



IDENTITY & ACCESS MANAGEMENT SOLUTION

REQUEST FOR PROPOSAL (RFP)

CORRIGENDUM # 1

(September 10, 2021)
RFP: ReBIT/CPO/2021/055

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Reserve Bank Information Technology Pvt. Ltd.
502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai - 400706

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. & Heading	Existing Terms	Corrigendum / Revised Terms
03 of 66	Schedule of Events	Last date and time for bid submission (on or before) 23-September-2021 upto 15:00 Hrs through CPP e-procurement portal (https://eprocure.gov.in/eprocure/app) Bidder shall refer Annexure - R: "Instructions to Bidder for Online Bid Submission" for guidance.	Last date and time for bid submission (on or before) 30-September-2021 upto 12:00 Hrs through CPP e-procurement portal (https://eprocure.gov.in/eprocure/app) Bidder shall refer Annexure - R: "Instructions to Bidder for Online Bid Submission" for guidance.
03 of 66	Schedule of Events	Technical Bid opening 24-September-2021 upto 16:00 Hrs through CPP e-procurement portal (https://eprocure.gov.in/eprocure/app)	Technical Bid opening 01-October-2021 upto 13:00 Hrs through CPP e-procurement portal (https://eprocure.gov.in/eprocure/app)
41 of 66	Clause # 1 Annexure G: Minimum Eligibility Criteria	The Bidder must be an entity registered with the Registrar of Companies under Companies Act, 1956/2013	The Bidder must be an entity registered with the Registrar of Companies under Companies Act, 1956/2013 <u>or an LLP registered under LLP Act 2008 or Partnership firm under Partnership Act 1932.</u> •Copy of the Partnership deed/ Bye Law / Certificate of Incorporation issued by Registrar of Companies and full address of the registered office. •GST registration number, as applicable
41 of 66	Clause # 5 Annexure G: Minimum Eligibility Criteria	The bidder should have executed 2 or more projects of size 400 user systems each of the proposed OEM's Solution in the last 3 years and should be go-live as on 31-12-2020.	The bidder should have executed 2 or more projects of size 400 user systems each of the <u>proposed / any other OEM's</u> Solution in the last 3 years and should be go-live as on <u>31-03-2021</u> .

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 Identity & Access Management Solution Ref: ReBIT/CPO/2021/055 dated September 01, 2021.



IDENTITY & ACCESS MANAGEMENT SOLUTION

REQUEST FOR PROPOSAL (RFP)

RESPONSE TO PRE-BID QUERIES

(September 10, 2021)
RFP: ReBIT/CPO/2021/055

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Sr. No.	Query Reference (Page)	Query Reference (Clause)	Existing Clause of the RFP	Query by the Bidder	ReBIT Response
1	11	5.7	All applications (including upcoming) and services are integrated as per the intent of this RFP.	<p>1. Current total number of applications that are in scope of integration? Please share the names of the applications.</p> <p>2. Approximate number of the upcoming applications that have to be considered as part of scope?</p>	<p>1. Upto 21 application are in scope as of now.</p> <p>2. 6 more up-coming application</p>
2	7	5.2	The solution provider should supply, install, commission, integrate with all the existing and new applications, database, servers, network device, middleware server, webserver & cloud Infrastructure, train the ReBIT and support the Identity & Access Management (IDAM) Solution on ongoing basis as part of the AMC.	<p>1. Number of environments (UAT, Prod, DR etc.) to be considered in scope?</p> <p>2. The solution has to be deployed on-premises or on cloud?</p>	<p>1. UAT & Production environment.</p> <p>2. On Premises solution only.</p>
3	46	3.2	Risk-based authentication uses real-time intelligence to gain a holistic view of the context behind each login. When a user attempts to sign in, a risk-based authentication solution analyzes factors such as: Device Network Sensitivity	Does this point refer to Access Management/ Single Sign-on solution (SSO) or the risk-based authentication capabilities of the proposed IGA solution? Is there a need for Single Sign-on solution? Need more clarity on the use case	No Single Sign On, its completely depend upon Access Management
4	46	3.3	OTP (Application, SMS, Hardware and Email)	Is there a need to a Single Sign-on solution? Need more clarity on the use case	Login to the IDAM solution should happen using OTP & also integrated the OTP solution with IDAM
5	46	3.4	Support of CAPTCHA	Is there a need for a Access Management/Single Sign-on solution? Need more clarity on the use case	CAPTCHA support required to login IDAM application
6	46	3.5	Like multifactor authentication service provider either email, SMS, Hardware and application base authentication	Is there a need for a Access Management/ Single Sign-on	Login to the IDAM solution should happen using OTP & also

				solution? Need more clarity on the use case	integrated the OTP solution with IDAM
7	47	5.1	Integration with AD	1. How many active directory domains are there? 2. What is the mail system used?	1. One AD 2. MS Exchange
8	47	6.1	Provide APIs for integration of Legacy Applications	Integration for JML automation of legacy applications or for authentication/authorization?	There is No Legacy System, all applications can use API.
9	47	6.2	REST & SOAP API	Does this point refers to authentication/ authorization API's of the Access Management solution/ Single Sign-on solution (SSO)? Please share more information on the use case for better understanding of the requirement	It points to authentication/ authorization APIs of access management
10	9	5.4	The bidder shall integrate IDAM Tool with HRMS Tool, ITSM Tool, MS Activity Directory,MS Exchange, SIEM & other tools which will be disclosed to bidder during pre-bid meeting .	Name of HRMS and ITSM tools?	DarwinBOX (HRMS Tool) Sapphire (ITSM Tool)
11	47	7.1	Sign-on, Sign-off	Does this refer to sign-on, sign-off reports or SSO capabilities?	No
12	47	7.6	User log activity including successful and failure attempts	Does this point refer to user activity reports or the IGA solutions integration capabilities with SIEM solution?	Solution should capture user activity logs and shall send to SIEM
13	47	8.1	DR - The solution offered should be replicated at Disaster Recovery (DR) sites of ReBIT in passive mode. At any point of time only one setup will be active	Kindly change to - The solution offered should be replicated at Disaster Recovery (DR) sites of ReBIT in active/ passive mode. At any point of time only one setup will be active	Currently we do not have DR site but solution and licenses should be provided for the DR facility, if we planned for DR then bidder and solution should support.
14	45	1.8 Single User ID	Identity respository for users to know the all type of access user having and eliminate the application level user ID management	Is there one place to go to know who has access to what?	Yes

15	44	1.6 Delegated User Administration	Allows user management to be distributed to users other than administrators, including providing multiple granular levels of identity administration permissions	More than one Administrator account holder should be there?	Yes
16	45, 46	Password synchronization	synchronization of Password across managed systems	Password are never saved in clear text. Therefore, need to check encryption method to sync	Yes, all password which are stored in the IDAM application should be encrypted
17	47	7.6 User log activity including successful and failure attempts	Real Time integration of SIEM Tool	is there an SIEM tool already present in your organization? if yes, Please let us know the tool name or do you want OEM to suggest	SIEM - Arcsight
18	48	9.3 Dormant Account	Auto disable dormant account	By dormant account do you mean non-employee account (Like contractors). Please specify	Dormant account means those account which are not being used more than defined timelines and should be deleted or disabled irrespective of type of account.
19	48	10.8 Encryption	Supports different encryption methods of	What kind of encryption you looking for	Password encryption, application and identity store encryption as per industry best practice.
20	3	Last date and time for bid submission (on or before)	23-September -2021 upto 15:00 Hrs through CPP e-procurement portal (https://eprocure.gov.in/eprocure/app)	Post the release of clarification & corrigendum document, we request you to kindly consider 15 days for the submission of the bid response	Please see Corrigendum # 1 in response to this regard.
21	15	9.3; Bid Security / EMD	All Bidders should deposit bid security/ EMD of as specified in Schedule of Events in the form of a demand draft in favour of Chief Executive Officer, Reserve Bank Information Technology Pvt. Ltd., payable at Mumbai or a Bank Guarantee in prescribed format Annexure-M issued from Scheduled Commercial Bank. Bank Guarantee should be valid for minimum 6 months from the date of issuance of RFP with claim period of one month..... MSEs and Start-ups are required to submit	We request you to kindly consider "Bid Security Declaration" for all the bidders.	No Change

			a "Bid Security Declaration" where the bidder must accept that if the bid is withdrawn or modified during the period of validity etc., then the bidder they will be suspended for a period as decided by ReBIT.		
22	31	25; Force Majeure	The Bidder or REBIT shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, plague or other epidemics, fire, flood, obstructions of navigation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.	<p>Considering any pandemic (including COVID-19), We request ReBIT to kindly add below clause to under Force Majeure to facilitate remote working:</p> <p>(i) To the extent that the provision of the Services is impacted by a pandemic (including COVID-19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party's personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services.</p> <p>(ii) Where bidder's Personnel are required to be present at Client's premises, bidder will use reasonable efforts to provide the Services on-site at ReBIT offices, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent (a) any</p>	No Change

				government or similar entity implements restrictions that may interfere with provision of onsite Services; (b) either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or (c) bidder resource determines that he or she is unable or unwilling to travel in light of a pandemic-related risk.	
23	25	17 Implementation of Service Level Agreement	<p>Delivery of hardware and software at all Sites -</p> <ul style="list-style-type: none"> - 6 weeks from the date of Issue of Purchase Order. - Penalties will be applicable after 6 weeks if the Delivery is still not completed. - Delivery shall be considered completed on the Confirmation of delivery of all items as per Purchase Order. A penalty of 1% per week for first two weeks, 2% per week for every subsequent week subject to a maximum of 10% of the total contract value 	<p>Delivery of hardware and software at all Sites -</p> <ul style="list-style-type: none"> - 8 weeks from the date of Issue of Purchase Order. - Penalties will be applicable after 8 weeks if the Delivery is still not completed. - Delivery shall be considered completed on the Confirmation of delivery of all items as per Purchase Order. A penalty of 0.5% per week for first two weeks, 1% per week for every subsequent week subject to a maximum of 10% of the total contract value 	No change
24	25	17 Implementation of Service Level Agreement	<p>Integration and testing of 1st 3 application -</p> <ul style="list-style-type: none"> - 6 weeks from the date of delivery hardware/software as per serial no.1 - Penalty is applicable after 6 weeks if implementation and operational of 3 application is not completed. - A penalty of 1% per week for first two weeks, 2% per week for every subsequent week subject to a maximum of 10% 	<p>Integration and testing of 1st 3 application -</p> <ul style="list-style-type: none"> - 8 weeks from the date of delivery hardware/software as per serial no.1 - Penalty is applicable after 8 weeks if implementation and operational of 3 application is not completed. - A penalty of 0.5% per week for first two weeks, 1% per week for 	No Change

				every subsequent week subject to a maximum of 10%	
25	25	17 Implementation of Service Level Agreement	<p>Integration of remaining application -</p> <ul style="list-style-type: none"> - 8 weeks from the date of UAT signoff as per serial no. 2 - Penalties will be applicable after 8 weeks if the installation and Operationalization is still not completed. (Installation and operationalization shall be considered completed on the date of submission of all relevant installation documents) - A penalty of 1% per week for first two weeks, 2% per week for every subsequent week subject to a maximum of 10%. 	<p>Integration of remaining application -</p> <ul style="list-style-type: none"> - 12 weeks from the date of UAT signoff as per serial no. 2 - Penalties will be applicable after 12 weeks if the installation and Operationalization is still not completed. (Installation and operationalization shall be considered completed on the date of submission of all relevant installation documents) - A penalty of 0.5% per week for first two weeks, 1% per week for every subsequent week subject to a maximum of 10%. 	No Change
26	41	Annexure G: Minimum Eligibility Criteria; S. No. 1	The Bidder must be an entity registered with the Registrar of Companies under Companies Act, 1956/2013	<p>We request you to kindly consider the following:</p> <p>The Bidder must be an entity registered with the Registrar of Companies under Companies Act, 1956/2013 or an LLP registered under LLP Act 2008/ Partnership firm under Partnership Act 1932.</p>	Please refer the Corrigendum # 1 issued in this regard.
27	41	Annexure G: Minimum Eligibility Criteria; S. No. 5	The bidder should have executed 2 or more projects of size 400 user systems each of the proposed OEM's Solution in the last 3 years and should be go-live as on 31-12-2020.	<p>We request you to kindly consider relaxing the following:</p> <p>The bidder/OEM should have executed 2 or more projects of size 400 user systems each of the proposed Solution in the last 3 years and should be under implementation/ Completed/ Go-live as on 31-12-2020</p>	Please refer the Corrigendum # 1 issued in this regard.

28	53	Annexure H: Technical Specifications	Should be created automatically or manually based on event or workflow	A. Need clarity on Functional/Support ID?	Function Account - Account which are being used for application & server maintenance it also called support ID
29	54	Annexure H: Technical Specifications	Ability to merge identities in cases where multiple identities are created for a single person	B. What are the different identities stored from where users need to be on boarded?	As of now only single identity.
30	45	Annexure H: Technical Specifications: 1.12	Supports addition/deletion of users to group dynamically based on rules or set of rules	A. Can you please elucidate on what is meant by Dynamic Groups and what actions has to be taken dynamically for Groups?	Any group which are created at time of any activity on AD should be deleted
31	46	Annexure H: Technical Specifications: 2.4	Allows a delegated administrator or helpdesk staff member to reset a password for an end-user	A. Administrator can reset the password on behalf of the user through admin module. Hope this should suffice the requirement. Kindly confirm	Yes
32	47	Annexure H: Technical Specifications: 6.2	Support for authentication, authorization, and identity services from web applications or native mobile applications	A. SAML 2.0 and OpenID connect protocols which are REST based APIs are supported for integrations for authentication, authorization, and identity services. For mobile app based SSO OpenID connect protocol is supported. Hope this should suffice the requirement. Kindly confirm	Yes
33	48	Annexure H: Technical Specifications: 8.2	The solution must be configured in HA mode for all the components included as part of offering	B. Please confirm the number of environments to be considered such as DC, DR, QA etc. We are assuming that DC and DR should be configured in HA mode. Kindly confirm	Only DC and HA for now, but solution should support DR implementation
34	48	Annexure H: Technical Specifications: 9.1	Verify the ID from HRMS & AD	C. Need more clarity on HRMS portal and its supported protocols	Its support SAML & O Auth.

35	48	Annexure H: Technical Specifications: 10.1	The solution implemented should offer customizable landing page	D. Please confirm whether this should be covered within provided timelines (4 to 8 weeks) or additional timelines will be considered for this requirement	No change
36	48	Annexure H: Technical Specifications: 10.3	Out of the box and customized reports	F. Standards reports will be available within provided project timeline but addition time may require for customized reports. Hope this will be taken into consideration	Yes
37	48	Annexure H: Technical Specifications: 10.6	Support for online backup and restore	A. Offered solution has inbuilt backup functionality for backup of its's database schema. Entire application along with the database will also be backed up by respective backup solution of ReBIT, please confirm.	Yes
38	8	5.2 Scope of Work point no 8	Bidder should provide support for installation and configuration (migration) of IDAM Tool from one system hardware (Physical Server / Virtual Server/ Appliances) to another hardware for one time during the period of this contract.	The IDAM solution will be deployed on premise of ReBIT or will be could deployment? Hardware will be provided by ReBIT or will be it required to be sized by the bidder or will be taken care by the bidder? Kindly confirm whether VM licenses, DB Licenses, Network appliances etc. will be taken care by ReBIT or bidders?	Yes, ReBIT will provide Hardware however, any other pre-requisite licenses like OS, DB and required software etc. should be provided by bidder. Cost of such pre-requisite licenses should be mentioned in the Commercial Bid.
39	12	5.8 Training point no 6	Hands-on Training should be provided on annual basis through OEM certified trainers for minimum of 4 hours at least for 3 users.	Whether training is required to be conducted onsite or remotely?	Training can be provided remotely.
40	14	7 Locations to be covered	The services are required at ReBIT's offices presently situated in Navi Mumbai. However, ReBIT reserves the right to	Will the other location in case added use the same instance of the IDAM or a new instance to be	No other location.

			change locations/add new locations (with mutual agreement if required) as per ReBIT's requirement within India. Cost for travel of Bidder's own personnel and hotel/incidental expenses are to be borne by Bidder.	deployed for the new added locations?	
41	12	5.10 Project Milestones	Delivery and Deployment as mentioned in section 5.3, 5.4 and 5.5 <ul style="list-style-type: none"> · Delivery of IDAM Solution · Deployment of Solution · Submit documents as mentioned in Section 5.3.3 	Project timeline is provided for 4 weeks to 6 weeks for this phase, could you please confirm will this include all customization also? Can the timeline be increased?	No Change
42	12	5.10 Project Milestones	Testing, Implementation, Training & Go Live as mentioned in section 5.2, 5.3, 5.5 and 5.6, 5.7 <ul style="list-style-type: none"> · Install software · Submit documents as mentioned in Section 5.3.3 and 5.6 · VAPT Compliance sign off · Completion of ReBIT audit · Fixing observations · Completion of Security risk assessments · User and Technical Documentation · Client Training Feedback from Users · Client Handbook · E-Learning · Go-Live certificate 	Can this timeline be increased as integration with other applications might take longer time and depends on the number of applications as well	No Change.
43	27	Incident Restoration SLA	Restoration Time	Clarity required in the event of downtime due to other Infrastructure Component impacting the solution. Kindly revisit the Penalty	No Change.

44	45	Annexure H: Technical Specifications: 1.12	supports addition/deletion of users to group dynamically based on rules or set of rules	A. Can you please elucidate on what is meant by Dynamic Groups and what actions has to be taken dynamically for Groups?	Any group which are created at time of any activity in AD should be deleted
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