

Pre Bid Query For HSM

| Sr. No. | Pg No | Point No | Tender Original Clause | Clarification | Clarification from BFSL |
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| 1 | 3 & 12 | Product Description Page No.3 : - Hardware Security Module (HSM) with 50 Or 60 TPS for Credit Card Application (Technical Specification as per Annexure – 1) Point No. 5: - - Capable of translating a minimum of 140 PIN triple DES Pin block Per second | On page 3 You have mentioned for 50 or 60 TPS and page 12 Point no 5 BOB Cards Required "Capable of translating a minimum of 140 PIN triple DES Pin block Per second " | Required clarification that what is the minimum TPS requirement 50 or 140 for Pin Translation. | This caluse has been modiefied we need "50 or 60 TPS" |
| 2 | 12 | Point No. 12: | Transaction per Second - Minimum 500 TPS with RSA 2048-4096 bit Key | Though our HSM is RSA – 2048 - 4096 compliant with AES encryption (General Purpose) for Credit Card Authorisation and PIN printing Technical Specifications but this is the requirement is specific to General Purpose / PKI variant of HSM. Request BOB cards to clarify what is the requirement here and what is the minimum transaction expected for same. | This caluse has been modiefied we need "50 or 60 TPS" |
| 3 | 2 | Bidder/Prime Bidder Qualification Criteria Clause No. B6 | The Bidder should have not been blacklisted at the time of submission of the bid by any regulatory body / statutory body/ any Government / Bank /financial institute / Enterprise / Corporate Organization in India | The Bidder and OEM should have not been blacklisted at the time of submission of the bid by any regulatory body / statutory body/ any Government / Bank /financial institute / Enterprise / Corporate Organization in India | No Change |
| 4 | 6 | D. Submission details b) III | Letter from OEM that the product proposed is Intellect Credit Card Platform compliant. | Kindly provide what all points are to be mentioned in the letter. | No Change |
| 5 | 7 | I. Delivery timelines | delivery of required HSM should be within 4 weeks from the date of purchase order | delivery of required HSM should be within 4 to 6 weeks from the date of purchase order | No Change |
| 6 | 8 | L. Uptime Guarantee | If Vendor fails to meet the uptime guarantee in any quarter then the Vendor will have to pay 1% of cost of the hardware as damages for every 1% downtime than the agreed 95% to a maximum of 10% damages during the Warranty / AMC period OR the warranty / AMC period will have to be extended by one month. The Vendor should immediately provide BFSL with an equivalent standby system in case of failures. | Kindly reduce the 1% cost of hardware to 0.1% with a maximum penalty for a particular HSM to be not more than 3% of the cost of hardware. | No Change |
| 7 | 9 | O. transporation & Insurance | The vendor should also assure that the goods would be replaced with no cost to BFSL in case insurance cover is not provided. | We provide only transit insurance. The time we deliver the goods to BFSL, they will have to take care of the insurance. | This clause has been modified as a "Once HSM will get delivered to BFSL given location post that in case there is transfer required then transportation will be BFSL responsibility moreover Installation and configuration in new locations would be Bidders responsibility " |

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| 8 | 12 | Annexure - I Point No.A 2 | The proposed HSM should have latest PCI certification Viz PCI-HSM 2.0 Certified | The latest PCI certification for HSM is v3.0 however currently no HSM vendor is certified against this version. From compliance point of view, any existing valid certificate should be ok. So request you to change the clause as "HSM should have valid PCI certification". In case of latest, v3.0 should be asked. | No Change |
| 9 | 12 | Annexure - I Point No.A 5 | Capable of translating a minimum of 140 PIN triple DES Pin block Per second | Should be 50 TPS instead of 140 as the product description mentions 50 or 60 TPS. Ideal would be HSM should have capability of delivering 140 TPS out of same box by using upgrade license later. | This clause has been modified as a " BFSL required 50 Or 60 TPS and upgraded to 250 TPS or more " |
| 10 | 12 | Annexure - I Point No.A 12 | Transaction per Second - Minimum 500 TPS with RSA 2048-4096 bit Key | Banking transaction mainly require symmetric cryptograph. Hence though payment HSM supports asymmetric crypto, it is not optimized for asymmetric performance. Hence request you to reconsider the performance figures mentioned as they are very high for payment HSM. There is also an option of General purpose HSM if there is requirement of high TPS with RSA. | This clause has been modified as a " BFSL required 50 Or 60 TPS and upgraded to 250 TPS or more " |
| 11 | 12 | Annexure - I Point No. A14 | ETHERNET PORT (GIGA) for auto N/W fail over option. | The available two ports can be configured with two different IP addresses and network level high availability/ failover can be achieved using application and can be designed to work automatically. However this is not available as auto out of box. | No Change |
| 12 | 13 | Annexure - I Point No.D2 | Latest PCI HSM 2.0 Certification | The latest PCI certification for HSM is v3.0 however currently no HSM vendor is certified against this version. From compliance point of view, any existing valid certificate should be ok. So request you to change the clause as "HSM should have valid PCI certification". In case of latest, v3.0 should be asked. | No Change |
| 13 | 13 | Annexure - I Point No. E 1 | Tamper resistance meeting requirements of PCI HSM 2.0 & FIPS 140-2 Level 3 | Considering above query related to PCI HSM, request you to modify this clause as Key Entry mechanism are protected as per PCI HSM requirements | No Change |
| 14 | 13 | Annexure - I Point No. F8 | Mutiple partition support | The concept of multiple partition is not clear. Is it support to multiple Master keys so that application keys can be securely protected for various applications under different LMKs for proper segregation. Request you to also specify how many partitions support (eg: 15, 20) is required. This could be an optional feature that you may want to buy later whenever needed. | No Change |
| 15 | 14 | Annexure - I Point No. G6 | End of Life or Support Not before 5 Years from the date of successful installation & integration of the HSM with Bank's UPI Vendor | End of Support should Not be before 5 Years from the date of HSM delivery. Kindly let us know who is the UPI vendor. | This clause has been modified as "End of Life or support not before 5 Years from the date of successful Installation & Integration of the HSM with BFSL for Intellect platform " |

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| 16 | Pg.3 | | Hardware Security Module (HSM) with 50 or 60 TPS for Credit Card Application | Clarification needed that what is their minimum TPS requirement 50 or 140 for Pin Translation. | This clause has been modified as "HSM with 50 or 60 TPS needed " |
| 17 | Pg.12 | | Capable of translating a minimum of 140 PIN triple DES Pin block Per second | | No Change |
| 18 | Pg.12, Annexure 1, 12 | | Transaction per Second - Minimum 500 TPS with RSA 2048-4096 bit Key | Though our HSM is RSA – 2048 - 4096 compliant with AES encryption (General Purpose) for Credit Card Authorisation and PIN printing Technical Specifications but this is the requirement is specific to General Purpose / PKI variant of HSM. Request BOB cards to clarify what is the requirement here and what is the minimum transaction expected for same. | This clause has been Modified as a "Transaction per second -Minimum 50 or 60 TPS for Credit Card Pin authorisation and PIN Printing via Intellect Credit card platform " |
| 19 | Pg.14, G, 6 | | End of Life or Support Not before 5 Years from the date of successful installation & integration of the HSM with Bank's UPI Vendor | The HSM required in this tender is for CCMS application whereas there is also mentioned that the HSM needs to be integrated with UPI application. Kindly clarify. | This clause has been modified as "End of Life or Support Not before 5 Years from the date of successful installation & integration of the HSM with BFSL for credit card Intellect Platform for PIN printing and credit card pin authorisation" |