

REPLY TO PRE-BID QUERIES

RFP for Selection of Agency for providing Technical Support Services from OEM for Hardware Security Modules (HSM) for Rajasthan UID Project

Reference No. – F5(1394)/DOIT/Tech/2021/Vol-3-12080-7691946/16963615 Dated: 04-08-2025

SPPP UBN – ITC2526SLOB00031

E-Procurement Tender ID – 2025_DoIT_492367_1

RFP Page No.	RFP Rule No.	Rule Details	Query /Suggestion / Clarification	DoIT&C's Reply
10	1 - Estimated Procurement Cost	Amount (INR): Rs. 0.64/- Crores (Rupees Sixty Four Lakh Only) (Incl. of all taxes)	As per Scope of Work Estimated procurement cost should be minimum 0.75 Cr.	As per RFP
15	3 - PRE-QUALIFICATION / ELIGIBILITY CRITERIA	The bidder must possess at the time of bidding, a valid CMM/CMMI level 3 or above certification OR The firm should have ISO 9001 certification	The bidder must possess at the time of bidding, a valid CMM/CMMI level 3 or above certification AND The firm should have ISO 9001, 20000 & 27001 certification.	As per RFP
19	4(1)(A)(c) - Scope of Work	Bidder shall provide premium OEM technical support, subscription and maintenance services for the Hardware Security Module (HSM) upto 31-10-2027 effective from 01-11-2025 or from the date of issuance of work order, whichever is later.	Bidder shall provide premium OEM technical support, subscription and maintenance services for the Hardware Security Module (HSM) upto 31-10-2027 effective from 01-11-2025	As per RFP
19	4(1)(A)(d) - Scope of Work	Reconfiguration of HSM: Whenever required, the selected bidder shall reconfigure the HSM devices to meet the needs of the DoIT&C during support period.	It is recommended to kept onsite HSM Engineer to take care FMS activity of HSM.	As per RFP

Free!

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20	4(2) - Project Deliverables, Milestones & Time Schedule	Premium OEM support certificate for up to 31-10-2027 starting from 01-11-2025 or from the date of issuance of work order, whichever is later.	Premium OEM support certificate for up to 31-10-2027 starting from 01-11- 2025	As per RFP
66	7(2)(g)(a) - Penalty on issues not resolved.	Resolution of issue after defined timeframe as above, Penalty Rs. 2000 per day	Resolution of issue after defined timeframe as above, Penalty Rs. 500 per day	As per RFP