Sr No	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Bank's Response
1	31	4.19	4.19 Service Level Agreement.	i) The bidder should maintain the uptime of 99.95 % on Monthly basis for the solution (including Hardware / Software attributable to the bidder), provided for the Aadhaar Data Vault Solution.	ii) Any components, including the software deliverables / hardware equipment that are reported to be down on a given date should be repaired / replaced with identical or higher configuration within 24 hours at no extra cost to the Bank. The same should be made operational within 36 hours. The timeliness provided in this section pertains to replacement of redundant components. However, the bidder has to maintain the required uptime.	No change
2	32	4.19	4.19 Service Level Agreement.	v) Response & Resolution time to be followed as per severity defined in the table below:	The Resolution expected in this table is diffcult to meet. Requesting bank to please discuss it with OEM and set the Resolution expectations.	No change, Bidder has to maintain all uptimes
3	11	2.7	Scope of work	5. The Bidder is required to Supply required Hardware and Software (OS/Application) with required licenses, install & deploy the solution at the Bank's Datacenter and DR, integrate the proposed solution with CBS and other ancillary banking applications as per Bank's requirement.	Understanding is proposed solution will expose APIs which will be consumed by CBS and other banking application. Please validate.	Aadhaar Data Vault Solution APIs will be consumed by CBS and other ancillary applications.
4	11	2.7	Scope of work	The bidder is required to maintain the RTO and RPO as per the Bank's Business Continuity Policy. Currently the RTO for this solution is 80 minutes and RPO is zero.	Request bank to consider RPO of 15 minutes for required application.	No change
5	13	2.7	Scope of work - Point 13	13. The Aadhaar Data Vault platform offered by the bidder should permit usage of the same platform by sponsored RRB of Bank of Maharashtra, if the same is required by the Bank.	Understanding is that bidder should include the cost of license, implementation and support for RRBs as well. In case required, request bank to share number of RRBs. Alternatively, Bank can suggest to ignore in current TCO and take it up with selected bidder as part of contracting.	Bidder may be required to deploy the solution at RRB, with the additional commercials. Current Aadhaar Data vault platform will not be shared by Banks RRB
6	13	2.8	FM Scope	Bidder is required to provide skilled resources in three shifts for the FM Support. The L1 resources would be required in each shift at the Bank's Data Center. The Team lead (having requisite experience) would be required for monitoring the overall operations of Aadhaar Data Vault in General shift.	Bank has requested for minimum 4 Onsite (3 L1 and 1 lead) resource for the FM of ADV solution. Request to revisit same with only 1 FM resource for general shift to have a reasonable cost of FM.	Total five resources (i.e. 4 + 1) would be required to maintain the 3 shifts for providing the Facility Management Services on 24 X 7 basis in a year during the contract as defined in the FM scope.
7	21	2.2	Cost & Currency	3. Minimum of three-year comprehensive on-site warranty, ATS / AMC charges for the Aadhaar Data Vault Solution and FM services. This period will start from the date of acceptance of the installations by Bank of Maharashtra.	As explained in section 4.15, It is assumed 3 year warranty mentioned in this section is for hardware only. ATS/AMC will start after end of year 1. Please validate.	Hardware 3 Year Warranty Software - ATS after 1 year
8	22	2.22	Fixed Price	The Commercial bid shall be on a fixed price basis, inclusive of all taxes and levies at site as mentioned. No price variation relating to increases in customs duty, excise tax, dollar price variation etc. will be permitted.	Taxes are applicable as per law of land and hence prone to change. As taxes are standard in nature, not in control of bidder/bank and get applied during actual procurement, request bank to exclude the same from fixed price.	No change
9	27	4.5	Delivery,Installation and Commissioning	The Bidder shall be responsible for delivery of the Aadhaar Data Vault solution (including all the components) ordered at the mentioned locations should be made operational within 6 weeks from receiving the Purchase Order.	Hardware procurement and installation takes minimum of 4-6 weeks time and post which UAT can be performed. Request minimum of 3 months of go-live timelines.	The Bidder shall be responsible for delivery of the Aadhaar Data Vault solution (including all the components) ordered at the mentioned locations should be made operational **within 8 weeks from receiving the Purchase Order**

Sr No	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Bank's Response
10	41	5.1	Annexure A: Functional	The ADV solution provided by the bidder shall support encryption and storage of scanned Aadhaar Card PDF / Image file and any other document / images as per the data encryption and storage guidelines issued by UIDAI in a separate File Server.	Mentioned feature is of Document management solution which, must be storing current KYC and onboarding documents for bank. ADV solution doesn't have mandate to upload and maintain documents but can interface to DMS system of bank (if required).	No change. Bank requires the File Server for storage of Aadhaar related documents.
11	46	6	Annexure A: Technical	The ADV platform provided by the bidder should support the Oracle, MS SQL, MySQL Database.	Please confirm if Postgres database can be proposed. Will bank be providing license for postgres DB as well?	Database requirement is specified in RFP i.e. Oracle , MS
12	46	6	Annexure A: Technical.	The ADV platform should have the ability to integrate in the existing PIM / PAM system for authentication.	Request bank to provide PIM solution used, for bidders to respond to this requirement.	Details will be shared with successful bidder.
13	52	11	G: Bill of Materials	2. File Server Encryption	Please provide the need of the application w.r.t ADV solution.	Storage of Aadhaar related documents
14	10	2.7	2.7. Scope of work, Point No. 6	6. The reporting and logging system of the Aadhaar Data Vault shall integrate seamlessly with existing SIEM Solution. As required by Bank the Bidder shall provide all the required information and data for integrating with SIEM.	Integration with existing SIEM will be the responsibility of existing incumbent vendor or bidder need to perform the integration task. Please provide the SIEM product details. Whether Bank is expecting bidder to monitor the SOC events for this FRM platform on 24X7 basis by using existing SIEM console.	Details will be shared with successful bidder
15	10	2.7	2.7. Scope of work, Point No. 12	12. The Bidder should comply with UIDAI and ASA/KSA guidelines specified by UIDAI/NPCI for the proposed solution.	Please provide the Security policies, procedure and guidelines that bidder need to comply	All regulatory guidelines to be followed by bidder as and when applicable
16	8	2.3	Terms & Conditions	These terms and conditions will be binding on all the bidders. These terms and conditions will also form a part of the purchase order, to be issued to the successful bidder(s) on the outcome of the tender process	Request to consider that the negotiation rights of bidder is silent. Can the clause be modified a below: "The mutually agreed terms and conditions will be binding on all the bidders. These mutually agreed terms and conditions will form a part of the purchase order, to be issued to the successful bidder(s) on the outcome of the tender process"	No change
17	20	2.21	Contract Period	The selected bidder needs to execute a Service Level Agreement (SLA) as per Format to be supplied by the Bank covering inter alia the terms and conditions of this RFP.\ The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving one month notice. The Contract period will commence effective from the issuance of purchase order/letter of intent whichever is earlier or bank terminates the SLA by serving 30 days prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation thereof	Request to modify as below: "The selected bidder needs to execute a Service Level Agreement (SLA) as per Format to be supplied by the Bank covering inter alia the mutually agreed terms and conditions of this RFP." The RFP clause given is very subjective and wide. Request to remove the clause. The intention of the clause is bidder's performance which can be measured every quarter based on the SLA terms agreed in the manner as mutually agreed between the parties. Termination for convenience is acceptable only upon payment of a mutually agreed termination fees by the bank to the bidder.	No change
18	24	4.4	Payment Terms	Payment Terms	The RFP is silent regarding payment due date. Request to include that the payment shall be made within 30 days from the date of receipt of invoice raised. Further, can we have a clause for charging interest for delays in payment by Bank?	No change

Sr No	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Bank's Response
19	26	4.6	Order Cancellation	Bank of Maharashtra reserves its right to cancel the order in the event of one or more of the following situations: 1. Delay in delivery, installation and commissioning of solution beyond the specified period for deployment. 2. Serious discrepancy in the solution provided, noticed during the inspection of the solution components before its deployment in production.	The clause given is very unilateral. Suggest to make it mutual.	No change
20	26	4.7.1.b	Exit Option and Contract re-negotiation	The selected bidder commits a breach of any of the terms and conditions of the contract.	The Clause given is very subjective. Suggest to modify the same to ensure that termination is acceptable only when the bidder does a material default of the mutually agreed terms and conditions.	No change
21	27	4.7.1.e	Exit Option and Contract re-negotiation	The progress regarding execution of the contract by the bidder does not comply with the SLAs proposed in this RFP and the deviations are above the defined threshold limits	This is covered under clause 4.7.1.b of the RFP. Request to remove the clause. Any material deviations / default by the bidder for reasons attributable to the bidder can only lead to order cancellation	No change
22	27	4.7.1.g	Exit Option and Contract re-negotiation	Delay in delivery / installation / commissioning of Aadhaar Data Vault solution beyond the specified period for the same as mentioned in the order.	Clause 4.1.7.f of the RFP addresses this issue. Request to remove as this is a repetition. Liquidated damages are levied for delays in execution by the bidder.	No change
23	27	4.7.3	Exit Option and Contract re-negotiation	The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the bidder at more favourable terms in case such terms are offered in the industry at that time	The prices offered are fixed and it is not acceptable to re-negotiate the same. These competitive prices are provided after considering various internal and external factors.	No change
24	28	4.8	Intellectual Property Rights	Intellectual Property Rights	The IP rights on deliverables shall lie with the bidder as the solution provided which forms the deliverables are IP owned by the bidder.	No change
25	28	4.9	Corrupt and Fraudulent Practices	Corrupt and Fraudulent Practices	The bidder being a NASDAQ listed company strictly adheres to the anti-bribery and anti-corruption laws and requires that this clause be made mutual	No change
26	29	4.10	Violation of Terms	Violation of Terms	Request to make this clause mutual.	No change
27	29	4.11.1	Termination	The Bank shall be entitled to terminate the agreement with the bidder at any time by giving ninety (90) days prior written notice to the bidder.	Such termination is acceptable only upon payment of a mutually agreed termination fees.	No change
28	29	4.11.2.a	Termination	The Bank shall be entitled to terminate the agreement at any time by giving notice if: The bidder breaches its obligations under the tender document or the subsequent agreement and if the breach is not cured within 15 days from the date of notice	Request to modify as below: "The bidder breaches its material obligations under the tender document or the subsequent agreement and if the breach is not cured within 45 days from the date of notice"	No change
29	29	4.11.4	Termination	The Bank reserves the right for terminate the contract in case of serious discrepancies observed in the services as mentioned in the Service Level Agreement	This is already covered under clause 4.11.2.a and hence request to remove. The clause given is very wide and ambiguous.	No change
30	30	4.12.2	Effects of Termination	However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the bidder.	for termination for convenience/without assigning a reason, a mutually agreed termination fees shall be paid by the bank.	No change
31	31	4.18	Liquidated Damages	Liquidated Damages	The liquidated damages provided under the RFP clause is higher than the industry standards. Request to cap the liquidated damages capped at 10% of the TCV. Bank has remedy for termination/cancellation under clause 4.1.7.f	No change

Sr No	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Bank's Response
32	34	4.22	Indemnity	Indemnity	The indemnities required under the RFP clauses includes generic indemnities as well. Indemnification is acceptable only for i) IPR infringement 2) gross negligence or wilful misconduct 3) breach of confidentiality obligations and 4) bodily injury, death due to a negligent or wilful act by the bidder.	No change
33	36	4.25	Force Majeure	Notwithstanding above, the decision of Bank of Maharashtra shall be final and binding on the bidder.	Request to remove this line from the clause.	No change
34	36	4.26	Resolution of Disputes	All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by Bank of Maharashtra and the other to be nominated by the Bidder. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties	Appointment of even number of arbitrators are not allowed under the said Arbitration law in India. Suggest that the dispute shall be referred to three arbitrators, each appointed by two parties and the third arbitrator shall be appointed by the two arbitrators appointed by the parties.	No change
35	37	4.27	Non-Disclosure Agreement	Non-Disclosure Agreement	Request to make this clause mutual. Further, the clause does not contain the standard exceptions given for confidential information. Trust this can be mutually agreed during contract negotiation stage.	No change
36	67	Annexure M	Pre-Integrity Pact	Fail Clause:	Request to delete this clause as the product sold is not uniformly priced product as there are multiple factors which affects the pricing for a project based on the project requirements.	No change
37	10	2.7.	Scope of work	5. The Bidder is required to Supply required Hardware and Software (OS/Application) with required licenses 9. The Hardware / OS required for installation of Bidder's proposed software and database shall be provided by the Bank. The encryption hardware i.e. HSM should be provided by the bidder. The Bank would provide the database license for deployment of Aadhaar Data Vault database.	As per Point 5, Bidder is required to supply required Hardware and Software (OS/Application. However as per point 9, Hardware / OS required for installation of Bidder's proposed software and database shall be provided by the Bank. Kindly confirm whether bidder needs to provide hardware/OS/DB/HSM etc. or it shall be provided by Bank.	Requirement menitoned in Point No 9 to be considered
38	10	2.7.	Scope of work	6. The reporting and logging system of the Aadhaar Data Vault shall integrate seamlessly with existing SIEM Solution. As required by Bank the Bidder shall provide all the required information and data for integrating with SIEM.	Kindly provide more details of existing SIEM Solution. How banks wants to integrate SIEM with Aadhaar Data Vault?	Will be shared with successful bidder
39	11	2.7.	Scope of work	10. The Bidder shall provide and maintain requisite skilled resources for 24 X 7 Facility Management support. The resources should be deployed for supporting the solution in three shifts (8 hours each).	Bidder needs to provide three shifts including bank's non-working day and Saturday/ Sunday. Kindly confirm.	Bidder needs to provide three shifts including bank's non-working day and Saturday/ Sunday
40	24	4.1	Support	The responsibility of the bidder is to carry out necessary coordination for smooth function of the solution deployed, which includes call recording/ logging problems, stand by equipment's, various configuration / setting issues.	Will bank provide software and required hardware for call recording/ logging problem	Yes

Sr No	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Bank's Response
41	24	4.3	Performance Guarantee	The successful bidder should furnish a Performance Bank Guarantee to the extent of 15 % of the value of the contract within 15 days of the date of receipt of the purchase contract.	Kindly reduce the Performance Bank Guarantee to the extent of 10 % of the value of the contract as per industry norms.	No change
42	39	4.1	Support Storage of	The ADV solution provided by the bidder shall support	As per our understanding, bidder shall support storage of 72 digit **UID**	Yes
43	41	10.2	API's for interfacing with ADV platform	The Aadhaar Data Vault Solution should be capable to interface with the Bank's applications and the Client API should be made available for accessing Aadhaar Data Vault as a part of the solution. The bidder should assist Bank for sub system integration with Aadhaar Data Vault with the Web Services / APIs.	How many bank sub system will be integrated with Aadhaar Data Vault?	Details will be shared with successful bidder
44	43	6	ANNEXURE B: TECHNICAL SPECIFICATION	1 The Platform should support user management integration with Active Directory for validate user credentials 14 The ADV platform should have the ability to integrate in the existing PIM / PAM system for authentication.	Kindly confirm whether platform should support user management integration with Active Directory or existing PIM / PAM system for authentication?	Integration required with both i.e. Active directory and PIM/PAM
45	43	6	ANNEXURE B: TECHNICAL SPECIFICATION	3 The Aadhaar Data Vault solution should support the key rotation.	Kindly provide more details of key rotation requirement that Bank is expecting from Aadhaar Data Vault solution.	No change
46	43	6	ANNEXURE B: TECHNICAL SPECIFICATION	14 The ADV platform should have the ability to integrate in the existing PIM / PAM system for authentication.	Kindly provide detail about existing PIM / PAM system for authentication.	Will be shared with the successful bidder
47	43	6	ANNEXURE B: TECHNICAL SPECIFICATION	5 Auditing and Logging: The Aadhaar Data Vault Solution should have the capability of detailed logging and audit tracking of all key state changes, administrator access and policy changes. The Audit trails should be securely stored and signed for non-repudiation. The logs should be integrated with the Bank's SIEM tool for monitoring and alerting.	Kindly provide detail about Bank's SIEM tool and how it needs to be integrated with Aadhaar Data Vault Solution.	Will be shared with the successful bidder
48	43	6	ANNEXURE B: TECHNICAL SPECIFICATION	11 The software should be able to tokenize numeric / alpha numeric and special character other than Aadhaar numbers in its current version.	As pre UIDAI requirement only Aadhaar number needs to be tokenize. Kindly provide details of the other numeric and special character that bank wants to tokenize.	Currently the requirement is for Tokenisation of Aadhaar number, However provision to be made for further requirement if any.
49	23	3.1	3 Qualification Criteria	The Bidder should have a minimum turnover of Rs. 50 crores per year in the last three financial year's i.e 2015-2016, 2016-2017 and 2017-2018. This must be the individual Company's turnover and not that of any group of companies.	We request bank to amend this criteria as: "The Bidder should have a minimum turnover of Rs. 20 crores per year in the last three financial year's i.e 2015-2016, 2016-2017 and 2017-2018. This must be the individual Company's turnover and not that of any group of companies." Since Audited Balance sheet for FY 2017-18 is not available at this point in time, we will submit un-audited balance sheet for FY 2017-18.	If audit for the year 2017-18 is not completed, then provisional balance sheet for the year 2017-2018 should be submitted duly signed and certified by Chartered Accountant & CEO / CFO of the bidder Company.
50	23	3.1	3 Qualification Criteria	The Original Equipment Manufacturer (OEM) should have ISO 9000 / ISO 9001/ ISO 27001 or equivalent certification for Design & manufacturing of equipments.	The criteria mentioned is for the design and manufacturing of equipments. Since We are a software company we understand this criteria will not be applicable to us. Please Confirm.	No change

Sr No	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Bank's Response
51	33	Penalty	4 Terms and Conditions	Delayed Installation: Penalty for non-adherence to the schedule for installation and commissioning will attract a penalty of Rs. 1% of the Total Contract value per week after the period of 6 weeks. (If the delay period is more than 3 days, it will be treated as one full week).	We request Bank to amend the penalty as below: · Penalty of 1% of TCV per week to be revised to 0.1% of TCV. · 24 hours to be considered as one day. We request bank not to impose penalties for any delays not attributable to the Bidder	No change
52	33	Penalty	4 Terms and Conditions	Downtime: Failure to meet the SLA will attract penalty of 0.1% of PO value per incidence. Penalty of Rs. 2000/- per day will be applicable if incidence is not resolved and continued for more than one day. More than 3 hours will be considered as one day.	We request Bank to amend the penalty as below: · Rs.500/- per day for multiple incidence. · 24 hours to be considered as one day. We request bank not to impose penalties for any delays not attributable to the Bidder	No change
53	38	1. Encryption of Aadhaar Number and any connected Aadhaar Data	5 Annexure A: Functional Specification	1.1 The Aadhaar number and any connected data maintained on the Aadhaar Data Vault should be kept encrypted and access to it is strictly controlled only for authorized systems.	In Aadhaar Data Vault generally Aadhaar Number is encrypted.Please Clarify and also provide details of other connected Aadhaar data to be encrypted.	RFP terms self explanatory
54	38	1. Encryption of Aadhaar Number and any connected Aadhaar Data	5 Annexure A: Functional Specification	1.6 The platform should be compliant / support API 2.5 as designed by UIDAI	We understand that API 2.5 is applicable to KYC/e-KYC.This may not have impact on Aadhaar Data Vault.We request bank to clarify the relevance of API 2.5 with respect to Aadhaar Data Vault.	No change
55	38	2. Generation of Reference Number	5 Annexure A: Functional Specification	2.2 Mapping of the reference key and Aadhaar number is to be maintained in the Aadhaar Data Vault in encrypted format.	Reference key is a tokenized value and encryption is not necessary.Please Confirm.	Reference key encryption not required.
56	41	12	5 Annexure A: Functional Specification	12.1 Security framework for AUA/ASA/AKA's	Please Clarify the relevance with respect to Aadhaar Data Vault	Aadhar Valut related guidelined mentioned in Security framework for AUA/ASA/AKA's
57	41	12	5 Annexure A: Functional Specification	12.2 Security framework for authentication devices	Please Clarify the relevance with respect to Aadhaar Data Vault	Security framework for authentication systems
58		Specification	Annexure B: Technical Specification	Aadhaar Data Vault solution should be scaled to higher TPS on the same HSM, solution should be field upgradable and should not involve additional procurement of hardware post solution is implemented.	Please elaborate more on "field upgradable" activity	The devices should be updated / repaired at the installation location, The devices should not be carried at the factory or service center for update /repair
59	44	Specification	6 Annexure B: Technical Specification	12 The Solution should be capable of managing at least 100 concurrent connections scalable with 10 % rise every year.	Need Clarity. Is it related to API Connections or Database Connections?	API Connections
60	44	Specification	6 Annexure B: Technical Specification	14 The ADV platform should have the ability to integrate in the existing PIM / PAM system for authentication.	Please Explain PIM & PAM Systems.	Privilege Identity management, Privilege Access management
61	42	12.3		Support for Security audit by UIDAI security consultant or Bank appointed consultant.	Support for Security audit by UIDAI security consultant or Bank appointed consultant for any necessary documentation or answer to any particular query regarding the solution required during the audit process. Reason Clarity on the type of support needed should be mentioned. Quary Please clarify the responsibility and scope expected from the ADV solution vendor for the audit activity with respect to the guidelines below.	The solution vendor is required to provide the necessary information sought by Auditor as and when required.

Sr No	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Bank's Response
62	42	13.5		Bidder shall abide by the ISMS framework of the Bank which includes Incident Management, Change Management and Capacity management etc.	Bidder shall abide by the ISMS framework of the Bank which includes support for intergration with existing SIEM solutions and SNMP management for alerts and monitoring. Reason Clarity on the type of support needed should be mentioned. Quary Please clarify the ISMS framework requirements needed to be met by the ADV solution vendor	ISMS framework will be shared with successful bidder
63	43	7		The solution must be able to support storage of the root of trust master Key on a FIPS 140-2, minimum Level 2 certified HSM device.	The solution must be able to support storage of the encryption Key on a FIPS 140-2 certified HSM device. Reason Aadhaar guidelines mandate only FIPS 140-2 certified and no Level associated with it.Additionally the encryption Key needs to be stored on the HSM and not the root of trust master Key as per mandate. Quary Aadhaar guidelines mandate only FIPS 140-2 certified and no Level associated with it. In this case FIPS 140-2 Level 1 devices can also fulfill the aadhaar Mandates. Why is it necessary for the device to be Level 2 and above ? Additionally the encryption Key needs to be stored on the HSM and not the root of trust master Key as per mandate.	No change
64	Page 43	Page 43,8		Aadhaar Data Vault solution should be scaled to higher TPS on the same HSM, solution should be field upgradable and should not involve additional procurement of hardware post solution is implemented.	Aadhaar Data Vault solution should be scaled to higher TPS upto max 2000 TPS for AES-256 encryption decryption on the same HSM, solution should be field upgradable and should not involve additional procurement of hardware post solution is implemented. Reason maximum TPS needed from the HSM so that there is no abbiguity regarding the ceiling (max TPS) to which the HSM can be upgradable on field. Quary Beyond a Maximum Limit the HSM needs to be horizontally and vertically scalable which means that the solution would be able to meet the necessary requirements post addition of more devices. Can you please specify the maximum TPS needed from the HSM so that there is no abbiguity regarding the ceiling (max TPS) to which the HSM can be upgradable on field.	No change
65	11	Point no. 9	Scope of Work	The Hardware / OS required for installation of Bidder's proposed software and database shall be provided by the Bank. The encryption hardware i.e. HSM should be provided by the bidder. The Bank would provide the database license for deployment of Aadhaar Data Vault database. However, the bidder will have to configure and maintain the Database and Software provided by the bidder during the contract period. The bidder has to submit the infrastructure requirement for the implementation of Aadhaar Data Vault Solution to the Bank.	What kind of Hardware/ OS will be provided by BOM?	Will be shared with the successful bidder
66	44	Annexure B, Point no. 16	TECHNICAL SPECIFICATION	The admin and user roles should be segregated.	How many user logins required? What kind of user roles required?	It will be decided during the design and architecture development phase.

Sr No	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Bank's Response
67	44	Annexure B, Point no. 19	TECHNICAL SPECIFICATION	The Security between Client Application consuming API / web service and Aadhaar Data vault shall be permitted only after successful validation of the below mentioned parameters : · IP Validation · User ID and Password	Whether will provide default IP?	IP address with subsystems will be provided by Bank
68	49	Annexure G : Bill of Materials :	Bill of Materials : Description of Items	The Annexure G elaborates the Commercial breakup of the Hardware / Software / FM / Customisation / Implementation charges.	Bank has to mention that the Annexure G is to be considered as Commercial Format for submission of the costs involved.	Kindly read the Annexure G: Bill of Material : Description of Items: as the " Annexure G: Commercial Format" . The revised Annexure is attached with changes in Part V (Total Number of resources from 4 resources to 5 resources)
69	5	Invitation of tender Offers		Last Date and Time for receipts of tender offers : 12/07/2018 up to 14.00 hours Time and Date of Opening of technical bids : 12/07/2018 at 16.00 hours	The last date for subbmission has been extended till 17/07/2018	Last Date and Time for receipts of tender offers : 17/07/2018 up to 14.00 hours Time and Date of Opening of technical bids : 17/07/2018 at 16.00 hours.

11 Annexure G : Commercial Format

Part I – Hardware

Sr. No.	Item	Description / Specification	Qty	Rate	Total
1	Hardware - HSM (Production)		3		
2	Hardware – HSM (UAT)		1		
3	Any Other Hardware				
	Total (Part-I) inclusive of taxes				∑ **Part I**

Part II – Annual Maintenance Contract Charges for Part I – Hardware

Sr. No.	Description	Total Amount (Total cost for item in Part I)	AMC rate (%)	Amount
1	4th year comprehensive on-site AMC	∑ **Part I**	8%	
2	5th year comprehensive on-site AMC	∑ **Part I**	8%	
			Total	∑ Part II

Part III: Software (Including first year ATS)

Sr No	Items	Description / Specification	License Qty / Instances	Unit Price	Total Amount
1	Software for Aadhaar Data Vault Solution				
2	File Server Encryption				
3	Any Other				
				Total	∑ Part III

Part IV – Annual Technical Support Charges for Part III – Software

Sr. No.	Description	Base Amount of Part III	ATS rate (%)	Amount
1	2nd year Software ATS			
2	3rd year Software ATS			
3	4th year Software ATS			
4	5th year Software ATS			
			Total	∑ **Part IV**

Part V – Facility Management Resource

Description	Year 1			Year 2			Year 3			Year 4			Year 5			Total - 5 Years Cost
	FM Resources	Per Resource cost	Total	FM Resources	Per Resource cost	Total	FM Resources	Per Resource cost	Total	FM Resources	Per Resource cost	Total	FM Resources	Per Resource cost	Total	
Resources in Shift L1 (one resource in shift for three shifts per day.)	4			4			4			4			4			
General Shift L2 Resource	1			1			1			1			1			
Total																

Note : Bidder has to provide the FM Resource for 365 days a year for the period   of Contract.

Bank will pay the resources charges as per actual deployment

Part VI – Customisation Charges

Sr. No.	Description	Rate Per Man Days	Total Man Days	Total Amount
1	Customisation Charges through Change Requests (*)		500	
			Total	∑ **Part VI**

 (*) – The Customization charges are to be submitted for the five years period for 500 man days.

Part VII – Implementation Charges

Sr. No.	Description	Per HSM / Server	Quantity	Total Amount
1	Implementation Charges of Aadhaar Vault solution			
			Total	∑ **Part VII**

 (All prices are in Indian Rupee only)

Part –VIII - TCO for L1:

For arriving at the TCO, the following table will be considered:

Sr.No	Particulars	Amount in Actual Rupees
1	Total of Hardware Items (Part – I)	
2	Total AMC for Two Years (Part - II)	
3	Total Software (Part - III)	
4	Total ATS for 4 Years (Part - IV)	
5	Total Facility Management Charges (Part V)	
6	Total Customization Charges (Part VI)	
7	Total Implementation Charges (Part VII)	
	Grand Total (1+2+3+4+5+6+7)	

Note: All the Columns in all the above tables of Annexure –H must be completely Filled and should not be blank.

The L1 (lowest one) will be selected as successful bidder as per Total Cost of Ownership i.e. the amount mentioned in column "Grand Total".

We certify that all the components quoted above include cost of all activities and prices quoted are all in compliance with the terms stipulated in the RFP No: 092018

We also confirm that we agree to all the terms and conditions mentioned in this RFP

Signature:

Date:
Name: