

Amendment-2 to RFP 03/2019-20 dated 03/05/2019 For Supply, Installation, Implementation, Maintenance and Support for IT-GRC (Information Technology-Governance, Risk and compliance) Solution for Canara Bank

It is decided to amend the following in respect of the above RFP:

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
a.	12	B	8. Scope of Work	<p>8.1. General: 8.1.14. Initial period of 2 weeks from PO acceptance date will be considered for delivery of hardware and software and next thirteen weeks as implementation phase for IT-GRC. The five years active life of solutions will start after these fifteen weeks period or Sign-off date for respective solution whichever is later.</p>	<p>8.1. General: 8.1.14. Initial period of 6 weeks from PO acceptance date will be considered for delivery of hardware, OS, IT GRC Solution and other Licenses. The five years active life of solutions will start from Sign-off date for respective solution.</p>
b.	56	Annexure-2	<p>Eligibility Criteria Declaration</p> <p>BIDDER EXPERIENCE</p> <p>Point no. e</p>	<p>Eligibility Criteria: e. The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented as on the date of RFP in at least two Scheduled Commercial Banks in INDIA. <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> Necessary Proof/Letter of project sign Off from the Organization/s mentioning the scope of the project from the client to be submitted.</p>	<p>Eligibility Criteria: e. The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented and currently running in <u>either</u> <u>any of the Bank globally having minimum 500 Branches.</u> <u>or</u> <u>any one schedule commercial Bank in India.</u> <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> Bidder has to provide reference letter from the Bank to this effect.</p>
c.	78	Annexure - 8	SI /Bidder Capability Evaluation Questionnaire & Scoring sheet	SI /Bidder Capability Evaluation Questionnaire & Scoring sheet	Amended Annexure -8 (SI /Bidder Capability Evaluation Questionnaire & Scoring sheet) is attached as Annexure.



Sl. No.	RFP clause ref.	Amended Clause								
d.	<p>Page no. 20</p> <p><u>Section C- Deliverables & Service Level Agreements (SLAs).</u></p> <p><u>1. Delivery, Installation, Integration and Commissioning:</u></p>	<p>1.2. <u>Delivery Schedule</u> are as follows:</p> <p>1.2.1. <u>Supply of Hardware items & other Items (including OS):</u> Within <u>6 weeks</u> from the date of acceptance of Purchase Order.</p> <p>1.2.2. <u>Supply of IT-GRC Solution:</u> Supply of IT-GRC Solution: Within <u>6 weeks</u> from the date of acceptance of Purchase Order.</p>								
e.	<p>Page no. 20</p> <p><u>Section C- Deliverables & Service Level Agreements (SLAs).</u></p> <p><u>1. Delivery, Installation, Integration and Commissioning:</u></p>	<p>1.3. <u>Installation Schedule:</u></p> <p>1.3.1. <u>Installation, Configuration, Integration and Commissioning of Hardware Appliance/Items (including OS):</u> The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware Appliance at the bank branch/office within 3 weeks from the date of delivery of all the materials for each ordered locations.</p> <p>1.3.2. <u>Installation, Configuration, Integration and Commissioning of IT-GRC Solution:</u> The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered IT-GRC Solution at the bank branch/office within <u>22 Weeks</u> from the date of acceptance of purchase.</p> <p>1.3.3. <u>Project Implementation Timelines:</u></p> <p>1.3.3.1. Supply, Installation, Implementation and Integration of Solution should be completed within <u>22 Weeks</u> from the date of acceptance of the Purchase Order.</p> <p>1.3.3.2. Bidders are requested to keep the following timelines in regard to the implementation of solution.</p> <p>1.3.3.3. T denotes the date of acceptance of Purchase Order to the bidder, for example: <u>T+22</u> represents that the solution needs to be implemented within <u>22 Weeks</u> from the date of acceptance of Purchase Order.</p> <table border="1" data-bbox="655 1473 1464 1570"> <thead> <tr> <th>Phases</th> <th>Phase-I</th> <th>Phase-II</th> <th>Phase-III</th> </tr> </thead> <tbody> <tr> <td>Timelines</td> <td><u>T+10 weeks</u></td> <td><u>T+15 weeks</u></td> <td><u>T+22 weeks</u></td> </tr> </tbody> </table> <p>1.3.4. <u>Phase-I (User Acceptance Test):</u> The Bidder has to ensure installation, configuration and integration of Core setup and User Acceptance Test (UAT) setup within <u>10 Weeks</u> of acceptance of Purchase order.</p> <p>1.3.5. <u>Phase-II (Pilot Implementation):</u> Bidder has to provide a detailed implementation plan. The successful bidder has to complete the Pilot implementation of the modules defined elsewhere in the RFP and Acceptance of the solution within <u>15 Weeks</u> from the date of Acceptance of Purchase Order.</p>	Phases	Phase-I	Phase-II	Phase-III	Timelines	<u>T+10 weeks</u>	<u>T+15 weeks</u>	<u>T+22 weeks</u>
Phases	Phase-I	Phase-II	Phase-III							
Timelines	<u>T+10 weeks</u>	<u>T+15 weeks</u>	<u>T+22 weeks</u>							

		<p>1.3.6. Phase-III (Go-Live): After successful completion of Pilot implementation for the security Solutions of the Bank, the selected Bidder shall commence the roll out of the entire solution integrating other solutions and products and complete in 22 Weeks from the date of acceptance of the Purchase Order. Bank at its discretion will roll out the solution in a single go or in a phased manner.</p>
f.	<p><u>Payment Terms (Clause No. 3 of Section C on Page no. 22 and 23 of the RFP)</u></p>	<p>Amended payment Terms is attached as Annexure.</p>

All the other Instructions and Terms & Conditions of the above RFP remain unchanged.
 Please take note of the above Amendments while submitting your response to the subject RFP

Date: 28/05/2019
 Place: Bengaluru


 Deputy General Manager

3. Amended Payment Terms:

The following terms of payment shall be applicable to this contract:

3.1. Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under:

Sl. No.	Payment Stage	% of Payment
a.	Delivery of Required Hardware for IT-GRC solution with required OS, Database License and other Licenses	40% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses
b.	Installation, Configuration, Integration and Commissioning of Hardware Appliance/Items (including OS Database License and other Licenses)	50% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses
c.	<u>After completion of warranty period and after deducting applicable penalties and Liquidated damages.</u> Or <u>On submission of a bank guarantee for equivalent to the remaining payment</u>	10% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses
d.	AMC for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses	Quarterly in Arrears

3.2. Payment schedule for IT-GRC solution will be as under:

Sl. No.	Payment Stage	% of Payment
a.	Delivery of IT-GRC solution	40% of the Invoice IT-GRC solution
b.	Installation, Configuration, Integration and Commissioning of IT-GRC Solution	50% of the Invoice Value of IT-GRC solution
c.	<u>After completion of warranty period and after deducting applicable penalties and Liquidated damages.</u> Or <u>On submission of a bank guarantee for equivalent to the remaining payment.</u>	10% of the Invoice Value of IT-GRC solution
d.	ATS for IT-GRC solution	<u>Quarterly in Advance</u>

3.3. Payment schedule for training charges and Onsite resources will be as under:

Sl. No.	Payment Stage	% of Payment
a.	Training Charges	100% Training Charges will be paid on completion of Training as per Clause-9 of Section -B of the RFP.
b.	Onsite Resource	Payment will be quarterly basis in arrears after deducting applicable penalties and Liquidated damages.

- 3.4. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.
- 3.5. Bank will not pay any amount in advance.
- 3.6. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, centrally by Head Office at Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.



Amended Annexure -8
SI /Bidder Capability Evaluation Questionnaire & Scoring sheet

Table 1: Questionnaire for Past Experience

Parameter	Ref1	Ref# 2	Ref# 3	Ref #4	Ref #5
Bank Name					
Turnover (in INR)					
Locations in Scope					
Solutions in Scope					
IT-GRC (Yes/No)					
PCI Compliance					
RBI Cyber security framework					
Information Security Policy & Program Management					
IT Controls Management & Assurance					
Information Security Management System					
GDPR compliance					
Data Privacy requirements of India					
<u>Data Privacy requirements of India</u> <u>Data privacy and Information security requirements of foreign countries: Hong Kong, New York, London, UAE Countries, Tanzania. This is only for the tracking purpose by the CISO Office.</u>					
Any other regulatory requirements applicable to Indian Banks not mentioned above					



Table 2: Project Management Methodology

Sl. No	Details required from bidder	Bidder's response
1	Provide detailed information on proposed methodology /approach for IT-GRC solutions as per individual Bank's requirements	
	<i>The methodology section should adequately address the Following stages of the project:</i>	
	Study of the existing set up DC and other locations as per Scope	
	Project Plan Development	
	Delivery of Devices	
	Pre-Implementation Product Training for Bank Team by the OEM.	
	Deployment of Resources	
	Installation, Configuration as per the scope of work	
	Go live	
	Post Implementation Hands on Training for Bank Team by the OEM.	
2	Project management activities	
3	Frequency and approach for periodic reporting on the Progress of the project and actual status vis-à-vis scheduled status	

Table 3: Proposed Implementation Schedule

Sl. No	Phase	Proposed Week-wise Work plan (in form of Gantt Chart)													
		1	2	3	4	5	6	7	8	9	N		
PMS1	Study of the existing set up DC and other locations as per Scope														
PMS2	Project Plan Development														
PMS3	Delivery of Devices														
PMS4	Pre-Implementation Product Training for Bank Team														
PMS5	Deployment of Resources														
PMS6	Installation, Configuration as per the scope of work														
PMS7	Go live														
PMS8	Post Implementation Hands on Training for Bank Team														
Note	The task listing shown above is illustrative. The bidders may add tasks/sub-tasks to the above as appropriate.														

Table 4: Team Profile

Sl. No.	Details required from Bidder	Bidder's Response (Substantiate with Details)
1	Current strength of employees in the Bidder's organization (In India) with experience in products/solutions as per the scope of RFP	
2	Current strength of the employees in the Bidder's organization (In India) with experience in similar projects in Banking environment	
3	Certifications possessed by the Bidder in connection with the quality of processes and services delivered/methodology used in delivery	
4	Does the team possess in-depth knowledge of the information security domain and IT Governance, Risk Management, compliance requirements and management of the same and is thereby capable of bringing leading practices to the Bank?	

Declaration:

1. We hereby Confirm that we have various certificates/bench mark testing standards for the items quoted to meet the intent of the RFP.
2. We hereby Confirm that we have back to back arrangements with third party hardware & software for providing continuous and un-interrupted support to meet SLAs obligations as per RFP Terms.

Date

Signature with seal:

Name :

Designation :



Annxure-8[a]

Sl. No.	Basic Requirement	Specific Requirements	Documents Required	Marking
1	Integration with SIEM/ITOM tool of BANK	Looking that the solution is capable of integrating the existing SIEM/ITOM tool of the Bank	Technical Documents / presentation	10
2	Baselining	"Looking at the huge amount of data, coming in IRM platform from SIEM/Vulnerability Scanners/other interfaces, the proposed IRM platform should have the capability to integrate with external data mart without importing the actual data into the IRM platform database."	Documentation/Letter from OEM	10 Points if Yes with proof
3	Licensing	The product should provide full functionality of each license without any additional cost . So that further expansion is not any additional cost during the contract period.The product licensing should be enterprise wide .	Documentation/Letter from OEM	10 Points if Yes with proof
4	Access Control	The product should have a robust access control in place. The access control should be at three levels. i) Application Level ii) Record Level iii) Field Level	Documentation/Letter from OEM	10 Points if Yes with proof
5	Experience in India/abroad	The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented and currently running in either any of the Bank globally having minimum 500 Branches. or any one schedule commercial Bank in India.	Reference Letter from the Bank.	20
6	Past Experience	(To be assessed as per response of bidder in Table-1 of SI/Bidder capability evaluation questionnaire)	Response in Table 2& PO copy	10
7	Technology/Solution sufficiency as per our functional requirements	Judgment of Evaluation committee	Judgement by Evaluation committee	10

8	Knowledge and Expertise of Teams on the basis of interactions/presentations	(To be assessed as per response of bidder in Table-4 of SI/Bidder capability evaluation questionnaire)	Presentation	10
9	Project Management Methodology	(To be assessed as per response of bidder in Table-2 of SI/Bidder capability evaluation questionnaire)	Response of bidder in Table 3	10
10	Additional facilities offered in bid	Presentation	Presentation	10
11	Proposed Implementation schedule.	(To be assessed as per response of bidder in Table-3 of SI/Bidder capability evaluation questionnaire)	Response of bidder as per Table 4	10

