pls clarify as to what is expected out of product demonstration.	Bidder need to provide the Product Walkthrough, Integration Touch Point inline with OICL Requirement etc.
9	34	Technical Evaluation - Clause 6.3	Past Experience	Pls clarify whether the experience of any BFSI vertical implementation will do or implementation of similar solution in Insurance Vertical is required and will be considered for full points.	As per the RFP

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10	40	Annexure 2: Technical Experience Details and Reference Form	Contact Details of Client & Current Status of Project	As Mentioned in OICL tender all information for these kind of projects are confidential and are under confidentiality agreement hence same cannot be provided. However PO's / Work Order Copies provided have sufficient information that are required to check the technical experience.	Bidder need to provide the contact details of the client , if the bidder is not able to provide the Contact details of the client, bidder can provide the publicly available contact details.However Bidder is required to provide relevant completion certificates/ citations/ notification for each reference.
11			General Query	While Tender is asking about application integration, customer contact details and current status of project. We request you to ask more relevant details like 1) Minimum 2 or more orders executed in similar organization within Insurance Vertical. As volume of documents are very large in this sector and OICL being one of top organizations in this segment will have largest volume. 2) Experience of integration with similar core-insurance application like the one used in OICL. This will enable OICL to choose right experienced Bidder with right product.	As per the RFP
12	46	Clause - Annexure 9.7	Annexure 7: Major Related Activities carried out in last Three years & their %age in revenue	Pls clarify below 1) This has to be provided by Bidder or OEM 2) This is for any vertical or BFSI 3) To Validate that what document do u require	1.) The Bidder is required to provide the details of Major Related Activities carried out by the bidder 2.) Bidder can provided the details of any segment where they have carried out the activity of HSM based Digital Signing Solution 3.) Bidder to submit the undertaking on the Bidder's letter head signed by the authorised signatory , that bidder has carried out he mentioned activities

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13	52	Appendix 1: Technical and Functional Specifications. Clause 26)	The cryptographic module should store Keys in any form; However the keys should not be accessible without authentication mechanism that is in compliance with FIPS 140-2 rating of the cryptographic module.	PLs clarify what do you meany by "Any Form". As per industry best practices "Keys Should Always Be Stored in Hardware and never stored in software in any form". As the whole pupose of HSM is to store all keys in its secure memory in Hardware.	As per the RFP
14	54	Appendix 1: Technical and Functional Specifications. Clause 34)	Onboard key generation and HSM must secure atleast 100 keys in accordance with FIPS 140-2 Level 2 or above standard meeting all the Govt. of India Guidelines	PLs clarify if you are procuring these HSM for the use case mentioned in RFP only and no other applications in future will use the same Infrastructure. As 100 Keys mentioned in given clause is too less by industry standards and it should be minimum 1000 (500 pairs) if we are looking forward for any more application to be integrated with same infrastructure as asked in this tender.	As per the RFP
15	57	Additional Customization Cost	Blended rate for functional requirements not mentioned as mandatory in Appendix 1: Functional and Technical Specifications and any Additional Customization that is not part of the current RFP. The commercial for this line item will be part of the TCO calculation. The cost for 200 man-days. **	PLs clarify what applications are we referrig here. As per our understanding RFP ask for HSM which can store only upto 100 Keys (50 Key pair) which itself limits for no use in any new requirement.	Blended rate for functional requirements not mentioned as mandatory in Appendix 1: Functional and Technical Specifications and any Additional Customization that is not part of the current RFP. The commercial for this line item will be part of the TCO calculation. The cost for 100 man-days.
16	58	Training Cost	Training & Certification for OICL resources**	PLs clarify whether the training is required by OEM or from bidder team.	Bidder is required to provide required Training and certification

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17	14	Solution Capabilities - Section 2.1	<p>i. Incorporate Digital Signature on the document.</p> <p>ii. Digital Signing facility should be available in both Batch (bulk) and online mode</p> <p>iii. System should be capable of signing multiple pages in the same document</p> <p>iv. System should be capable of signing multiple formats including PDF, Zip files etc.</p> <p>v. System should be capable of signing with multiple signatures on the same document</p> <p>vi. System should be capable of incorporating the signature in the specified position in the document</p> <p>vii. The system should be able to incorporate the signature(s) without the need of physically attaching the USB token</p> <p>viii. System should store the signature in secure manner to avoid intrusion, extraction and tampering with the signature</p> <p>ix. System should provide audit reports for signatures incorporated</p> <p>x. System should have error logs for identifying any errors during document processing</p> <p>xi. System should have measures to control the documents which can be signed</p> <p>xii. No un-authenticated document should be allowed to be signed</p> <p>xiii. System should provide connectors to automatically trigger the batch using scheduling tools</p>	Mentioned Capabilities can only be delivered by a combination of Application and HSM and not just HSM as it is just a hardware. Is there an existing Application in place that is currently being used to issue policies and needs to have the added functionalities mentioned ? Does the Application providing the capabilities mentioned need to be integrated with existing policy Issuance Application ?	Bidder is required to bring the HSM Based Digital Solution to meet the Scope Requirement
18	16	Ticket Logging	Bidder shall provide a web-based complaint booking interface accessible through internet, available in real-time which will issue a trouble ticket once a complaint is booked successfully. OICL users can also book the complaint through Telephone/FAX/Email/ Mobile. Bidder shall ensure that these calls are fully responded by a professional. Bidder to maintain a separate log book for the issues reported to the bidder by OICL users during the contract period. This trouble ticket system shall generate monthly/quarterly/yearly reports.	Request you to please revise this to OEM rather than Bidder as typically OEM would be able to deliver such capabilities.	As per the RFP

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19	14	2.1 (Other Features VII)	After successful implementation, bidder should appoint a project manager for OICL, who will act as act as a single point of contact for OICL.	PM required for full contract period or else?	Project Manager is required for entire contract period
20	57	License Cost (D)	License cost for one year	License required for perpetual or annual ?	License Provided should be enterprise wide perpetual license
21	52	Appendix 1: Technical and Functional Specifications - Point 22	Minimum TPS required for 2048 RSA Signing is 1200	Minimum TPS required for 2048 RSA Signing close to 2800	As per the RFP
22	52	Appendix 1: Technical and Functional Specifications - Point 23	Controls built in to detect & respond against tampering	Strict compliance to FIPS 140-2 Level 3 because level 2 can only detect and not respond. Response is only possible on Level -3. This is as per NIST FIPS defined levels.	As per the RFP
23	52	Appendix 1: Technical and Functional Specifications - Point 24	Should comply to standards like FIPS 140-2 Level 2 or above. ROHS, FCC part 15 Class B	To be removed: This should change on account of the above and moreover we don't recommend using level 2 for network devices.	As per the RFP
24	52	Appendix 1: Technical and Functional Specifications - Point 26	The cryptographic module should store Keys in any form; However the keys should not be accessible without authentication mechanism that is in compliance with FIPS 140-2 rating of the cryptographic module.	Suggested Change: Keys should be always secured by the HSM	As per the RFP
25	52	Appendix 1: Technical and Functional Specifications - Point 27	Key Exchange Mechanism: Triple DES, AES Algorithm, Random Number Generation: FIPS 140-2 approved DRBG(SP- 800-90 CTR Mode)	Suggested Change: Key Exchange Mechanism: Triple DES, AES Algorithm.	As per the RFP
26	53	Appendix 1: Technical and Functional Specifications - Point 28	Hash/HMAC Algorithm, SHA 1, SHA 2, SHA 256,	Suggested Change: Hash/HMAC Algorithm SHA 2, SHA 256,	As per the RFP

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27	53	Appendix 1: Technical and Functional Specifications - Point 29	Symmetric Algorithm AES, SHA1, SHA 2, SHA-256, Triple DES	Suggested Change: SHA 2, SHA-256, Triple DES	As per the RFP
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