



Setup and Implementation of Multifactor Authentication (MFA) Solution

REQUEST FOR PROPOSAL (RFP)

**CORRIGENDUM # 1
And
Response to Pre-bid queries**

(25th January 2021)
RFP: ReBIT/2020 / CPO / 023

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**Reserve Bank Information Technology Pvt. Ltd.
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Following are the changes / clarification in the RFP terms. All the bidders are requested to refer the "Corrigendum / Revised Terms" column as below:

Page No	Clause No	Existing Terms	Corrigendum / Revised Terms
42	Annexure G: Minimum Eligibility Criteria S.No 5	<p>REQUIREMENTS</p> <p>The bidder should have implemented 2 or more projects of size 300 users or more in each project of the proposed OEM's MFA Solution and should be performing satisfactorily in the last 3 years in BFSI sector/ Govt. sector/Any other sector and should be live as on 31-12-2017. The bidder should provide the required document proof in the form of purchase order and go-live certificate from the client.</p>	<p>REQUIREMENTS</p> <p>The bidder should have implemented 2 or more projects of size 300 users or more in each project of the proposed OEM's MFA Solution and should be performing satisfactorily in the last 3 years in BFSI sector/ Govt. sector/Any other sector and <u>at-least one project</u> should be live as on <u>31-03-2020</u>. The bidder should provide the required document proof in the form of purchase order and go-live certificate from the client.</p>
43	Annexure G: Minimum Eligibility Criteria S.No 6	<p>REQUIREMENTS</p> <p>The Bidder should be OEM or Original Solution Developer (OSD) or their authorized partners or Service Provider (SP) or System Integrator (SI) of OEM/OSD in India with authorisation to setup implement, support and maintain the proposed solution in accordance to this RFP requirements.</p> <p>i. OEM or its SI can participate but both cannot participate in the RFP.</p> <p>ii. If Bidder is not OEM, the Bidder can participate through only one OEM.</p> <p>iii. OEM can participate through one bidder only.</p>	<p>REQUIREMENTS</p> <p>The Bidder should be OEM or Original Solution Developer (OSD) or their authorized partners or Service Provider (SP) or System Integrator (SI) of OEM/OSD in India with authorisation to setup implement, support and maintain the proposed solution in accordance to this RFP requirements.</p> <p><u>i. OEM or its SI can participate but both cannot participate in the RFP.</u></p> <p><u>ii. If Bidder is not OEM, the Bidder can participate through only one OEM.</u></p>

Please read the aforesaid corrigendum along with the issued RFP document. All other terms and conditions which are not covered in this Corrigendum, will be as per the original RFP - Setup and Implementation Of Multifactor Authentication (MFA) Solution Ref: ReBIT/2020 / CPO / 023 dated 11th January 2021.



Setup and Implementation of Multifactor Authentication (MFA) Solution

REQUEST FOR PROPOSAL (RFP)

RESPONSE TO PRE-BID QUERIES

(25th January 2021)

RFP: ReBIT/2020 / CPO / 023

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1	8	5.2	v. ReBIT intends to integrate the offered solution with multiple applications/server/network devices.	Overall with how many applications/server/network devices the proposed solution has to be integrated? Of which, for how many integrations the API will be made available by department?	<ol style="list-style-type: none"> 30% of applications/server/network 70% of endpoints
2	8	5.3	The bidder should provide all the required hardware details along with detailed configuration required for hosting the Multifactor Authentication Solution in ReBITwhile submitting the Technical Bid.	<p>In order to do the server sizing, please let us know the following things.</p> <ol style="list-style-type: none"> 1) Maximum concurrent users expected 2) Maximum transactions per day 3) Data size per transaction 4) What's the data backup and retention policy 5) What's the data archival policy 6) What is the DC and DR policy 7) What is the RPO and RTO for DC to DR failover 8) If any document upload, what is the maximum size per document and what is the maximum file uploads per day? 9) Is server maintenance bidders' responsibility? 	<ol style="list-style-type: none"> 250 Maximum concurrent users are expected in a day, however concurrent users will increase eventually. Need more clarity on point 2, Point 3, Point 8 & Point 9. Point 4 to 7 - Necessary details like data backup and retention policy, DC and DR policy & RPO and RTO details will be shared with the selected bidder only.
3	45	Annexure H	2.The proposed solution should be able to provide multifactor authentication for Windows, Mac, Linux Operating systems.	We are planing to provide two factor authentication. Please let us know in case 3 factor or 4 factor authentication is required?	Two factor authentication is required as per the RFP.

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4	8	5.3 Hardware requirements	The bidder should provide all the required hardware details along with detailed configuration required for hosting the Multifactor Authentication Solution in ReBIT while submitting the Technical Bid.	Please confirm if all hardware/ Software required for the project including OS, Database and Load balancer will be provided by ReBIT	Required software including OS should be part of the BID, only hardware will be provided by ReBIT.
5	45	Annexure H : Technical Specifications :2	The proposed solution should be able to provide multifactor authentication for Windows, Mac, Linux Operating systems.	Please confirm if the requirement is to authenticate an employee's access to Operating System.	Yes, requirement is to authenticate an employee's access to Operating System.
6	45	Annexure H : Technical Specifications :4	The proposed solution should be able to provide multifactor authentication for SQL, NoSQL, Relational, Object oriented, Cloud, Network Database including Microsoft SQL, Oracle database, Amazon Aurora, Postage SQL, My SQL, Maria DB	Please confirm if the requirement is to offer user authentication to the database administrator, user, access logins.	Yes, requirement is to offer user authentication to the database administrator, user, access logins.
7	45	Annexure H : Technical Specifications : 8	The proposed solution should provide multifactor authentication for cloud service providers like Azure, AWS, cloud SaaS solutions like Office 365, GSuite (Google Work Space)	Please confirm understanding Access to Public could portals will be regulated by ReBIT via Private trusted Network where user is required to be authenticate before establishing connection	Yes, understanding is correct, Access to Public cloud portals will be regulated by ReBIT via Private trusted Network/VPN where user is required to be authenticate before establishing connection.
8	46	Annexure H : Technical Specifications : 22	The proposed solution not store any users credentials on database.	Please confirm Understanding This clause refers to user's personal data / information / profile and not to the authentication factors per se.	This clause refers to any kind of information including the user ID/ password and details should not store in proposed solution.

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9	47	Annexure H : Technical Specifications : 37	The system should allow the administrators to create temporary policies and apply these policies to temporary subset of users in order to validate the settings applied.	Please clarify if the "policies" mentioned here refers to user's authentication factor, like password policies, OTP policies like retries, blocking / unblocking of user, etc.	Yes, Understanding is correct, "policies" mentioned here refers to user's authentication factor, like password policies, OTP policies like retries, blocking / unblocking of user, etc.
10	48	Annexure H : Technical Specifications :43	The proposed solution should provide embedded secure database.	Requesting for relaxation of this clause, As external DB will allow the MFA better governance structure over stored Data and enable the application to scale without any limitations or restrictions. Replication of data between DC-DR will be quicker and secure.	No change in RFP terms. We need embedded secure database. In case the DB is not embedded, cost of licenses as required for the DB shall be in Bidder's scope.
11	49	Annexure H : Technical Specifications : 54	2FA agent should have anti tamper password. (requires additional credential to uninstall)	Requesting for additional information, preferably with use case of the said clause	MFA agent un-installation should not be possible without Administrator rights and separate password.
12	49	Annexure H : Technical Specifications : 59	The proposed solution should have 8-character high contrast LCD display with pin padded H/W token.	Please clarify if the Bidder is expected to provide Hardware tokens as well.	Bidder is not expected to provide Hardware tokens as per the RFP. The solution shall have capability for future integration with H/W token with features mentioned in S.No 59 to 63 of Annexure - H of the RFP.

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13				<p>Requiring for additional information on</p> <ol style="list-style-type: none"> 1. Expected Concurrency & TPS 2. Total No. application that will be integrated with the MFA solution 3. Total of expected user base and growth YoY 4. Number of instances (DC-DR) and Model of deployment (i.e. Active-Active or Active-Passive) <p>This information is required for Application Sizing.</p>	<p>250 Maximum concurrent users are expected in a day, however concurrent users will increase eventually.</p> <p>30% of applications/server/network 70% of endpoints</p> <p>Growth will be as mentioned in the RFP.</p>
14	8	5.2 MFA requirements Point iv	“User” should be able to access all MFA integration application/systems with single license. There should not be any restriction on the number of devices.	Request to provide the list of applications, network devices & security details that needs to integrate with MFA solutions	Necessary details will be shared with the selected bidder only.
15	9	5.4.1 Deployment Point iv	The solution provider should be able to integrate with all the required, existing and proposed future IT systems/tools. Solution Should integrate with all the third party endpoint agents like AV, DLP, Proxy, ITSM, MFT, Vaultize, Encryption, Backup solution clients, industry leading PIM solution etc	Please provide more clarity on this point. What is use case of integration with all these technologies such as AV, DLP, Proxy, etc. as mentioned in the clause	Necessary details will be shared with the selected bidder only.
16	45	Annexure H : Technical Specifications - Point 4	The proposed solution should be able to provide multifactor authentication for SQL, NoSQL, Relational, Object oriented, Cloud, Network Database including Microsoft SQL, Oracle database, Amazon Aurora, Postage SQL, My SQL, Maria DB	Please clarify if you want to see demos specifically to all the mentioned systems/applications?	Demo should cover all the points of Technical Specifications

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17	45	Annexure H : Technical Specifications - Point 5	The proposed solution be able to provide multifactor authentication for End user system login, End User VPN Access, Firewall Console Access, Network Switch's, Router, Wireless Controllers, Web Proxy, DLP Console access including command line Access wherever is applicable.	Please clarify if you want to see demos specifically to all the mentioned systems/applications?	Demo should cover all the points of Technical Specifications
18	45	Annexure H : Technical Specifications - Point 11	The proposed solution should be on premise deployment.	Is it fine if Solution is not completely on-premise? We'll have an agent running on-premise and communicating with a server in the cloud. This will help in Biometric based authentication.	Proposed solution should be on-premises only. (No Cloud component in the solution)
19	42	Annexure G : Minimum Eligibility Criteria Point 5	The bidder should have implemented 2 or more projects of size 300 users or more in each project of the proposed OEM's MFA Solution and should be performing satisfactorily in the last 3 years in BFSI sector/ Govt. sector/Any other sector and should be live as on 31-12-2017. The bidder should provide the required document proof in the form of purchase order and go-live certificate from the client."	Request you to change as below: The bidder/OEM should have implemented 2 or more projects of size 300 users or more in each project of the proposed MFA technology and should be performing satisfactorily in the last 3 years in BFSI sector/ Govt. sector/Any other sector Globally and should be live as on 31-12-2017. The bidder should provide the required document proof in the form of purchase order and go-live certificate from the client."	No change in RFP terms.

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20	13	Project Milestone - Implementation upto Go Live as mentioned in section 5.4 for 275 users	100% of License / subscription cost for Year 1 for 275 users (S. No. 1 of Annexure I - Price Bid Format)	Request modification as below: 50% on license delivery & 50% of License / subscription cost for Year 1 for 275 users (S. No. 1 of Annexure I - Price Bid Format)	No change in RFP terms.
21	42	5	Annexure G: Minimum Eligibility Criteria The bidder should have implemented 2 or more projects of size 300 users or more in each project of the proposed OEM's MFA Solution and should be performing satisfactorily in the last 3 years in BFSI sector/ Govt. sector/Any other sector and should be live as on 31-12-2017. The bidder should provide the required document proof in the form of purchase order and go-live certificate from the client.	Requested to make it as "Bidder/ OEM" should have implemented 2 or more projects of size 300 users or more in each project of the proposed OEM's MFA Solution and should be performing satisfactorily in the last 3 years in BFSI sector. Requested you to give relaxation to MSME Companies as per the policy.	No change in RFP terms. Please refer RFP for relaxation to Start ups. The same terms are applicable for MSEs as well.
22	11	5.4.7	Training	Training details are missing, like: Training Location and No. of Days. Requested you to kindly share the details.	Training should be conducted at ReBIT office with OEM & bidder. Vendor should propose the required Training details while proposing the bid.
23	45	11	The proposed solution should be premise Deployment	Need clarification, can we propose Cloud base solution.	Proposed solution should be on-premises only. (No Cloud component in the solution)

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24	9	5.4.1 - iv	The solution provider should be able to integrate with all the required, existing and proposed future IT systems/tools. Solution Should integrate with all the third party endpoint agents like AV, DLP, Proxy, ITSM, MFT, Vaultize, Encryption, Backup solution clients, industry leading PIM solution etc.	We require exact Solution currently looking to Integrate with propose MFA solution	Necessary details will be shared with the selected bidder only.
25	9	5.4.1 -vi	ReBIT will perform its own Vulnerability assessment/ Penetration testing (VAPT) & Risk assessment on the entire solution before going live and the solution provider needs to fix all the vulnerabilities/risks highlighted in the reports at no extra cost to ReBIT.	VAPT will run by ReBIT team and give us risks details based on that we have fix the vulnerabilities.	Yes, VAPT/RA/SSDLC (cybersecurity process) will be followed by ReBIT team and bidder needs to fix the vulnerabilities/finding before going live.
26	9	5.4.1 - viii	Setting up of test environment at ReBIT site will be Bidder's responsibility.	Just wanted to confirm whether test environment is different from Live setup. As before Go Live we will do the UAT and after successful UAT we will make this solution live	Test environment systems/hardware will be provided by ReBIT.
27	10	5.4.3	There shall be a provision for taking backups and archive the replica of the systems' database and the application as well. There should be a provision of adequate Business Continuity Management (BCM) to maintain Business continuity plan.	Backup capabilities should be there in solution or you would like to introduce your backup solution to take the backup of database.	Provision for backup shall be provided as per the RFP. No change in RFP terms.
28	21	9	Performance Bank Guarantee	Can this be excluded for MSME	No change in RFP terms.

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29	42	Annexure G (point 5)	The bidder should have implemented 2 or more projects of size 300 users or more in each project of the proposed OEM's MFA Solution and should be performing satisfactorily in the last 3 years in BFSI sector/ Govt. sector/Any other sector and should be live as on 31-12-2017.	The bidder/OEM should have implemented 2 or more projects of size 300 users or more in each project of the proposed OEM's / technologies ,MFA Solution and should be performing satisfactorily in the last 3 years in BFSI sector/ Govt. sector/Any other sector and should be live as on 31-12-2017.	No change in RFP terms.
