RFP for selection of service provider for Supply, Implementation and Maintenance of External Key Management Solution in DC & DR with 5 years warranty

Addendum 1

Clause in RFP

Sr No.	Clause in RFP	Clarifications/ Changes made
1	**Annexure 2: Evaluation Terms** **1.A Eligibility Bid Evaluation** **C. Experience & Support Infrastructure** 1. The bidder should have supplied -2- no's of Gemalto/Thales KeySecure in past 3 Years in Commercial Banks / Financial Institutions.	**Annexure 2: Evaluation Terms** **1.A Eligibility Bid Evaluation** **C. Experience & Support Infrastructure** 1. The **Bidder/OEM** should have **supplied Key Management Solution in at least -2-** Commercial Banks / Financial Institutions in past 3 Years.
2	**Annexure 2: Evaluation Terms** **1.A Eligibility Bid Evaluation** **C. Experience & Support Infrastructure** Authorized partner of Thales in India (As on RFP date).	**Annexure 2: Evaluation Terms** **1.A Eligibility Bid Evaluation** **C. Experience & Support Infrastructure** Authorized partner of **OEM** in India (As on RFP date).
3.	**Annexure 2: Evaluation Terms** **1.A Eligibility Bid Evaluation** **A. General**	**Annexure 2: Evaluation Terms** **1.A Eligibility Bid Evaluation** **A. General** Additional Clause **6. Bidder needs to confirm that they are not owned or controlled by any director, or key managerial personnel, or approver of the Bank, or their relatives. The terms 'control', 'director', 'key managerial personnel', and 'relative' have the same meaning as assigned under the Companies Act, 2013 and the Rules framed thereunder from time to time.** **Bidder also undertakes to inform the Bank in writing if any such occasion arises in future where such ownership or control is exercised by any director, or key managerial personnel, or approver of the Bank, or their relatives.** **Supporting Documents Required:** **Letter of confirmation from Bidder (self-certified letter signed by authorized official of the bidder)** **AND** **Undertaking as per Annexure 07**

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Addendum 1

Sr No.	Clause in RFP	Clarifications/ Changes made
		(signed/Digitally signed documents from authorized representative of bidder
4.	**Annexure 07 – Undertaking from the Bidder**	**Annexure 07 – Undertaking from the Bidder** Additional Clause **10. We confirm that we are not owned or controlled by any director, or key managerial personnel, or approver of the Bank, or their relatives. The terms 'control', 'director', 'key managerial personnel', and 'relative' have the same meaning as assigned under the Companies Act, 2013 and the Rules framed thereunder from time to time. We also undertake to inform the Bank in writing if any such occasion arises in future where such ownership or control is exercised by any director, or key managerial personnel, or approver of the Bank, or their relatives.**
	Annexure 19 - Service Level and Non-Disclosure Agreement Format 8. Transportation and Insurance	**Annexure 19 - Service Level and Non-Disclosure Agreement Format** 8. Transportation and Insurance Additional Clause **The commercial proposal submitted by bidder should be inclusive of cost for insurance and freight (c.i.f.) etc. However, the vendor has the option to use transportation and insurance cover from any eligible source. Insurance cover shall be sole responsibility of the vendor till the acceptance of the Hardware items by Bank. The vendor should also assure that the product would be replaced with no cost to Bank in case insurance cover is not taken by them.**

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Sr No.	Clause in RFP	Clarifications/ Changes made
	Annexure 19 - Service Level and Non-Disclosure Agreement Format **14. Payment terms**	**Annexure 19 - Service Level and Non-Disclosure Agreement Format** **14. Payment terms** Additional Clause **Payment will be made on submission of the following documents, as relevant to the items being procured:** **i) Supplier's Invoice indicating, inter alia description and specification of the goods, quantity, unit price, total value;** **ii) Packing list;** **iii) Insurance certificate;** **iv) Receipt/consignment note;** **v) Manufacturer's guarantee certificate and in-house inspection certificate;** **vi) Inspection certificate issued by purchaser's inspector; and** **vii) Any other document(s) as and if required in terms of the contract.** **There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the bidder. Payment will be released by IT Dept., as per above payment terms on submission of relevant documents.** **The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected bidder within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the dispute stands resolved.**

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Additional Clauses

Proposed Key Management Solution should be compatible and support Bank's existing Physical Tape Library (IBM) and Virtual Tape Library (Dell).

Proof of Concept

1. Bank may conduct the **Proof of concept (POC), at the cost of the bidder**, during technical evaluation in an extensive manner at specified locations of the Bank, to verify that the selected model conforms to all technical specifications mentioned in the RFP.
2. Bank may reserve the right to change the technical specification or Scope of Work based on POC.

Clarification of Pre-bid queries is enclosed as "Annexure 3"

Addendum to the following Annexures:

Annexure 13 – Masked Commercial Bid
Annexure 14 – Commercial Bid

All other Terms & Conditions are same as per our RFP Bid no. GEM/2024/B/5011652 dated 04.06.2024 for Selection of service provider for Supply, Implementation and Maintenance of External Key Management Solution in DC & DR with 5 years warranty.

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Annexure 14 – Masked Commercial Bid

S#	Product Description	Qty	Unit Cost	OTC	Total cost with 5 years Warranty	GST Amount	GRAND TOTAL Amt. Incl. GST
1	Cipher Trust Manager, K570 (INCL K7 CARD,PASSWORD, NO BEZEL, 4X1GB NIC,FIPS L3,GRK-16,V2.9.1 **OR Equivalent product**	4	0.00	xx	0.00	0.00	0.00
2	Cipher Trust Flex Connector Advanced, Perpetual **OR Equivalent product**	4	0.00	xx	0.00	0.00	0.00
3	Cipher Trust Flex Ability, Perpetual **OR Equivalent product**	2	0.00	xx	0.00	0.00	0.00
4	Implementation and Migration (OTC)	xx	xx	0.00	xx	0.00	0.00
Total Cost of Ownership				0.00	0.00	0.00	0.00

Note:

- **Proposed Key Management Solution should be compatible and support Bank's existing Physical Tape Library (IBM) and Virtual Tape Library (Dell).**

- **Bank may conduct the Proof of concept (POC), at the cost of the bidder, during technical evaluation in an extensive manner at specified locations of the Bank, to verify that the selected model conforms to all technical specifications mentioned in the RFP.**

- **Bank may reserve the right to change the technical specification or Scope of Work based on POC.**

We abide by following terms and conditions

a. For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in BOM.

b. The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.

c. If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.

d. All Deliverables to be supplied as per RFP requirements provided in the tender.

e. The Service Charges need to include all services and other requirement as mentioned in the RFP.

f. If there is any mismatch between Unit cost per year x Quantity and the total price quoted by the vendors, then Bank will consider the highest value among both the values for TCO calculation. However, the Purchase Order will be placed on lower value.

g. All prices to be in Indian Rupee (INR) only. Bank will deduct applicable TDS, if any, as per the

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law of the land.

h. The Bidder shall quote the Prices in the format mentioned above. Prices to be filled in yellow color boxes (in commercial excel sheet) only.

i. Please ensure that Annexure 15 Commercial bid is not uploaded with the Technical bid as it will be opened during commercial bid evaluation in second stage. In case any commercial details are found in the eligibility cum technical bid document set, entire bid is liable to be rejected.

j. The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost.

k. Prices quoted by the Vendor should be inclusive of all taxes, duties, levies, GST etc. There will be no price escalation for during the contract period. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected

l. All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.

m. We hereby give undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws.

n. Commercial quote signed is final.

Authorized Signatory
Name:
Designation:
Vendor's Corporate Name

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Annexure 15 – Commercial Bid

S#	Product Description	Qty	Unit Cost	OTC	Total cost with 5 years Warranty	GST Amount	GRAND TOTAL Amt. Incl. GST
1	Cipher Trust Manager, K570 (INCL K7 CARD,PASSWORD, NO BEZEL, 4X1GB NIC,FIPS L3,GRK-16,V2.9.1 **OR Equivalent product**	4	**0.00**	xx	0.00	**0.00**	0.00
2	Cipher Trust Flex Connector Advanced, Perpetual **OR Equivalent product**	4	**0.00**	xx	0.00	**0.00**	0.00
3	Cipher Trust Flex Ability, Perpetual **OR Equivalent product**	2	**0.00**	xx	0.00	**0.00**	0.00
4	Implementation and Migration (OTC)	xx	xx	**0.00**	xx	**0.00**	0.00
Total Cost of Ownership			0.00	0.00	0.00	0.00

Note:

- **Proposed Key Management Solution should be compatible and support Bank's existing Physical Tape Library (IBM) and Virtual Tape Library (Dell).**
- **Bank may conduct the Proof of concept (POC), at the cost of the bidder, during technical evaluation in an extensive manner at specified locations of the Bank, to verify that the selected model conforms to all technical specifications mentioned in the RFP.**
- **Bank may reserve the right to change the technical specification or Scope of Work based on POC.**

We abide by following terms and conditions

o. For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in BOM.
p. The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
q. If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
r. All Deliverables to be supplied as per RFP requirements provided in the tender.
s. The Service Charges need to include all services and other requirement as mentioned in the RFP.
t. If there is any mismatch between Unit cost per year x Quantity and the total price quoted by the vendors, then Bank will consider the highest value among both the values for TCO calculation. However, the Purchase Order will be placed on lower value.
u. All prices to be in Indian Rupee (INR) only. Bank will deduct applicable TDS, if any, as per

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the law of the land.

v. The Bidder shall quote the Prices in the format mentioned above. Prices to be filled in yellow color boxes (in commercial excel sheet) only.

w. Please ensure that Annexure 15 Commercial bid is not uploaded with the Technical bid as it will be opened during commercial bid evaluation in second stage. In case any commercial details are found in the eligibility cum technical bid document set, entire bid is liable to be rejected.

x. The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost.

y. Prices quoted by the Vendor should be inclusive of all taxes, duties, levies, GST etc. There will be no price escalation for during the contract period. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected

z. All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.

aa. We hereby give undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws.

bb. Commercial quote signed is final.

Authorized Signatory
Name:
Designation:
Vendor's Corporate Name

S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
1	45	Annexure 12 – Project Details and Scope of Work	The successful vendor/OEM must fully involve and perform the seamless keys migration from the existing external key management solution to the new key management solution. The complete plan and execution must be taken care by the successful bidder by assessing the existing Backup infrastructure of the Bank. The existing external key management device used in the Bank is Gemalto KeySecure K460.	The existing "Gemalto KeySecure K460" key management solution should have active support. Assumption is existing solution would be able to export keys outside the appliance. Also bank has to make sure existing vendor provide all support during this migration period. If bank is not enforcing same then this is baised RFP to support existing vendor. All places in this RFP shows same as Thales product name is mentioned	Bank is currently using Dell Data Domain as Virtual Tape Library which is certified with following key management only : • Gemalto KeySecure (support added in DDOS release 7.2) • Vormetric (support added in DDOS release 7.3) • CipherTrust (support added in DDOS release 7.7) • IBM GKLM (support added in DDOS release 7.9) Bank needs seamless migration from existing to new external key management solution without exposing the sensitive data in plain text.
2	47	1. Physical Characteristics & Certifications 1.2	The appliance and HSM cryptocard should be from the same OEM only and not as a bundled or assembled device.	This is KMS solution required, as a global pratice KMS master key need to be saved in FIPS 140-2 Level 3 certified HSM. However globally and even in India it is never expected to have KMS appliance and HSM card from same vendor. This is biased clause by taking input from existing vendor to eliminate Make in India OEM. We request you to please delete this clause.	Bank is currently using single appliance for KMS withHSM card from same OEM. Bank has decided to proceed with similar approach of hosting single appliance having both the features from single OEM for better manageability.

3	47	1. Physical Characteristics & Certifications 1.3	KMS Host Interface: Should have at least 4x1 Gigabit Ethernet ports with port bonding. It should have IPv4 and IPv6 support.		Query Not Clear
4	47	1. Physical Characteristics & Certifications 1.4	The FIPS 140-2 certifications of the proposed KMS appliance should be in the name of OEM.	This clause in eliminating Make in India OEM and its supporting exisiting OEM , and this is very clear from RFP document that existing OEM has given specification which is biased in nature. We request bank to delete this clause to make it vendor neutral	All requested certifications and appliances must be in the name of OEM only.
5	48	4. Solution Capabilities 4.1	The solution should have the capability for providing the Transparent Encryption software agent for Block Cipher Encryption. Should support operating systems like HPUX, AIX, SUSE Linux, RHEL, CentOS, Windows, Solaris and all industry standard operating system. The encryption software module should be FIPS 140-2 level 1 certified with OEM name in the certification.	FIPS certification in name of OEM, is eliminating clause for Make in India OEM and its supporting exisiting OEM , and this is very clear from RFP document that existing OEM has given specification which is biased in nature. We request bank to delete 'FIPS 140-2 Level 1 certified with OEM name" clause to make it vendor neutral	All requested certifications and appliances must be in the name of OEM only.

6	48	4. Solution Capabilities 4.2	The Transparent encryption software, if required, should provide encryption capability without having dependence on the native encryption offerings such as from Hypervisor , storages , databases etc . Software must have Application Whitelisting feature to prevent Ransomware attacks and should provide Blocking of Untrusted Binaries.	Please let us know how many DB instances, storage, file server,hypervisor instances would be there on which transparent encryption would be applied	Details will be shared with successful bidder on request.
7	49	4. Solution Capabilities 4.11	Solution should support Tokenization capabilities - Vaulted and Vaultless deployment which support(Dynamic and static tokenisation) and dynamic data masking.		Query Not Clear
8	52	5. Delivery	All the deliverables should be delivered within 6 weeks from the date of acceptance of purchase order by successful vendor.	Please change delivery timeline to 6 to 8 weeks	Delivery period is as per Bank's standard timelines of 6 weeks.

9	49	6. Migration 6.1	The proposed KMS solution should provide seamless migration of the keys from the existing KeySecure K460 model. The keys should be handled with upmost care without exposing the keys in clear text. The bidders to propose seamless migration ensuring that no changes at the code level to be introduced once the new KMS is onboarded.	The existing "Gemalto KeySecure K460" key management solution should have active support. Assumption is existing solution would be able to export keys outside the appliance. This is baised clause to support exisiting vendor , Ideally exisiting vendor should enable the Migration of key to new solution as per No locking policy , so this clause should be removed. As all over RFP Bank has created biased RFP clause and also asking for a particular brand product only like mentioned in Commercials bid Annexure 15 where bank has asked to quote for Chiper Trust Manager K570 , this shows that bid is biased and keeping this clause is faviouring Thales (Gemalto). We request you to please remove this clause as its supporting Existing vendor.	Bank is currently using Dell Data Domain as Virtual Tape Library which is certified with following key management only : • Gemalto KeySecure (support added in DDOS release 7.2) • Vormetric (support added in DDOS release 7.3) • CipherTrust (support added in DDOS release 7.7) • IBM GKLM (support added in DDOS release 7.9) Bank needs seamless migration from existing to new external key management solution without exposing the sensitive data in plain text.
10	49	6. Migration 6.2	The proposed solution should offer NAE-XML API interface which is currently utilized by the various critical applications for the cryptographic operations.	We request the removal of the clause requiring NAE-XML API interface (Thales), as it is vendor-specific. We suggest modifying the clause to include support for globally recognized APIs such as PKCS #11, SOAP, REST, KMIP, and .NET. This would ensure broader compatibility and flexibility for integrating with various critical applications.	Since, existing solution uses NAE-XML API interface, it is required should be supported in new key management solution as well for seamless migration.
11	50	8. OEM Warranty and Support 8.4	RMA should be within 6 hours of incident reporting by the Bank.	Please change it to "RMA should be within 12 working hours of incident reporting by the Bank"	RMA mentioned in RFP is as per Bank's standard timelines.

12	59	Annexure 15 – Commercial Bid	Cipher Trust Manager, K570 (INCL K7 CARD,PASSWORD, NO BEZEL, 4X1GB NIC,FIPS L3,GRK-16,V2.9.1	Please remove product name as these are vendor specific. Please make RFP vendor neutral	Please check Addendum
13	59	Annexure 15 – Commercial Bid	Cipher Trust Flex Connector - Advanced, Perpetual	Please remove product name as these are vendor specific. Please make RFP vendor neutral	Please check Addendum
14	59	Annexure 15 – Commercial Bid	Cipher Trust Flex Ability, Perpetual	Please remove product name as these are vendor specific. Please make RFP vendor neutral	Please check Addendum
15	55	6. Installation	Bidder will have to install the hardware/ equipment and hand it over to Bank for acceptance testing within a maximum of 2 week from the date of receipt of the deliverables at our office and Bank's notification for installation of the Hardware.	Request bank to change this timeline to 4 weeks.	No Change
16	45	Annexure 12 – Project Details and Scope of Work	The successful vendor/OEM must fully involve and perform the seamless keys migration from the existing external key management solution to the new key management solution. The complete plan and execution must be taken care by the successful bidder by assessing the existing Backup infrastructure of the Bank. The existing external key management device used in the Bank is Gemalto KeySecure K460.	The existing "Gemalto KeySecure K460" key management solution should have active support. Assumption is existing solution would be able to export keys outside the appliance. Also bank has to make sure existing vendor provide all support during this migration period. If bank is not enforcing same then this is baised RFP to support existing vendor. All places in this RFP shows same as Thales product name is mentioned	Bank is currently using Dell Data Domain as Virtual Tape Library which is certified with following key management only : • Gemalto KeySecure (support added in DDOS release 7.2) • Vormetric (support added in DDOS release 7.3) • CipherTrust (support added in DDOS release 7.7) • IBM GKLM (support added in DDOS release 7.9) Bank needs seamless migration from existing to new external key management solution without

					exposing the sensitive data in plain text.
17	47	1. Physical Characteristics & Certifications 1.2	The appliance and HSM cryptocard should be from the same OEM only and not as a bundled or assembled device.	This is KMS solution required, as a global pratice KMS master key need to be saved in FIPS 140-2 Level 3 certified HSM. However globally and even in India it is never expected to have KMS appliance and HSM card from same vendor. This is biased clause by taking input from existing vendor to eliminate Make in India OEM. We request you to please delete this clause.	Bank is currently using single appliance for KMS withHSM card from same OEM. Bank has decided to proceed with similar approach of hosting single appliance having both the features from single OEM for better manageability.
18	47	1. Physical Characteristics & Certifications 1.4	The FIPS 140-2 certifications of the proposed KMS appliance should be in the name of OEM.	This clause in eliminating Make in India OEM and its supporting exisiting OEM , and this is very clear from RFP document that existing OEM has given specification which is biased in nature. We request bank to delete this clause to make it vendor neutral	All requested certifications and appliances must be in the name of OEM only.
19	48	4. Solution Capabilities 4.1	The solution should have the capability for providing the Transparent Encryption software agent for Block Cipher Encryption. Should support operating systems like HPUX, AIX, SUSE Linux, RHEL, CentOS, Windows, Solaris and all industry standard operating system. The encryption software module should be FIPS 140-2 level 1 certified with OEM name in the certification.	FIPS certification in name of OEM, is eliminating clause for Make in India OEM and its supporting exisiting OEM , and this is very clear from RFP document that existing OEM has given specification which is biased in nature. We request bank to delete 'FIPS 140-2 Level 1 certified with OEM name" clause to make it vendor neutral	All requested certifications and appliances must be in the name of OEM only.

20	48	4. Solution Capabilities 4.2	The Transparent encryption software, if required, should provide encryption capability without having dependence on the native encryption offerings such as from Hypervisor , storages , databases etc . Software must have Application Whitelisting feature to prevent Ransomware attacks and should provide Blocking of Untrusted Binaries.	Please let us know how many DB instances, storage, file server,hypervisor instances would be there on which transparent encryption would be applied	Details will be shared with successful bidder on request.
21	49	6. Migration 6.1	The proposed KMS solution should provide seamless migration of the keys from the existing KeySecure K460 model. The keys should be handled with upmost care without exposing the keys in clear text. The bidders to propose seamless migration ensuring that no changes at the code level to be introduced once the new KMS is onboarded.	The existing "Gemalto KeySecure K460" key management solution should have active support. Assumption is existing solution would be able to export keys outside the appliance. This is baised clause to support exisiting vendor , Ideally exisiting vendor should enable the Migration of key to new solution as per No locking policy , so this clause should be removed. As all over RFP Bank has created biased RFP clause and also asking for a particular brand product only like mentioned in Commercials bid Annexure 15 where bank has asked to quote for Chiper Trust Manager K570 , this shows that bid is biased and keeping this clause is faviouring Thales (Gemalto). We request you to please remove this clause as its supporting Existing vendor.	Bank is currently using Dell Data Domain as Virtual Tape Library which is certified with following key management only : • Gemalto KeySecure (support added in DDOS release 7.2) • Vormetric (support added in DDOS release 7.3) • CipherTrust (support added in DDOS release 7.7) • IBM GKLM (support added in DDOS release 7.9) Bank needs seamless migration from existing to new external key management solution without exposing the sensitive data in plain text.

22	52	5. Delivery	All the deliverables should be delivered within 6 weeks from the date of acceptance of purchase order by successful vendor.	Please change delivery timeline to 6 to 8 weeks	Delivery period is as per Bank's standard timelines of 6 weeks.
23	49	6. Migration 6.2	The proposed solution should offer NAE-XML API interface which is currently utilized by the various critical applications for the cryptographic operations.	We request the removal of the clause requiring NAE-XML API interface (Thales), as it is vendor-specific. We suggest modifying the clause to include support for globally recognized APIs such as PKCS #11, SOAP, REST, KMIP, and .NET. This would ensure broader compatibility and flexibility for integrating with various critical applications.	Since, existing solution uses NAE-XML API interface, it is required should be supported in new key management solution as well for seamless migration.
24	50	8. OEM Warranty and Support 8.4	RMA should be within 6 hours of incident reporting by the Bank.	Please change it to "RMA should be within 12 working hours of incident reporting by the Bank"	RMA mentioned in RFP is as per Bank's standard timelines.
25	59	Annexure 15 – Commercial Bid	Cipher Trust Manager, K570 (INCL K7 CARD,PASSWORD, NO BEZEL, 4X1GB NIC,FIPS L3,GRK-16,V2.9.1	Please remove product name as these are vendor specific. Please make RFP vendor neutral	Please refer Addendum
26	59	Annexure 15 – Commercial Bid	Cipher Trust Flex Connector - Advanced, Perpetual	Please remove product name as these are vendor specific. Please make RFP vendor neutral	Please refer Addendum
27	59	Annexure 15 – Commercial Bid	Cipher Trust Flex Ability, Perpetual	Please remove product name as these are vendor specific. Please make RFP vendor neutral	Please refer Addendum
28	24	A. Eligibility cum Technical Bid	C Experience & Support Infrastructure The bidder should have supplied -2- no's of Gemalto/Thales KeySecure in past 3 Years in Commercial Banks / Financial Institutions.	Please remove this clause. This is a vendor specific clause. Please make RFP vendor neutral	Please refer Addendum

29	24	A. Eligibility cum Technical Bid	C Experience & Support Infrastructure Authorized partner of Thales in India (As on RFP date).	Please remove this clause. This is a vendor specific clause. Please make RFP vendor neutral	Please refer Addendum
30	56	10. Payment Terms	Hardware charges - 70% on Delivery. 20% after 1 month. 10% on after warranty period OR on BG submission	Request bank to change the terms to 70% on Delivery and 30% after 1 month of installation as 5% PBG already requested.	No Change
31	58	Penalty	The overall penalty on account of service level default is capped to a max 10% of the TCO value of that specific item.	Kindly change this to 5%	No Change
32	24	A. Eligibility cum Technical Bid	C Experience & Support Infrastructure The bidder should have supplied -2- no's of Gemalto/Thales KeySecure in past 3 Years in Commercial Banks / Financial Institutions.	We hereby request bank to consider Proposed Key Management Solution No.'s should be deployed in Commercial Banks / Financial Institutions in last 3 yrs.	Please refer Addendum
33	24	A. Eligibility cum Technical Bid	C Experience & Support Infrastructure Authorized partner of Thales in India (As on RFP date).	Please remove this clause. This is a vendor specific clause. Please make RFP vendor neutral	Please refer Addendum