


NESL E-Infrastructure Limited, Bangalore		
RFP. No	NEIL/Authentication Services/2018/001, Dated: 16.04.2018	
Name of the Work	Selection of Managed Service Partner (MSP) for Design, Supply, Installation, Configuration, Customization, Operations & Maintenance of ASP eSign Gateway and Aadhaar Authentication Software Platform for AUA/KUA Services	

Amendments to the RFP and clarifications for the queries that were raised by the prospective bidders during the pre-bid meeting are as follows:

Sr. No	Existing Clause in RFP	Clarification/Queries from Bidders	Response from NEIL	Amendment
1	<b>Page no.28, clause 25.</b> The Application Platform must be compatible / interoperable with multiple HSM Devices, such as Thales and Safenet and integration between HSM API and AUA/KUA/Sub AUA application must be carried out free of cost.	<i>This clause is highlighted about integration with HSM devices. We assume the device will be in the scope of NEIL- Need to clarity on this</i>	Device will be within the scope of NEIL but the integration of the HSM devices will be in the scope of the bidder	Nil
2	<b>Page no.26, clause 9.</b> In case one ASA is down, the system should have the capabilities to route the request via other alternate ASAs. There must be provision for digitally signing the Auth XML requests on behalf of AUA. The Auth XML should append the AUA code along with the request. The Auth XML should be sent to ASA over the secured network. The response that is received from ASA, should be forwarded to NEIL AUA/sub AUA from where the request originated.	<i>Connecting with Multiple ASA will be simultaneous or it's a failover only - Please clarify</i>	In case one ASA is down or for load balancing purposes the system should have the capability to route the request to multiple ASAs. The platform may be integrated with not more than 3 or 4 ASAs.	Nil
3	<b>Page no.28, clause 28.</b> The ASP eSign gateway platform should be capable of integrating with API's of multiple eSign Service Provider (ESP)	<i>Connecting with Multiple ESP will be simultaneous or it's a failover only, please clarify</i>	In case one ESP is down or for load balancing purposes the system should have the capability to route the request to multiple ESPs. The platform may be integrated with not more than 2 or 3 ESPs	Nil

Pre Bid Meeting Minutes

4	<p><b>Page no.29, clause 10.</b></p> <p>The system should be able to support all standard file formats including but not limited to JSON, PDF, CSV, XML, XLS, Delimited File, rar, zip, 7z, jpg, jpeg etc.</p>	<p><i>In general, the platform integration uses XML, JSON and CSV file formats, but your clause covers all other file format also. Please clarify.</i></p>	<p>The eSign API should have the capability to digitally sign a PDF, Word or an Excel document. Apart from these it should also support the signing of plain text files like json, xml or .txt files. It should also support the digital signing of jpeg files where the digital signature component can be stored in a separate file.</p>	<p>Nil</p>
5	<p><b>Page no.28, clause 22.</b></p> <p>The platform architecture of solution should be modular in nature and should comprise of all the modules required to facilitate Aadhaar Authentication, eKYC and ASP eSign Gateway functionalities. The architecture should enable addition of more modules (example, Aadhaar data Vault) as well as addition of more users in any module as and when required.</p>	<p><i>On this clause you have highlighted about <b>Aadhaar Data Vault</b>. Is this module a part of revenue sharing or can it be charged separately? Please clarify .</i></p>	<p>YES, it is included in the scope of revenue sharing model. It can not be charged seperately</p>	<p>Nil</p>
6	<p><b>Page no.33, clause 7</b></p> <p>MSP shall integrate the Aadhaar data Vault platform with the core AUA / KUA and eSign gateway application as per the latest directives of UIDAI to facilitate storage of Aadhaar number and associated data in a secure and highly restricted environment as per the mandate of UIDAI.</p>	<p><i>On this clause you have highlighted about <b>Aadhaar Data Vault</b>. Is this module a part of revenue sharing or can it be charged separately? Please clarify.</i></p>	<p>YES, it is included in the scope of revenue sharing model. It can not be charged seperately</p>	<p>Nil</p>
7	<p><b>Page no.29, clause 11.</b></p> <p>The solution should support bulk loading of data and inbuilt capability of data integration in near real time batch modes.</p>	<p><i>Bulk loading of data is not allowed in eSign and yes /no authentication of Aadhaar. Please clarify the same.</i></p>	<p>As per UIDAI/CA guideline. If the API services can support bulk and batch processing your solution should be able to adapt to the same.</p>	<p>Nil</p>
8	<p><b>Page no.30, clause 2.(Special requirements)</b></p> <p>All request and responses should be logged</p>	<p><i>Need clarity on this because confidential information can not be stored for privacy reasons</i></p>	<p>This clause refers to the storing of meta data information for audit trail purpose</p>	<p>Nil</p>
9	<p><b>Page no.29, clause 4.</b></p> <p>Ability to support the following functions: Availability - Platform uptime of 99.5% or above</p>	<p><i>Platform required Uptime of 99.5% . We assume that this will be exclusive of ASA/ESP downtimes. Please clarify the same.</i></p>	<p>Yes</p>	<p>Nil</p>

Pre Bid Meeting Minutes

10	<b>Page no.28, clause 1.(Reports &amp; Additional Requirements)</b> The Solution should be capable of sending alerts/SMS/email to predefined designated officers in the event of crossing predefined conditions.	<i>This clause indicate that SMS and EMAIL notification needs to be configured. We assume that the SMS, EMAIL gateway will be provided by the NEIL. Please clarify.</i>	Yes. NEIL will provide the SMS,EMail gateway. The integration of the gateway will be within the scope of the bidder	Nil
11	<b>Page no.32, clause 3.(Billing Portal)</b> Portal should have feature for sending email, SMS, etc. alerts to the customers/stakeholders.	<i>This clause indicates that SMS and EMAIL notification needs to be configured. We assume that the SMS, EMAIL gateway will be provided by the NEIL. Please clarify.</i>	Yes. NEIL will provide the SMS,EMail gateway. The integration of the gateway will be within the scope of the bidder	Nil
12	<b>Page no.28, clause 24.</b> The solution on the client side should at least be provided as a mobile app on iOS and Android platforms	<i>This clause defines that a Mobile App needs to be delivered for the client's side. Does this refer to only the integration part with their existing mobile app or includes the app development if needed? Please clarify .</i>	The functionalities for the Mobile App depends on the end customer requirements	Nil
13	<b>Page 33, clause 6. Page 34, clause 9. Page 30 to 41. Annexure – C,</b>	<i>These clauses refer to the size of manpower, qualification and positions for this project. Can all these resources be shared or NEIL needs dedicated resources. Can they operate from MSP location? Please clarify.</i>	It can be shared resources provided all the deliverables and the service requirements are met by the bidder/MSP.	Nil
14	<b>Page 42. Annexure – D,</b>	<i>On the listed VM configuration, is there any sizing that can be optimized according to the application requirements / fine-tuning. Please clarify on the same.</i>	We have rate contract only for the listed VMs. The MSP/bidder needs to map its requiremnets to the nearest available VMs.	Nil
15	<b>Page 42. Annexure – D,</b>	<i>On the Software License, we assume that NEIL has commercial subscription for JBOSS. If not, MSP can use any open source like WildFly. Please clarify.</i>	MSP/Bidder can use open source like wildfly provided the availability and functionality of the software platform are not impacted	Nil