

Pre-Bid Queries for RFP #102018

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
1	13	Detailed Scope of Work	Although the Bank proposes token less solution for its Internet Banking customers, the Bank also expects to provide token based solution for its corporate users. The architecture, inventory, logistics etc. with respect to the token based solution shall be the responsibility of the bidder.	what will be expected count of hard tokens to be issued and functionalities to be addressed	Proposed token count is approximately 2 lacs.
2	22	COMMERCIAL BID EVALUATION	The Technically Qualified bidder with the lowest Commercial Bid after scrutiny and normalization would be considered as CLOW.	Will normalization of bids neccesarrily happen? If yes, what will be method of normalization?	Normalization formula is clearly mentioned in RFP.
3	50	Annexure 1 – Security Specifications 6.6	Configuration facility should be given to add multiple applications from admin panel	Please elaborate on the scope of the term "application" and expected behavior of the solution to accommodate new applications	"Application form" refer to addition of new/existing customers to solution.
4	51	Annexure 2 – Scenario Specific Requirement 2.1	Solution should be able to integrate with Banks existing mobile applications to provide multifactor authentication, MITM proof and end to end encrypted channel of communication, device binding,	Kindly define all channels included, eg IB, POS, UPI, Mobile Banking, IVR, Push notifications,	At present internet banking & mobile banking (including UPI) is included in scope.
5	57	Annexure 3 – Technical Specifications 46	Proposed Solution should have the capability to integrate with Security operation center (SOC) of the bank.	Please elaborate on the expected intergration with SOC and the role/interaction of SOC with solution	All transaction logs, Solution related logs should be integrated with SOC.
6	58	Annexure 3 – Technical Specifications 59	Capability to create groups and provide reports based on additional information of users captured.	what will be the role of groups and type of grouping. How is the solution required to utilize the groups	RFP Clause is self explanatory.
7	60	Annex. 5.4	The Original Equipment Manufacturer (OEM) should have ISO 9000 / ISO 9001/ ISO 27001 or equivalent certification for Design & manufacturing of equipment's. Enclose necessary certificate.	Request to modify clause to include SI/Bidder/OEM	No change.

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8	60	Annex. 5.7	Proposed solution/product should have undergone third party penetration testing / ethical hacking tests.	Will certificates from client site be acceptable?	Audit report regarding same with compliance thereof / Any supporting document establishing the compliance should be submitted.
9	Pg.60 of 85	Annexure 5: Eligibility criteria compliance for RFP for Two Factor Authentication	6. Bidder should have implemented proposed 2FA solution in at least two scheduled Commercial bank in India with Internet Banking customer base not less than 500000	Kindly modify the clause as: Bidder should have implemented proposed 2FA solution in at least one scheduled bank in India with Internet Banking customer base not less than 150000	No change.
10		General Queries on Scope of Work		Is this solution offered through API mode or SDK mode?	Both modes will be needed for different environments
11		General Queries on Scope of Work		If SDK mode, what is the present technology platform on which bank's applications are hosted on.	Required details will be shared with successful Bidder.
12		General Queries on Scope of Work		Please provide information on existing technology stack of the applications which would integrate with the 2FA solution which bidder is offering	Required details will be shared with successful Bidder.
13	12		Scope of Work - Presently Bank is using Two-factor Authentication as a next level of Security for its Internet Banking Portal – https://www.mahaconnect.in	Please confirm what 2FA solution is being used by the Bank of its Internet and Mobile Banking applications.	Required details will be shared with successful Bidder.
14	12		SOW- facility for Bank's customer to authenticate the ecommerce transactions done through internet banking or debit card or credit card. This can be extended to scenarios like, but not limited to, push notification, OTP and or call whichever applicable to ensure full coverage.	Please confirm if the Bank is planning to use the same authentication solution for Card Not Present Transactions (CNP) and Phone Banking ? Also pls confirm what ACS solution the Bank is currently using (for the CNP transactions).	RFP Clause is self explanatory.
15	13		Detailed SoW - The solution shall seamlessly integrate with the SIEM solution of the Bank.	Please advise which SIEM solution the bank is using (make/model nos.)	Required details will be shared with successful Bidder.

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16	13		Detailed SoW - Although the Bank proposes token less solution for its Internet Banking customers, the Bank also expects to provide token based solution for its corporate users. The architecture, inventory, logistics etc. with respect to the token based solution shall be	Please advise the complete requirements around logistics for hardware tokens ? IS the bank expecting the bidder to manage logistics around the delivery of tokens to Banks corporate customers ?	In case of token, bidder has to manage delivery upto branch.
17	13		Detailed SoW - It should support multiple Operating systems like Windows, Mobile OS such as Windows, Android, Symbian and Blackberry, iOS etc	Most customer are only on Android and iOS and most applications etc are built primarily on these 2 platforms only. Request Bank to look at only Android and iOS platforms here too.	No change.
18	13		Ipv6 readiness - The bidder shall ensure that the entire Two Factor Authentication Solution including hardware and software is IPV6 compatible and shall ensure the readiness as per the national roadmap for IPV6	Since Bank is not currently on Ipv6 can respond with the fact that support for IPV6 will come up as part of future roadmap of the proposed product. ?	RFP Clause is self explanatory.
19	15		Integration with Existing CBS software- The bidder has to co-ordinate with the Bidder of CBS and IB solution for integrating 2FA solution. The solution shall be made compatible for any changes in the CBS software or Internet Banking Application / Mobile Banking Application at no extra cost	To integrate any 2FA solution with the Banks application (CBS/IB) there would be some minor interface and other changes required which can only be undertaken by the Banks application vendor (TCS in this case), as they own the code. It would be advisable if the Bidder only creates the FRS which can then be shared with the Bank for them to co-ordinate with the Banking application vendor.	No change.
20	15		Solution Server Requirements - The servers at DC should be in high availability mode (active – active)	Will the Bank provide a Load Balancer solution for this ?	No change.
21	20	Table 1 -2: Scoring Methodology for Past Experience	Scoring methodology for past experience	Scoring methodology for past experience in any PSU bank or private bank should be uniform as technologically there is no difference.	Weightage shall be changed to 100% with scoring methodology based on no. of Banks and not type of banks.

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22	54	Annexure 3 – Technical Specifications	The Bank may choose to enable Digital Signatures for transactions and documents in the future to provide other valuable business services like secure delivery of eBills, eStatements and eDocuments or digital signing of forms and documents. The proposed solution must support the use of the same credentials for digital signature of User transactions.	Does signing of eBills / eStatements / eDocuments happen as a real-time activity in NetBanking / CBS activity or are these activities envisaged as offline activities? If yes then, signing of these documents will fall under different product scope.	The scope of this RFP is limited to the authentication. However, bidder may provide this as an additional feature without any extra cost.
23	54	Annexure 3 – Technical Specifications	The Solution should support emergency access capabilities by sending OTP over SMS / Email / IVR	Will it suffice if the solution integrates with the bank's existing SMS / Email / IVR system.	Bidder's interpretation is correct.
24	10	Submission of Bid document			Envelope 2 should contain Technical specification, Security Specifications and Scenario Specific Requirement
25	7	Date and time for receipt of tender	13/07/2018 up to 14:00 hours	The last date for submission of RFP-102018 is extended upto 18/07/2018.	18/07/2018 up to 14:00 hours
26	7	Date of opening of technical bids	13/07/2018 up to 16:00 hours		18/07/2018 up to 16:00 hours