

Response to Pre-bid Queries received through Email upto 05.03.2024 against EOI Notice No. KCCB/DC/2024 for Supply, Installation, Implementation, Configuration, Integration, Testing, Commissioning and Maintenance of Hardware Security Modules (HSM)

Requesting prospective bidder	S No	Page No	Section of the EOI	Existing Clause	Requested Change	Response	Amendments
M/s Innovitegra Solutions	1	4	4(1) Eligibility Criteria	The Bidder(s) should be a registered company in India under Companies Act 1956 and should have been in operation for at least 05 years as on date of EOI.	Currently, the eligibility criteria require bidders to be registered companies in India under the Companies Act 1956 and to have operated for at least 05 years. However, under the Startup India initiative, newly registered companies are encouraged to participate in government tenders, being exempted from the "prior experience/ turnover" criteria applicable to conventional companies. As our company holds the Startup India certificate and operates as an authorized OEM partner of Thales. I kindly request an amendment to allow newly registered companies with the Startup India certification to apply.	Refer to Clause no 5(7).	
	2	4	4(7) Eligibility Criteria	The Bidder(s) should have been posting profits in two of the financial years during last 03 years and should have a net positive worth.	We would like to reiterate the importance of considering newly registered Startup India certified companies in the eligibility criteria. By doing so, it promotes innovation and encourages entrepreneurship in line with the government's initiatives. Hence, I request your kind consideration in amending this point to include these newly registered entities.		
M/s Cashlink Global Systems Pvt Ltd	1	2	3.5 Procedure for submission of bids	Sealed Technical Bid and sealed Financial Bid must be submitted in single sealed cover superscribed with EOI notice number, date of submission and the words "EOI for Supply, Installation, Implementation, Configuration, Integration, Testing, Commissioning and Maintenance of Hardware Security Modules (HSM), due on Friday, 15th March 2024 up to 13:00 hrs. NOT TO BE OPENED BEFORE TIME.	Request the bank to accept the bid via email mentioning the Technical Bid and Commercial Bid separately or in a Zip folder separate file.	Accepted.	The Bidder can submit separate password protected Technical Bid and Commercial Bid through email at it@kccb.in . Password of the same will be shared through email during bid opening. In such cases the bidders may deposit EOI fee and EMD in following Account and may share detail of transaction with bid :-

							Account Name : M/s KCC BANK LTD Account No. 00000010551093266 IFSC : SBIN0000634
2	7	13 EMD	Earnest Money of ₹ 3,00,000/- (Rupees Three Lacs only) shall be deposited offline in the form of Cheques / Demand Draft in favour of The Managing Director, The Kangra Central Co-operative Bank Ltd., Head Office Dharamshala along with the bid.	We're an MSME- registered company that requests the bank to provide relaxation in the EMD payment.	Refer to Clause no 5(7).		
3	8	18 Performance Guarantee	The successful Bidder(s) shall furnish a security in the form of bank guarantee in favour of the Managing Director, The Kangra Central Cooperative Bank, Dharamshala @ 3% of the total value of the order placed to the Bidder, and the same must be valid for 3 years from the date of order, which shall be discharged thereafter.	Since we're an existing vendor and providing multiple services to the bank, we request the bank to provide relaxation with the "Performance Guarantee".	Not Accepted.		
4	4	4(5) Eligibility Criteria	Proposed HSM must be running live in Production environment at minimum 10 Banks for more than 1 year or minimum 5 Banks for more than 3 years. Also, OEM should have supplied minimum of 4 similar HSM (same as proposed to our bank) to minimum 5 Banks in last 3 years.	Proposed HSM must be running live in a Production environment at minimum 2 or more Public listed banks from India that last more than 1 year Also, OEM should have supplied a minimum of 4 similar HSM (same as proposed to our bank) to a minimum of 2 listed Banks in the last 3 years	Partially accepted.	Proposed HSM must be running in live Production environment of at least 5 Banks for 1 year.	
5	4	4(6) Eligibility Criteria	The Bidder(s)/OEM should have at least an aggregated turnover of more than ₹ 25 Crore during last 3 audited financial years from their India Operations.	The Bidder(s)/OEM should have at least an aggregated turnover of more than ₹ 25 Crore during the last 3 audited financial years (accept the global turnover). Or Request the bank to provide relaxation for less than 10Cr for the MSME- registered company.	Refer to Clause no 5(7).		
6	10	28(1) Proposed HSM	EMV Payment Tokenization	Tokenization in payment HSM is specific to single OEM. Request you to remove it for multiple OEM participation	Partially accepted.	Tokenization for PCI DSS and regulator compliance	
7	11	28(1) Proposed HSM	Alarm trigger and sensors for motion, voltage and temperature.	Request you to change it to the following for multiple OEM participation: Multiple alarm triggers for voltage, temperature	Accepted	Alarm trigger and sensors for motion, voltage, temperature, cover removal and other	

					and other events as per FIPS and PCI compliance.		events as per FIPS and PCI compliance.
8	11	28(1) Proposed HSM	Detection of cover removal in addition to Alarm triggers, for motion, voltage and temperature.	Request you to change it to the following for multiple OEM participation: Detection of Alarm triggers for voltage and temperature. voltage, temperature and other events as per FIPS and PCI compliance.	Removed		
9	11	28(2) Deliverable	OEM should have presence for at least 10 years in India.	Request to change:- OEM should have a presence for at least 5 years in India directly or via a distributor or global.	Partially accepted.		OEM should have presence for at least 5 years in India.
10	11	28(6) Deliverable	To migrate the Data from existing HSM to new proposed HSM. The keys should be migrated in bulk and directly in the TR 31 Key block format which is the recommended format as per PCI mandate.	Request you to change it to the following for multiple OEM participation: To migrate the Data from the existing HSM to the new proposed HSM. The keys should be migrated in bulk and directly in the TR 31 Key block format which is the recommended format as per PCI mandate. Keys will be provided in clear components or compatible format/wrapped format as per PCI compliance.	Not Accepted		
11	11	28(7) Deliverable	OEM should offer seamless migration of keys as well as any custom firmware from existing HSMs, without having the risk of taking the keys in clear.	Request you to change it to the following for multiple OEM participation: OEM should offer seamless migration of keys as well as any custom firmware/functionality from existing HSMs as per PCI mandate.	Partially accepted.		OEM should offer seamless migration of keys as well as any custom firmware from existing HSMs as per PCI compliance.