

Replies to Pre Bid Queries for GeM Bid ref no. GEM/2024/B/5718934 dated 19/12/2024 for Selection of Service Provider for Supply, Installation, Integration, Migration and Maintenance of Payment Hardware Security Module (HSM) on Rental basis for a period of 1 year in Canara Bank

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	71	Annexure-10 Technical Requirement	Technical Specification for Payment HSM	Clause No: 3 Speed: 25 TPS/CPS (Transactions per second/Calls per second)	We recommend increasing the capacity to 60 TPS/CPS to future-proof the system for higher transaction volumes. This should be rephrased as: "Speed: 60 TPS/CPS (Transactions per second/Calls per second)" for enhanced scalability.	Bidder has to comply with RFP terms & conditions
2	71	Annexure-10 Technical Requirement	Technical Specification for Payment HSM- General Aspects	Clause No: 4 The proposed payment HSM should have dual hot- swappable power supply and fans, dual TCP/IP interface and dual connectivity support. 2 IEC Male to Female power cords.	Requesting Bank to rephrase it as "The proposed payment HSM should include dual hot-swappable power supplies and fans, dual TCP/IP interfaces, dual connectivity support, and 2 IEC male-to-female power cords. Additionally, the HSM must be equipped with robust Ethernet port binding capabilities to optimize network connectivity and ensure high availability within the HSM infrastructure."	Bidder has to comply with RFP terms & conditions
3	72	Annexure-10 Technical Requirement	Technical Specification for Payment HSM- General Aspects	Clause No: 8 Capable of translating up to at least 25 PIN triple DES/AES Pin block Per Second.	Cosidering the future requirement, we recommend the translating speed should be 60 PIN translation. This clause should be rephrased as "Capable of translating up to at least 25 PIN triple DES/AES Pin block Per Second."	Bidder has to comply with RFP terms & conditions
4	72	Annexure-10 Technical Requirement	Technical Specification for Payment HSM- Management facilities	Clause No: 14 Supports SNMP	Requesting Bank to rephrase it as "Should support SNMP and Syslog both." Syslog enables centralized, real-time logging of security events, aiding in monitoring, auditing, and compliance efforts.	Bidder has to comply with RFP terms & conditions
5	72	Annexure-10 Technical Requirement	Technical Specification for Payment HSM- Security features	Clause No: 25 Detection of cover removal in addition to Alarm triggers for motion, voltage and temperature	Requesting Bank to rephrase it as "Alarm triggers for Voltage and alert trigger for temperature and other alerts as per FIPS 140-2 Level 3 or higher compliance."	Bidder has to comply with RFP terms & conditions
6	72	Annexure-10 Technical Requirement	Technical Specification for Payment HSM- Security features	Clause No: 26 Multiple alarm triggers for motion, voltage and temperature	Requesting Bank to rephrase it as "Alarm triggers for Voltage and alert trigger for temperature and other alerts as per FIPS 140-2 Level 3 or higher compliance."	Bidder has to comply with RFP terms & conditions
7	73	Annexure-10 Technical Requirement	Technical Specification for Payment HSM-Key Features	Clause No: 42 Safety and environmental compliances UL, UL/CA, UL-AR, CE, BIS, FCC, Canada ICES, RCM, KC, VCCI RoHS2, REACH, WEEE	Given that the payment HSM focuses on security and performance, we recommend removing the requirement for "Safety and environmental compliances UL, UL/CA, UL-AR, CE, BIS, FCC, RoHS2, REACH, WEEE" as these certifications are not relevant to the HSM's operational requirements in the payment environment.	Bidder has to comply with RFP terms & conditions



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8	73	Annexure-10 Technical Requirement	Technical Specification for Payment HSM- Financial services standards	Clause No: 46 APACS 40 & 70	APACS 40 & 70 is specific to commands used in Australia and is not applicable to Bank's requirements. We recommend removing this from the RFP.	Bidder has to comply with RFP terms & conditions
9	74	Annexure-10 Technical Requirement	Technical Specification for Payment HSM-Other Features	Clause No: 53 Minimum Dual port (10 Gbps) supporting TCP/IP & UDP protocols and 10 G Fiber port should be available.	HSM supports 1 Gbps speed on its 2 ethernet ports but can support bank datacentre's 10 Gbps network. 1C Ethernet IPv4 connection ports are widely accepted as the payload in the case of payment transactions are just few KBs. Requesting Bank to rephrase this as "Minimum Dual port (1 Gbps) supporting TCP/IP & UDP protocols should be available."	Bidder to refer Corrigendum-1
10	74	Annexure-10 Technical Requirement	Technical Specification for Payment HSM-Other Features	Clause No: 63 HSM remote management solution must have PCI HSM v3 Remote Access Platform (RAP) certification	The HSM is already PCI v3 certified and does not require a separate RAP certification for remote management. RAP is still an optional component for PCI HSM certifications, please change this clause to "HSM remote management solution must have PCI v3 certification."	Bidder has to comply with RFP terms & conditions
11	60	Annexure-2 Pre-Qualification Criteria	Pre Qualification criteria Clause No:7	Bidder should have successfully supplied and implemented / maintaining the Payment HSM at least One Scheduled Commercial Bank in India during last five financial years as on RFP date.	Requesting bank to consider as Bidder should have successfully supplied , migrated from other HSM's and implemented / maintaining the Payment HSM at least One Scheduled Commercial Bank / Scheduled Cooperative Bank / Payment Bank in India during last five financial years as on RFP date.	Bidder has to comply with RFP terms & conditions
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Date:03-01-2025
Place:Bengaluru

(Signature)
Deputy General Manager



