

**REQUEST FOR PROPOSAL [RFP]**

**FOR**

**“SELECTION OF SERVICE PROVIDER FOR REDESIGNING OF BANK’S  
CORPORATE WEBSITE & MAINTENANCE (INCLUDING CONTENT  
UPDATION), HOSTING ON CLOUD SERVICE FOR BANK’S WEBSITES”**

Issued by: Canara Bank,  
AP&M Group, 1<sup>st</sup> Floor,  
DIT Wing, Naveen Complex,  
14, MG Road, Bengaluru -560 001  
Phone No - 080- 25590070,25584873  
Email Id - [hoditapm@canarabank.com](mailto:hoditapm@canarabank.com)

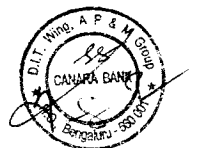


**A. BID SCHEDULE & ABBREVIATIONS**

**1. BID SCHEDULE**

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 12/2019-20 dated 12/07/2019
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Selection of Service Provider for Redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites
4.	Bank's Address for Communication	Deputy General Manager Canara Bank, AP&M Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001
		Senior Manager, Asset Procurement & Management Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a>
5.	Date of Issue of RFP	12/07/2019, Friday
6.	Tender Fee (Non-refundable)	Rs. 11,800 ( including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs. 3,00,000/-
8.	Performance Bank Guarantee/Bid Security	15% of Total Order Value
9.	Last Date and Time for Submission of Bids	05/08/2019, Monday upto 3.00pm Venue: Canara Bank, First Floor, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
10.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	05/08/2019, Monday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
11.	Date and time for opening of Technical Bid Part-B / Commercial Bid	Will be intimated at a later date.
12.	Pre-bid Meeting Date & Time	<ul style="list-style-type: none"> <li>o Pre-bid meeting will be held on 22/07/2019, Monday at 3.30 PM <u>Venue:</u> Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.</li> <li>o Pre bid queries should be submitted as per <b>Appendix-D</b>.</li> <li>o Pre-bid Queries to E-mail <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a> must reach us on or before 19/07/2019, Friday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 12/2019-20 dated 12/07/2019". <u>Queries reaching after 3.00 PM on 19/07/2019 will not be entertained.</u></li> </ul>

13.	Other Details	<ol style="list-style-type: none"> <li>1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.</li> <li>2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a>.</li> <li>3. No suggestions or queries shall be entertained after pre-bid meeting.</li> </ol>
14.	<p>This document can be downloaded from following website <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a>, <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a> In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Canara Bank, payable at Bengaluru and submit the same as mentioned above.</p> <p>Any amendments, modifications, Pre Bid replies &amp; any communication etc. will be uploaded in the Bank's website only (i.e. <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a>). No individual communication will be sent to the individual bidders.</p>	



**DISCLAIMER**

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (<http://canarabank.com/english/announcements/tenders>) and it will become part and parcel of RFP.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Canara Bank reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.



**2. Abbreviations:**

1.	BG	Bank Guarantee
2.	BOM	Bill of Material
3.	DD	Demand Draft
4.	DIT	Department of Information Technology
5.	EMD	Earnest Money Deposit
6.	GST	Goods and Service Tax
7.	HO	Head Office
8.	LAN	Local Area Network
9.	LD	Liquidated Damage
10.	MAF	Manufacturer Authorisation Form
11.	MSE	Micro and Small Enterprises
12.	MSME	Micro Small & Medium Enterprises
13.	MTBF	Mean Time Between Failure
14.	MTTR	Mean Time To Restore
15.	NEFT	National Electronic Funds Transfer
16.	NI Act	Negotiable Instruments Act
17.	OEM	Original Equipment Manufacturer
18.	OS	Operating System
19.	PDI	Pre Dispatch Inspection
20.	PERT	Project Execution and Review Technique
21.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
22.	RTGS	Real Time Gross Settlement
23.	UAT	Users Acceptance Test
24.	CSP	Cloud Service Provider



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## **B. INTRODUCTION**

### **1. About Canara Bank:**

Canara Bank, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others, having DIT Office at Naveen Complex, No.14, M G Road, Bengaluru-560001. The Bank is having pan India presence of more than 6,300 branches, 21 Circle offices and 118 Regional Offices situated across the States. The Bank is working on Core Banking System using Flexcube solution. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers.

### **2. Definitions:**

- 2.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for Selection of Service Provider for Redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means Redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder' / 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the Reverse Auction process, subject to compliance to all the Terms and Conditions of the RFP, etc.

### **3. About RFP:**

The Bank wishes to select a Service Provider for Redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites from reputed vendors. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Selection of Service Provider for Redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

### **4. Objective:**

- 4.1. Bank is looking for a suitable vendor for redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.
- 4.2. Re-design the existing Corporate website of Bank's with corporate theme design following the latest web trends along with migration of existing pages in both English and Hindi. Vendor shall also include multi-lingual translation tool to enable website readability in different language formats selected by the user.
- 4.3. The Redesigned Corporate website should be independent of on which device it is being viewed and what is the resolution of the viewing screen, meaning, the new website should have the capability to adjust itself with any viewing device, be it



laptop, personal computer, smart phones of all sizes, tablets, LCD screens of varied sizes etc.

4.4. The Bidder should offer Cloud based service in Bank's name to host Bank's website in India.

4.5. The Cloud service model should be including SaaS and DRaaS.

**5. Requirement Details:**

5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites as per the Terms & Conditions, Technical Specifications/requirement and Scope of Work described elsewhere in this document. The brief description of Solution is furnished in following tables:

Sl. No.	Requirement	Reference in the RFP
a.	One time Design, Development of Corporate website	As per Technical Requirement and Scope of Work of the RFP
b.	Updation in Bank's Corporate website & Canara MSME Website	
c.	Website Hosting and Maintenance (including Content Updation) Services	

5.2. Detailed technical specification/requirement for each of the above is furnished in Annexure-7 and Annexure-8. Bank is looking for Services for Redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites for 3 years from date of acceptance of the Project.

5.3. The Contract with the selected vendor will be valid from the date of acceptance of purchase order to 3 years from the date of implementation signoff given by the bank. The contract will be deemed completed only when all the contracted services by the Bank are provided and accepted by the Bank as per the requirements of the contract executed between the Bank and the Vendor.

**6. Existing Infrastructure:**

6.1. The website is currently hosted Under OPEX Model in a Dedicated Infrastructure ported on the Windows based Server.

6.2. Presently the database being used is MS SQL.

**7. Participation Methodology:**

7.1. In a tender either the authorized Bidder on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.

7.2. If a Bidder bids on behalf of the Principal/OEM, the same Bidder shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product/service.

7.3. If any product of OEM is being quoted in the tender, the OEM cannot bid for any other OEM's product in the same tender.

**8. Eligibility Criteria:**

8.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and Redesigning of Bank's Corporate Website & Maintenance



(including content updation) , Hosting on Cloud Service for Bank's websites & shall hereinafter be referred as "Solution".

8.2. Interested Bidders, who can Redesign Bank's Corporate Website , Maintain (including content updation), Host on Cloud Service for Bank's websites and meeting the Eligibility Criteria as per Annexure-2 may respond.

**9. Scope of Work:**

9.1. The Bidder should offer Cloud based service in Bank's name to host Bank's website in India.

9.2. Cloud Service providers should be from the empanelled list of MEITY (Ministry of Electronics and Information Technology) to provide Cloud Computing Services. The model should be including SaaS and DRaaS.

**9.3. Certifications, attestations and authorizations for the Cloud:**

9.3.1. The cloud service provider (CSP) shall at least have the following certifications, in addition to MEITY accreditation.

9.3.2. ISO 27001

9.3.3. ISO 27017 and ISO 27018

9.3.4. ISAE 3402

9.3.5. Meet the Cloud Security Alliance Cloud Controls Matrix

9.3.6. RBI and Government of India guidelines and mandates on Cloud Computing

9.3.7. CERT-in guidelines as and when they are released and become applicable

9.3.8. The Bank as well as the regulators shall have the right to supervise controls on the cloud. Additionally, the Bank if necessary shall be entitled to:

9.3.8.1. Assess the services' controls and effectiveness;

9.3.8.2. Access data related to service operations

9.3.8.3. Maintain insight into operational risks of the services

9.3.8.4. Be provided with notification of changes that may materially impact the cloud service providers' ability to provide the services

9.3.8.5. Access to subject matter experts and external auditors; and

9.3.8.6. Provide feedback on areas for improvement in the services.

9.3.9. Bidder need to provide assessment details for standards like SAAE-16, with Reporting SOC 2, SOC3 as applicable based on the need for Bank. Based on the relevant laws and guidelines, the bidder should ensure a PKI based authentication mechanism under the hierarchy of the Controller of Certifying Authorities (CCA) For getting access to the cloud infrastructure, which can provide the required legal protection as per the Indian laws (IT Act)



**9.4. Technologies to be used on Cloud:**

- 9.4.1. The infrastructure elements including server, storage (including backup storage) and network of the Cloud to bank should provide strong tenant isolation, provide granular identity and access management capability and encryption and be logically separate from the public and other cloud offerings of the cloud service provider. There should be logical separation (of servers, storage, network infrastructure and networks) to protect data, applications and servers and provide robust virtual isolation for the Cloud to bank.
- 9.4.2. The cloud service offering shall support Network and security with dedicated firewall and load balancer integration for auto-scale functions.
- 9.4.3. The management consoles should only show the data relevant for the Bank.
- 9.4.4. All the physical, environmental and security features, compliances and controls of the Data Center facilities (as required under this RFP) shall be enabled for the Cloud Service Offerings.
- 9.4.5. in case, the CSP provides Database System Software as a Service for the Bank, the database shall be a dedicated installation for the Bank's Cloud.
- 9.4.6. For any changes (including auto-provisioning and others that may or may not need prior approval) to the underlying cloud infrastructure, software, etc. under the scope of the bidder, that has the potential to affect the SLAs (performance, availability,), the Bank's shall get alerts / notifications from the bidder, both as advance alerts and post implementation alerts.

**9.5. The below mandatory requirements are applicable for website for hosting in cloud deployment models.**

- 9.5.1. The website must be available 24 X 7 X 365. The security and integrity of the database and the website has to be maintained under all circumstances.
- 9.5.2. The website should be industry standard corporate secured website.
- 9.5.3. The vendor has to host Bank's website on a dedicated server in a data centre hosted in India which is at least of tier III category (preferably in Bangalore), along with backup server. Address and other details of the location of the server/ backup server in India to be furnished.
- 9.5.4. The Service provider has to host the Bank's Website on dedicated server in high availability mode at two different Seismic Zones.
- 9.5.5. DR & DC cloud setup for the website should be on Tier III (at least) category data centre hosted in India & DR should be in a different seismic zone from the primary Data Centre. The vendor must provide details of the DC - DR Data centre locations & required items (hardware/software or otherwise) for the said type of deployment of website in its response to this RFP.
- 9.5.6. Bidder has to conduct successful DR Drill at least quarterly once as per Bank's RPO & RTO.
- 9.5.7. The bidder should use only licensed software for website development and should be hosted on a licensed infrastructure. Bidder has to take the prior permission from the Bank before using any open source software.
- 9.5.8. Timeliness, uninterrupted service, volumes, response time for websites less than one second and confidentiality are uncompromised requirements of the Canara Bank website.



- 9.5.9. There is also no scope for error in placing information on the website at the scheduled time, neither before nor after, and keeping it confidential till then. The Bank considers error in this to be a reputation risk for itself and therefore unacceptable. Certain content with specific 'date and time embargo' need to be hosted with great care and confidentiality and to ensure this, it is recommended that an appropriate workflow model may be used with the final trigger resting with Canara Bank officials.
- 9.5.10. The service provider is required to take over the management of the existing web site on an 'as is' basis and include/improve the following features and functionalities.
- 9.5.11. The site should have a powerful search engine (MS indexing service) for enabling text based search of the contents within the website.
- 9.5.12. Improvement in navigation.
- 9.5.13. Audio/video streaming.
- 9.5.14. Website should support all major web browsers and Operating System (for e.g. Firefox, Opera, safari, chrome, edge etc.) and Internet Explorer.
- 9.5.15. Website should compatible to all screen/monitor of desktop and laptop, meaning, website should have the capability to adjust itself with any viewing device, be it laptop, personal computer, smart phones of all sizes, tablets, LCD screens of varied sizes etc.
- 9.5.16. The website should be user friendly, feature rich, Efficient, with good aesthetics.
- 9.5.17. The bidder should monitor the website through industry standard performance monitoring tool and should submit monthly graphical performance report such as uptime, response time, Quantum of data uploaded & Downloaded, hit count, Average time spent by user on each webpage. The dash board should be made available to the Bank for monitoring.
- 9.5.18. The Website should have capability of API integration securely with other Bank's application through industry standard protocol.
- 9.5.19. The bidder has to provide an administrative module for uploading/deleting the content in website in maker and checker format.
- 9.5.20. The bidder should ensure content updation/modification should be done with in 1 hour.
- 9.5.21. The bidder should ensure that content addition /development /modification in line of present content, done with no extra cost
- 9.5.22. Managed hosting of the website with at least 99.95% uptime of the site per month.
- 9.5.23. 24x7 technical support and maintenance of all the dynamic components of the website.
- 9.5.24. Monthly Site Usage Reports of the entire site.
- 9.5.25. The Bidder should submit monthly performance report such as Average response time, Quantum of data uploaded & downloaded by end user, Hit count
- 9.5.26. Server Management Services to include Operating System & Data Base Updates, Hardening of Server & Services, Daily Backup, Regular Service &



Bandwidth monitoring, Configuring / modifications to Web / FTP server, Daily server health check.

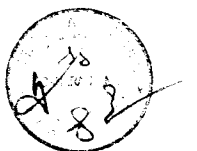
- 9.5.27. The website needs to be in compliance with the CERT - IN, RBI, Ministry of Finance as well as other Govt. Of India guidelines including IPV6 (Internet Protocol Version 6) capabilities. The website should be accessible through IPV4, IPV6 and a combination of both IPV4 & IPV6 networks with same performance levels.
- 9.5.28. The website should have mobile compatibility feature including all major latest & future released mobile Operating Systems/browsers such as IOS, Android, etc.,
- 9.5.29. Content management of the website at 24\*7 support.
- 9.5.30. The website should comply with latest WCAG guidelines issued by Govt. of India.
- 9.5.31. The website should provide RSS feed facility.
- 9.5.32. The solution/product offered should comply with all existing as well as new/amended guidelines issued by regulatory/government bodies from time to time.
- 9.5.33. Vendor has to alert the Bank officials within 15 minutes of any type of attacks.
- 9.5.34. Initial response to the incident within 60 minutes with action plan on taking down and other alternative response mechanisms. Resolution of the incident within 180 minutes.
- 9.5.35. Vendor must provide an alert service for any problems with the website hosting & maintenance. This can be in the form of SMS / E-Mails and should be sent to persons in the escalation matrix which will be provided to the vendor.
- 9.5.36. Vendor must provide escalation matrix with contact details.
- 9.5.37. Vendor must take prior permission from the Bank for any planned downtime required for maintenance etc.
- 9.5.38. Vendor must provide the option to enable/disable deep linking for each page of the website.
- 9.5.39. The Bidder has to ensure that all the website data available with current service provider / Vendor will be migrated to new solution without any additional cost to the Bank.

#### 9.6. Data Residency:

The Cloud Service provider shall ensure that no data of the Bank is stored in data centers outside India and would provide audit access to regulator of the environment, whenever there is an audit requirement. Complete data of the Bank including data at primary data center and secondary data center shall reside in India.

#### 9.7. Lock-In:

Bank shall have the leverage of migrating in and out of the cloud, and there shall be no lock-in period either.



**9.8. Data**

Bidder and Cloud service provider(CSP) appropriate and adequate measures shall be taken to ensure data security.

**9.9. Data Ownership**

The ownership of the data shall always reside with the Bank. The Bidder / Cloud Service Provider will only act as a custodian of Bank's data. No part of the Bank's data shall be used by the Bidder / Cloud Service Provider for any purposes including but not limited to marketing and data mining. Canara Bank will have copyright on all content and media hosted in the website.

**9.10. Data Privacy and Data Protection:**

The Bidder / CSP shall ensure that the data that is stored on the cloud is protected and appropriate policies and controls are put in place to provide data privacy and protection. The bidder / CSP shall adhere to all laws pertaining to data privacy and protection that are applicable as per the Banking Guidelines in India. The bidder / CSP shall also ensure that necessary enhancements are made to the services provided whenever there are changes sought either by the regulators or Government of India.

The bidder shall notify the Bank of legal requests from Governments or Authorities for the Bank's data and insist that correct legal processes are being followed in providing the data. The Bank shall be notified of any cyber forensic investigation that is being carried out in the area that also hosts the Bank's data and applications.

In case of any breach service provider should notify bank immediately.

Bidder shall not allow any audit activities of the Bank's infrastructure on the cloud without getting the written permission from the bank.

Bidder should ensure periodic Vulnerability Scanning and Penetration Testing of the Cloud set up as per Bank's Policy, regulator/government authorities' prescription in this regard.

**9.11. Data Management & Availability**

Data Availability is one of the prime concerns of mission and safety critical organizations like Banks.

9.11.1. The bidder needs to ensure that Bank is provided with service around the clock.

9.11.2. Manage data isolation in a multi-tenant environment.

9.11.3. The bidder should provide tools and mechanism to the Bank for defining their backup requirements & policy.

9.11.4. Transfer data back in-house either on demand or in case of contract or order termination for any reason.

9.11.5. Manage data remanence throughout the data life cycle.

9.11.6. Provide and implement security mechanisms for handling data at rest and in transit's shall not delete any data at the end of the agreement (for a



maximum of 90 days beyond the expiry of the Agreement) without the express approval of the Bank's.

#### 9.12. Data Security

Data should be encrypted and stored in Cloud Server. Data security shall be further enhanced by implementing firewall to isolate confidential information. secure network protocol shall be used when connecting to a secured information store.

Compromising data by deletion of records without backup of original content, unlinking a record from a larger context, loss of encoding key and access to sensitive organizational data, pose a definite threat to the users. Proper data protection techniques shall be used and all legal laws are adhered to by the CSP / bidder.

The bidder shall work with the Bank to ensure that Security guidelines issued by industry bodies like IBA, IDRBT, DSCI, CERT-Fin, RBI etc. are adhered to.

The encryption algorithm for storing critical and sensitive data on the Cloud may be AES 256 in CBC mode or equivalent. Secure destruction by secure wipe routines and checking successful execution of erasure of file/data shall be ensured as detailed above.

#### 9.13. Data in-transit

Data transfer from Bank's Data Centre to Cloud Server, encrypted using Cryptographic algorithms, as per Industry Standards (using AES 256 in CBC mode or equivalent). Depending on the sensitivity of data, Bank may take decision accordingly. TLS (Transport Layer Security) and SSL (Secure Sockets Layer) data encryption methods must be used for data protection.

#### 9.14. Data Accessibility

Data privacy should be assured by the CSP/bidder.

#### 9.15. Right to Audit

The Bank as well as the regulator shall have the right to inspect and audit the cloud services being provided to the Bank. The bidder shall ensure that appropriate changes are done as recommended by the regulators, if any. Periodical physical audit reports shall be submitted by the bidder to Bank for better Monitoring.

9.15.1. Rights to audit the CSP's compliance with the agreement including rights of access to the provider's premises where relevant records and Bank's data is being stored.

9.15.2. Rights for the bank to ask for the Roles and Responsibilities chart from the CSP/bidder.

9.15.3. Rights for the Bank to participate in the external audit of the CSP/bidder.

#### 9.16. Data Center Facilities Requirements

9.16.1. The data center facilities shall cater for the space, redundant power & physical infrastructure (hardware).

9.16.2. The data center facilities and the physical and virtual hardware should be located within India.

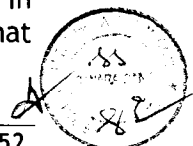




- 9.16.3. The space allocated for hosting the infrastructure in the Data Center should be secure
- 9.16.4. The Data Center should be certified for the latest version of ISO 27001 (year 2013) and provide service assurance and effectiveness of Management compliant with SSAE 16 / ISAE 3402 standard
- 9.16.5. The NOC and SOC facility must be within India for the Cloud Environments and the managed services quality should be certified for ISO 20000:1
- 9.16.6. The Data Center should conform to at least Tier III standard (preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party) and implement tool-based processes based on ITIL standards.
- 9.16.7. All the physical, environmental and security features, compliances and controls of the Data Center facilities (as required under this RFP) shall be enabled for the environment used for offering cloud services.
- 9.16.8. Provide staff, technical and supervisory, in sufficient numbers to operate and manage the functioning of the DC & DRC with desired service levels.
- 9.16.9. Physical Security Standards as per the latest version of ISO 27001(year 2013) standards

**9.17. Backup and Disaster Recovery**

- 9.17.1. Vendor should have the DR setup for the website available in India, the DR server hosting Bank's website must be deployed on a tier-III data centre in a different seismic zone other than that of primary server in India.
- 9.17.2. Back-up of the site is to be provided to the bank at monthly/quarterly basis, if decided by the bank.
- 9.17.3. Bank also requires a disaster recovery and business continuity plan for the website.
- 9.17.4. Reports/Logs to monitor the "down time" of the website should be provided and made available at any time.
- 9.17.5. In addition to the Primary DC, the bidder is responsible for Disaster Recovery Services so as to ensure continuity of operations in the event of failure of primary data centre and meet the RPO and RTO requirements. RPO should be less than or equal to 2 hours and RTO shall be less than or equal to 4 hours. The key transaction data shall have RPO of 15 minutes. However, during the change from DC to DRC or vice-versa (regular planned changes), there should not be any data loss. There shall be asynchronous replication of data between Primary DC and DR and the Bidder will be responsible for sizing and providing the DC-DR replication link so as to meet the RTO and the RPO requirements
- 9.17.6. The bidder should offer dashboard to monitor RPO and RTO of application and database.
- 9.17.7. Bidder should ensure Disaster Recovery set up and switch to DR setup in case of disaster within the agreed RPO and RTO limits. Any offering that



does not replicate the data and application infrastructure across multiple sites is vulnerable to a total failure. CSP/bidder in defining the modalities and frequency of disaster recovery drills as applicable

9.17.8. In the event of a site failover or switchover, DR site will take over the active role, and all requests will be routed through that site. Application data and application states will be replicated between data centers so that when an outage occurs, failover to the surviving data center can be accomplished within the specified RTO. This is the period during which the Compute environment for the application shall be equivalent to DC. The installed application instance and the database shall be usable and the same SLAs as DC shall be provided. The use of this Full Compute DR environment can be for specific periods during a year for the purposes of DC failure or DR Drills or DC maintenance. The Database and storage shall be of full capacity and the licenses and security shall be for full infrastructure. The bandwidth at the DR shall be scaled to the level of Data center. Users of application should be routed seamlessly from DC site to DR site. The bidder shall conduct DR drill as and when requested by the Bank for the duration specified by the Bank wherein the Primary DC has to be deactivated and complete operations shall be carried out from the DR Site. However, during the change from DC to DRC or vice-versa (regular planned changes), there should not be any data loss.

9.17.9. The Bidder should offer dashboard to monitor RPO and RTO of each application and database. The bidder shall clearly define the procedure for announcing DR based on the proposed DR solution. The bidder shall also clearly specify the situations in which disaster shall be announced along with the implications of disaster and the time frame required for migrating to DR. The bidder shall plan all the activities to be carried out during the Disaster Drill and issue a notice to the Bank at least two weeks before such drill.

#### 9.18. Operational Management

9.18.1. Manage the network, storage, server and virtualization layers, to include performance of internal technology refresh cycles applicable to meet the SLAs.

9.18.2. Provide a secure, dual factor method of remote access which allows the Bank's designated personnel (privileged users) the ability to perform duties on the hosted infrastructure.

9.18.3. Upgrade and periodically replace hardware without financial impact to the Bank. All the data within it shall be immediately deleted/destroyed and certify the VM and data destruction to the Bank as per stipulations and shall ensure that the data cannot be forensically recovered

9.18.4. Perform patch management appropriate to the scope of their control and/or Provide self-service tools to perform patch management.

9.18.5. Alerts well in advance on the upcoming patches via email and management portal.

9.18.6. Patch VMs on the next available patch management change window and / or provide self-service tools to patch VMs.



- 9.18.7. Application of automated OS security patches (where OS is the responsibility of the bidder) and / or provide self-service tools for application of OS security patches.
  - 9.18.8. Send regular reminders to the Bank's designated email address five (5) days prior to patch cut-off dates.
  - 9.18.9. OS level vulnerability management - all OS images created within the cloud platform are regularly patched with the latest security updates or the latest security updates are available to the Bank's along with the self-service tools to apply the patches as per the requirement of the Government Department.
  - 9.18.10. Provide the artifacts, security policies and procedures demonstrating its compliance with the Security Assessment and Authorization requirements as described in Security Requirements in this RFP.
  - 9.18.11. The bidder is fully responsible for tech refreshes, patch management and other operations of infrastructure that is in the scope of the bidder.
  - 9.18.12. Investigate outages, perform appropriate corrective action to restore the hardware, operating system, and related tools.
  - 9.18.13. CSP/bidder should manage CSP/bidder provisioned infrastructure including VMs as per the ITIL standards.
  - 9.18.14. Comply with technology refresh requirements as required so as to upgrade any technology prior to reaching end of life / end of support and as well as to ensure security requirements and service level agreements (SLA) are met.
  - 9.18.15. Software (limited to OS, security solutions and other platform stack where offered by the bidder to the Bank) will never be more than two versions behind unless deferred or rejected by Bank. This is not applicable to software such as cloud management stack (provisioning, orchestration and metering, etc.).
  - 9.18.16. Cloud service should support auditing with features such as what request was made, the source IP address from which the request was made, who made the request, when it was made, and so on
  - 9.18.17. RAM or CPU of virtual machine should scale automatically whenever there is spike in load to deliver application availability even during spike in load.
  - 9.18.18. Provide facility to configure virtual machine of required vCPU, RAM and Disk.
  - 9.18.19. Provide facility to use different types of disk like SAS, SSD based on type of application.
- 9.19. User/Admin Portal Requirements**
- 9.19.1. Utilization Monitoring:



9.19.1.1. Provide automatic monitoring of resource utilization and other events such as failure of service, degraded service, etc. via service dashboard or other electronic means.

9.19.1.2. Real time performance thresholds

9.19.1.3. Real time performance health checks

9.19.1.4. Real time performance monitoring & Alerts

9.19.1.5. Historical Performance Monitoring

9.19.1.6. Capacity Utilization statistics

9.19.1.7. Cloud Resource Usage including increase / decrease in resources used during auto scale.

**9.19.2. Trouble Management**

9.19.2.1. Provide Trouble Ticketing via online portal/interface (tools).

**9.19.3. User Profile Management**

9.19.3.1. Support maintenance of user profiles and present the user with his/her profile at the time of login

**9.20. Integration Requirements**

9.20.1. Provide support to all Application Programming Interfaces (APIs) including REST API that bidder develops/provides

**9.21. Security and Audit Requirement**

9.21.1. The website has to be guarded against any type of cyber-attacks. This would include checking the material given by the Bank itself for in-built vulnerabilities or if they could cause vulnerabilities.

9.21.2. The hosting infrastructure (Operating system, Database etc.) should be secured through firewall, Antimalware, Intrusion prevention and Anti Advance persistence threat tools/appliances.

9.21.3. The bidder should entrust code audit through Certin Certified Auditors and they have to submit the report after attending all the observations if any as and when source code modification is done.

9.21.4. Periodically, industry standard Information System audit of the site, half yearly, should be conducted and a copy of the report should be submitted to the Bank.

9.21.5. The Bank may assign the security audit of the website to its own officers or to an agency to ensure the adequacy of protective measures applied. The website vendor has to provide access to all data and programs which relate to the Bank's website to such assigned persons. Temporary log-in facilities have to be provided to the audit teams so that the team can check the security features of the system.

9.21.6. Shortcomings in the security systems, if any, pointed out by Canara Bank assigned audit teams will have to be rectified in the minimum time required.



- 9.21.7. the website viz. Tender/Recruitment Module, Loan Applications Management System, Lead Generation System etc., if / as & when required by the Bank.
- 9.21.8. Rectify/ fix the security vulnerabilities in source code, if any, found by security auditors nominated by the Bank from time to time (this may and can vary from one month to a year as per the CERT-In guidelines).
- 9.21.9. Transfer the website from one hosting server to another hosting server, if required by the Bank, at no extra cost.
- 9.21.10. The website should comply with IT security policy/procedure of the bank as well as other information security policies/ procedures laid down by regulatory bodies.
- 9.21.11. The bank will be the owner of entire website contents and source code. Vendor need to execute Escrow agreement with Bank.
- 9.21.12. Bidder should have 24x7 incident response service that works to mitigate the effects of attacks and malicious activity. The incident response team follows established procedures for incident management, communication, recovery, and uses discoverable and predictable interfaces with internal and external partners alike.
- 9.21.13. Bidder is responsible for provisioning, securing, monitoring, and maintaining the hardware, network(s), and software that support the infrastructure and present Virtual Machines (VMs) and IT resources to the Bank's.
- 9.21.14. In case, the bidder provides some of the System Software as a Service for the project, bidder is responsible for securing, monitoring, and maintaining the System and any supporting software.
- 9.21.15. The Data Center Facility shall at a minimum implement the security toolset: Security & Data Privacy (Data & Network Security including Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, WAF (web application Firewall), Rights Management, SIEM, Integrated Vulnerability Assessment, SOC, Private Virtual Zones, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting)
- 9.21.16. Meet the ever evolving security requirements as specified by CERT-In (<http://www.certin.org.in/>)
- 9.21.17. Meet any security requirements published (or to be published) by DeitY or any standards body setup / recognized by Government of India from time to time and notified to the CSP by DeitY as a mandatory standard.
- 9.21.18. Deploy public facing services in a zone (DMZ) different from the application services. The Database nodes (RDBMS) should be in a separate zone with higher security layer.
- 9.21.19. Submission to regular audits: The purpose of these audits will not only be to ensure conformance with the requirements stated in this RFP, but also to ensure that the implementation is executed in the best of ways to meet



the requirements of Bank. These audits may be conducted by Bank's designated third party auditors. Bidder will cooperate fully with the auditor. Bank will inform the bidder of the short-comings if any after the audit is completed; and the bidder will respond appropriately and address the identified gaps.

- 9.21.20. Automated scans can be performed by Bank's designated third party auditors, using Bank specified tools. If the bidder chooses to run its own automated scans or audits, results from these scans may, at the Bank's discretion, be accepted in lieu of Bank performed vulnerability scans. In these cases, scanning tools and their configuration shall be approved by the Bank. In addition, the results of CSP / bidder conducted scans shall be provided, in full, to the Bank.
- 9.21.21. Bidder should ensure protection of all Bank's data, equipment, etc., by treating the information as sensitive. Sensitive but unclassified information, data, and/or equipment will only be disclosed to authorized-personnel. The CSP / bidder shall keep the information confidential, use appropriate safeguards to maintain its security in accordance with minimum standards. When no longer required, this information, data, and/or equipment shall be returned to Bank's control, destroyed, or held until otherwise directed by the Bank's. The bidder shall ensure that unneeded items are destroyed by burning, shredding, or any other method that precludes the reconstruction of the material.
- 9.21.22. All documents exclusively produced for the project are the property of the Bank and cannot be reproduced, or retained by the CSP/bidder. All appropriate project documentation will be given to Bank during and at the end of this contract or at the time of termination of the contract. The CSP/bidder shall not release any project information without the written consent of the Bank. Any request for information relating to the Project presented to the bidder must be submitted to the Bank for approval.
- 9.21.23. Shall provide vulnerability scan reports from Web Application, Database, and Operating System Scan results (that fall under the scope of the bidder) shall be managed and mitigated in Plans of Action.
- 9.21.24. Bidder is responsible for mitigating all security risks found and continuous monitoring activities. All high-risk vulnerabilities must be mitigated within 10 days and all moderate risk vulnerabilities must be mitigated within 15 days from the date vulnerabilities are formally identified. The Bank's will determine the risk rating of vulnerabilities.
- 9.21.25. Bank's reserves the right to perform Penetration Test. If the Bank's exercises this right, the CSP/bidder shall allow Bank's designated third party auditors to conduct activities to include control reviews that include but are not limited to operating system vulnerability scanning, web application scanning, and database scanning of applicable systems that support the processing, transportation, storage, this includes the general support system infrastructure.
- 9.21.26. Provide an independent Security Assessment/Risk Assessment
- 9.21.27. In case CSP/bidder has industry standard certifications (assessed by a third party auditor) that verify compliance against the security requirements of



the RFP, SLA & MSA, the results, relevant reports, certifications may be provided with evidence along with the mapping of the industry standard certification controls against the RFP requirements. However, if there are any requirements that do not fall under the industry standard certifications, the bidder shall get the Third Party Auditor to assess the conformance to the requirements.

- 9.21.28. Conduct regular independent third party assessments of the CSP's security controls to determine the extent to which security controls are implemented correctly, operating as intended, and producing the desired outcome with respect to meeting security requirements and submit the results to Bank's.
- 9.21.29. Shall generally and substantially and in good faith follow Gol guidelines and CERT-In and DeitY Security guidance. Where there are no procedural guides, use generally accepted industry best practices for IT security.
- 9.21.30. Shall provide consolidated view of the availability, integrity and consistency of the Web/App/DB tiers.
- 9.21.31. Deploy and update commercial anti-malware tools (for systems using Microsoft
- 9.21.32. operating systems), investigate incidents, and undertake remedial action necessary to restore servers and operating systems to operation.
- 9.21.33. Cloud platform should provide Edge-to-Edge security, visibility and carrier-class threat management and remediation against security hazards like Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks, botnets, etc. Also, shall provide protection against network issues such as traffic and routing instability.
- 9.21.34. Cloud Platform should be protected by fully-managed Intrusion detection system using signature, protocol, and anomaly based inspection thus providing network intrusion detection monitoring.
- 9.21.35. Cloud offering should have built-in user-level controls and administrator logs for transparency and audit control.

## 9.22. Bandwidth Requirement

The Vendor must have sufficient Bandwidth and IO resource to provide throughput of minimum 100 Mbps and data transfer of Minimum 15TB/Annum Data Transfer mode and has to ensure smooth functioning and access of the website to end users.

## 9.23. Legal Compliance Requirement

- 9.23.1. IT Act 2000 (including 43A) and amendments thereof.
- 9.23.2. Meet the ever evolving security requirements as specified by CERT-In (<http://www.certin.org.in/>)



- 9.23.3. Meet any security requirements published (or to be published) by DeitY or any standards body setup / recognized by Government of India from time to time and notified to the CSP by Bank's as a mandatory standard
- 9.23.4. All services acquired under this RFP including data will be guaranteed to reside in India.
- 9.23.5. There shall not be any legal frameworks outside Indian Law applicable to the operation of the service (and therefore the information contained within it).
- 9.23.6. Bidder is responsible for all costs associated with implementing, meeting, assessing, documenting and maintaining the empanelment.
- 9.23.7. The cost of meeting all requirements, getting empanelled and maintaining empanelment is the responsibility of CSP/Bidder.
- 9.23.8. If the CSP/Bidder fails to meet the guidelines & standards as set by Gol /DeitY and other regulatory body within the timeframe the Bank's reserves the right to terminate the contract and request to move to a different CSP that meets the mandatory guidelines & standards at no additional cost to Bank's. The Exit Management provisions shall come into effect in such a scenario.
- 9.23.9. Bidder shall be responsible for the following privacy and security safeguards:
- 9.23.9.1. Bidder shall not publish or disclose in any manner, without the Bank's written consent, the details of any safeguards either designed or developed by the CSP under the agreement or otherwise provided by the Bank's
- 9.23.9.2. Bidder shall adhere to the privacy safeguards as laid down by the Bank's

## 10. Technical / Functional Requirements

The Bidder shall comply with the Technical & Functional Specifications narrated in **Annexure-7**. Bidder should also maintain confidentiality of information shared with them during the tenure of the project.





**C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)**

**1. Delivery, Installation, Configuration and Hosting:**

1.1. Bank shall provide the address and contact details for delivery of required hardware/software items while placing the order.

**1.2. Project Schedule are as follows:**

Sl. No.	Contents	Timelines
1.	Acceptance of Purchase Order	Within 7 days from the date of Purchase Order
2.	Designing of Sample Layout & handing over to Bank	Within 15 days from the date of acceptance of Purchase Order
3.	Development, Code audit, Vulnerability assessment & hosting	Within one month from the date of acceptance of design layout

1.3. The bidder should prepare at least 5 sample layouts for the website and the same should be submitted to Bank. All changes, suggestions for the layout would be done by the bidder.

1.4. Any deliverable that has not been implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract.

1.5. Further development should only be started after approval from the Bank. Development should be done based on cyber security guidelines. All existing content of the website should be converted so as to comply with Government of India website guidelines (GIGW) including all PDF and HTML files. The website should be subsequently launched.

**2. Uptime:**

2.1. The bidder shall guarantee a **24x7x365** availability of the website with monthly uptime of 99.95 %.

2.2. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time from which any of the components are not accessible and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the bank unable to perform any of the defined functions on the Social Media Services tool. "Restoration" is the condition when the selected bidder demonstrates that the Websites are in working order and the Bank acknowledges the same.

2.3. The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total contracted minutes in a month} - \text{Downtime minutes in a month}) * 100}{\text{Total contracted minutes in a month}}$$

Total contracted minutes in a month

Contracted minutes of a month = No. of days in that month \* (24 \* 60) minutes.

2.4. Helpdesk and Technical support services to include system maintenance windows.

2.5. Provide a robust, fault tolerant infrastructure with enterprise grade SLAs with an assured uptime of 99.95%.



- 2.6. Service provisioning and de-provisioning times (scale up and down) in near real-time should be as per the SLA requirement of the Bank.
- 2.7. Bidder shall implement the monitoring System including any additional tools required for measuring and monitoring each of the Service Levels as per the SLA between the Bank and the bidder.
- 2.8. The Downtime calculated shall not include any failure due to Bank and Force Majeure.

**3. Penalties/Liquidated Damages:**

3.1. Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under.

- 3.1.1. Non-compliance of the Redesigning, Hosting, Configuration and Implementation of Bank's Corporate Website as per clause (1.2.) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay per week or part thereof, on the invoice value (exclusive of Taxes).
- 3.1.2. However, the total Penalty/LD to be recovered under above clauses 3.1.1 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).

**3.2. Penalties/Liquidated damages for not maintaining uptime:**

3.2.1. Penalties for not maintaining Uptime will be calculated as mentioned below:

Level of availability calculated on monthly basis	Penalty
99.95% to 100%	No penalty
Up to 98.95% and less than 99.95%	0.5% (plus GST) on Quarterly invoice value (excluding taxes)
Up to 97.95% and less than 98.95%	1.00% (plus GST) on Quarterly invoice value (excluding taxes)
Up to 96.95% and less than 97.95%	1.5% (plus GST) on Quarterly invoice value (excluding taxes)
Up to 95.95% and less than 96.95%	2.0% (plus GST) on Quarterly invoice value (excluding taxes)
Less than 95.95%	5.0 % (plus GST) on Quarterly invoice value (excluding taxes)

3.2.2. However, the total penalty/ LD to recovered under above clause 3.2.1 shall be restricted to 20% (Plus GST) of the Quarterly invoice value.

**3.3. Penalties/Liquidated damages for delay in content updation:**

3.3.1. Penalties will be calculated as mentioned below:

Delay in content updation after receiving communication through e-mail or other channels	Penalty
Within one hour	No penalty
one hour - five hours	0.1% (plus GST) on Quarterly invoice value (excluding taxes) per instance



Five hours-Ten hours	0.5% (plus GST) on Quarterly invoice value (excluding taxes) per instance
Ten hours -fifteen hours	1.0% (plus GST) on Quarterly invoice value (excluding taxes) per instance
Fifteen hours-Twenty hours	1.5% (plus GST) on Quarterly invoice value (excluding taxes) per instance
Beyond Twenty hours	2.5 % (plus GST) on Quarterly invoice value (excluding taxes) per instance

3.4.However, the total penalty/ LD to be recovered under the above clause 3.3.1 shall be restricted to 20% (Plus GST) of the quarterly invoice value.

3.5.**Penalties/Liquidated Damages for non-performance:** If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.

3.6.The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

3.7.All the above LDs are independent of each other and are applicable separately and concurrently.

3.8.LD is not applicable for the reasons attributable to the Bank and Force Majeure.

4. **Payment Terms:**

4.1.Payment schedule will be as under:

Sl. No.	Payment Stage	% of Payment
a.	Design, Development and Deployment of Website from the date of Go-Live	70% payment shall be made after successful Go-Live and sign-off by the Bank. 30% after one month from Go-Live ( on completion of source code audit, VAPT, etc.)
b.	Website Hosting and Maintenance (including Content Updation) Services	Payment shall be made quarterly in arrears basis, after completion of work as per Scope of Work and Technical requirements and after Acceptance of Project & Sign off.

4.2.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 (wherever applicable) should be submitted while claiming payment in respect of orders placed.



- 4.3. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
- 4.4. Bank will not pay any amount in advance.
- 4.5. Payment shall be released within 30 days of submission of relevant documents as per RFP terms.
- 4.6. The bank shall finalize the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
- 4.7. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by 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.

**5. Support:**

- 5.1. The Support should be available on 24x7X365 basis for hardware, software, RMA, Technical Assistant Centre.
- 5.2. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.
- 5.3. The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided over phone, E mail web based, in person, if required. All escalations will be attended / responded-promptly not later than 30 minutes of reporting.
- 5.4. The Bidder is responsible for providing Incident Management for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires CSPs/OEMs technical person's/ product developer etc. intervention, Bidder has to take up suitability with the appropriate level at CSPs/OEMs and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, Bidder will submit the same for further analysis in consultation with the Bank.
- 5.5. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.

**6. Software, Drivers and Manuals:**

- 6.1. The bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.
- 6.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

**7. Scope Involved During Contract Period:**

During the period of contract up to completion of Warranty and also during annual maintenance (if contracted), the bidder shall do the following:

- 7.1. During Warranty and AMC support [if contracted] Bidder should inform Bank about all release/version change/patches/ upgrades/ updates of software/ OS/ middleware etc. as and when released by the selected bidder/OEM.



- 7.2. If any software, License updates provided by the OEM should be provided and installed & configured by the selected bidder free of cost to the Bank during Warranty and AMC support [If contracted].
- 7.3. Any corruption in the software/License shall be rectified during the full period of the contract including AMC, at no extra cost to the Bank.
- 7.4. The bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 7.5. The Escalation Matrix should be provided for support, technical, Project, etc.
- 7.6. Bidder should keep the Bank explicitly informed about the end of support dates on related products/ hardware and should ensure support during warranty period.

**8. Mean Time Between Failures (MTBF):**

If during the warranty period and AMC period [If contracted], any hardware and/or software items fails on three or more occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank.

**9. Subcontracting:**

The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.

**10. Defect liability:**

In case any of the Software/media delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty and AMC period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.



**D. BID PROCESS**

1.	Clarification to RFP & Pre-Bid queries	9.	Software Version
2.	Pre-Bid Meeting	10.	Documentation
3.	Amendment to Bidding Document	11.	Cost & Currency
4.	Bid System Offer	12.	Erasures or Alterations
5.	Preparation of Bids	13.	Assumptions/Presumptions/Modification
6.	Tender Fee	14.	Submission of Bids
7.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	15.	Bid opening
8.	Make & Models		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.



## E. SELECTION OF BIDDER

### 1. Preliminary Scrutiny:

- 1.1. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- 1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

### 2. Clarification of Offers:

- 2.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.
- 2.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

### 3. Evaluation of Bid:

- 3.1. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.

#### 3.2. Part A-Conformity to Eligibility Criteria:

The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Eligibility Criteria and on the documents submitted as per **Appendix-A** of RFP. The proof of documents should be submitted as per **Appendix-A** and it will be evaluated by the Bank and Bank will seek clarification, if required.

#### 3.3. Part B-Technical Proposal:

The Part B-Technical Proposal of only those bidders who qualified in Part A- Conformity to Eligibility Criteria, will be opened with due communication by the Bank. The Part B- Technical Proposal submitted by the bidder will be evaluated based on documents submitted as per **Appendix-B**. The proof of documents should be submitted as per **Appendix-B** and it will be evaluated by the Bank and Bank will seek clarification, if required.

#### 3.4. Part C-Commercial Bids (Indicative):

The **Part C-Commercial Bids** of only those bidders who qualified in **Part B-Technical Proposal**, will be opened with due communication by the Bank. The **Part C-Commercial Bids (Indicative)** submitted by the bidder will be evaluated based on documents submitted as per **Appendix-C**. The L1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction.

- 3.5. Reverse Auction: Bank will conduct Reverse Auctions for arriving at L1/L2/L3 ...etc.



**4. Bidders Presentation /Site Visits / Product Demonstration/POC:**

- 4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria.
- 4.2. The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank.
- 4.3. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.
- 4.4. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- 4.5. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.
- 4.6. The presentation/document shared during the presentation/POC shall form the integral part of the offer made by the vendor and features mentioned therein should be delivered as part of the offer by the bidder at no extra cost to Bank, irrespective of the fact that such features are explicitly mentioned in the RFP or not.

**5. Normalization of Bids**

- 5.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;

5.1.1. Incremental bid submission in part of the requested clarification by the Bank

OR

5.1.2. Revised submissions of the entire bid in the whole

- 5.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 5.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

**6. Intimation to Qualified/Successful Bidders:**

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website (i.e. ). Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (L1, L2, L3....etc) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

**7. Correction of Error in Commercial Bid:**

Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid (indicative). If any such errors are noticed, it will be rectified on the following basis:





- 7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 7.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- 7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 7.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material
- 7.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.
- 7.6. If the bidder does not accept the correction of errors, the bid will be rejected.

**8. Determination of L1 Price:**

- 8.1. L1 Price will be determined after giving effect to arithmetical correction, if any.
- 8.2. The L-1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material (indicative) as per Annexure-13 of RFP or in a manner described in paragraph F of Appendix-J. Brief Business Rules and Terms & Conditions of Reverse Auction are detailed in Appendix-J.

**8.3. Online Reverse Auction:**

- 8.3.1. Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.
- 8.3.2. Reverse Auction event will be carried out among the technically qualified Bidders, based on evaluation of Part B-Technical Proposal, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated and also to get the most competitive price.
- 8.3.3. For finalization of the most competitive offer, the Bank will conduct "Reverse auction" The detailed procedure and Business rules for the Reverse auction is given as per Appendix-J.
- 8.3.4. Bank will call the technically qualified bidders whose Commercial Bids (Indicative) have been opened by the Bank for participating in the Reverse auction process which will be conducted by an Auction company authorized by the Bank. Bank will share the contact details of the concerned person of the Auction Company. Specific rules for this particular event viz. date and time, CAP price, bid decrement value, duration of event etc. shall be informed by the Auction Company to the participating bidders before the event. The bidders should furnish indicative prices for the project in their Indicative Commercial Bid to facilitate finalizing the start bid for "Reverse auction". However, the CAP price for Reverse auction will be fixed by the Bank.
- 8.3.5. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.

8.3.6. All the Bidders who have Quoted/Bidder in Reverse Auction have to submit break-up of their Final price (last bid price) again as per Annexure-13 within 2 working days form the date the date and time Auction. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank, which may please be noted.

**8.4. Re-auction/s Rules:**

8.4.1. Bank may consider the option of a Re-Auction/s in following circumstances:

8.4.1.1. At the end of the Reverse Auction, L1 price is not acceptable to the Bank.

8.4.1.2. During the process of reverse auction, if there is no bids from logged in bidders, Bank may decide a re-auction by increasing the CAP price for Re-auction.

8.4.1.3. At the end of the Reverse Auction If only one bidder puts up bid/s, Bank at its discretion may decide a re-auction.

8.4.2. Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to the Bank. Bank at its discretion can ask all the technically qualified Bidders to submit the Closed Commercial Bid by giving sufficient time to the Bidders. If Bidder/s are not submitting the Commercial Bid in due date and Time, their EMD will liable to be forfeited. If the EMD is submitted by the way of BG, Bank can its discretion invoke the Bank Guarantee.

8.4.3. Canara Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bidder in the final short-list.

8.5. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.



**F. OWNERSHIP & AWARDING OF CONTRACT**

1.	Bid Validity Period	7.	Project Execution
2.	Proposal Ownership	8.	Security Deposit / Performance Bank Guarantee
3.	Project Ownership	9.	Execution of Agreement
4.	Acceptance of Offer	10.	Pricing
5.	Award of Contract	11.	Order Cancellation/Termination of Contract
6.	Effective Date		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.



**G. GENERAL CONDITIONS:**

1.	General Order Terms	13.	Confidentiality and Non-Disclosure
2.	Roles & Responsibility during project Implementation	14.	Indemnity
3.	Responsibilities of the Selected Bidder	15.	Force majeure
4.	Human Resource Requirement	16.	Responsibilities of the Bidder
5.	Responsibility for completeness	17.	Corrupt and Fraudulent Practices
6.	Inspection of Records	18.	Adoption of Integrity Pact
7.	Negligence	19.	Amendments to the Purchase Order
8.	Assignment	20.	Amendments to the Agreement
9.	Publicity	21.	Modification/Cancellation of RFP
10.	Insurance	22.	Social Media Policy
11.	Guarantees	23.	Resolution of Disputes
12.	Intellectual Property Rights	24.	Legal Disputes and Jurisdiction of the court


The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.



**H. PURCHASE PREFERENCE**

1.	Micro & Small Enterprises	3.	Procurement through Local Suppliers (Make in India)
2.	Startup		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.

  
**DEPUTY GENERAL MANAGER**  
2



Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing>. Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

<b>Sections</b>	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
<b>Annexures</b>	
Annexure-1	Bid Covering Letter
Annexure-3	Bidder's Profile
Annexure-4	Service Support Details
Annexure-5	Track Record of Past Implementation of Projects
Annexure-6	Non-Disclosure Agreement
Annexure-9	Undertaking of Authenticity
Annexure-10	Compliance Statement
Annexure-11	Undertaking Letter
Annexure-12	Escalation Matrix
<b>Forms (Purchase Preference)</b>	
Form PP-A	Undertaking for Applicability of Purchase Preference Policy
Form PP-B	Self-Declaration of MSEs and Startups
Form PP-C	Undertaking by Bidder towards Mandatory Minimum LC
Form PP-D	Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC
MeitY Form - 1	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
DoT Form - 1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works
<b>Bid Formats</b>	
Appendix D	Format for Sending Prebid Queries.
Appendix E	Authorization Letter Format.
<b>Bank Guarantee Formats</b>	
Appendix-F	Bank Guarantee Format for Earnest Money Deposit.
Appendix G	Proforma of Bank Guarantee for Contract Performance.
Appendix H	Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable)



<b>Pre Contract Integrity Pact</b>	
Appendix I	Pre Contract Integrity Pact.
<b>Reverse Auction Formats (Not Applicable)</b>	
Appendix J	Business Rules and Terms and Conditions of Reverse Auction.
Appendix J (1) & Appendix J(3)	Format to be submitted before commencement of Reverse Auction.
Appendix J(2)	Format to be submitted after Reverse Auction by L1 vendor.
<b>Other Format</b>	
Appendix-K	Location Details.



**Annexure-2**  
**Eligibility Criteria Declaration**

The Deputy General Manager  
Canara Bank  
APM Group - DIT Wing  
HO: BENGALURU

**SUB: RFP for Selection of Service Provider for redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.**

**Ref: Your RFP 12/2019-20 dated 12/07/2019**

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria.

	Sl. No.	Eligibility Criteria	Documents to be submitted with Part A-Confirmity to Eligibility Criteria	Bidder's Response and Documents Submitted
CONSTITUTION	a)	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and must have in existence for 3 years as on RFP date.	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
	b)	The Bidder should have minimum turnover of Rs. 5 Crores in each of the last three financial years (i.e. 2016-17 and 2017-18 and 2018-19).	i. Balance Sheet for last 3 Years [i.e. 2016-17 (audited), 2017-2018 (audited) and 2018-19 (audited/provisional)]. ii) A Certificate from Company's Auditor to that effect to be submitted. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	
FINANCIALS	c)	The Bidder should have Positive Net Worth as on 31/03/2019.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	
	d)	Bidder must have provided Website Hosting Services in at least 5 Scheduled Commercial Banks / Financial Institutions / PSU / Government Organizations / corporate	The Bidders has to provide order copy in their name/reference Letter from the organization mentioning Website Hosting Services to Scheduled Commercial Banks / Financial Institutions / PSU / Government Organizations.	





		website of Listed Companies in the last five (5) years as on date of RFP.	
	e)	Bidder should have developed/revamped/red esigned at least two (2) corporate websites for Scheduled Commercial Banks / Financial Institutions / PSU / Government Organizations / Listed Companies in the last five (5) years as on date of RFP.	The Bidders has to provide order copy in their name/reference Letter from the organization mentioning development / revamping /redesigning being provided to Scheduled Commercial Banks / Financial Institutions / PSU / Government Organizations.

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date

Signature with seal

Name :

Designation :



Annexure-7

Technical Requirements for redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.

SUB: RFP for Selection of Service Provider for redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.

Ref: Your RFP 12/2019-20 dated 12/07/2019

<b>Note:</b>			
1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.			
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.			
3. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.			
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.			

A. Technical Requirements for redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.

Sl. No.	Functional Requirement	Complied (Yes/No)	Deviation (if any)
1.	Bidder should provide the following documentation - a) Implementation Plan for Cloud based service Architecture. b) Migration Strategy, c) Test Plan, d) Implementation Procedure		
2.	Cloud Service providers should be from the empanelled list of MEITY (Ministry of Electronics and Information Technology) to provide Cloud Computing Services. The model should be (including SaaS and DRaaS).		
3.	The cloud service provider (CSP) shall at least have the following certifications, in addition to MEITY accreditation. ISO 27001 ISO 27017 and ISO 27018 ISAE 3402 Meet the Cloud Security Alliance Cloud Controls Matrix RBI and Government of India guidelines and mandates on Cloud Computing CERT-in guidelines as and when they are released and become applicable		
4.	Bidder has to ensure proper DC-DR replication and in High Availability mode.		
5.	CSP may need to provide assessment details for standards like SAAE-16, with Reporting SOC 2, SOC3 as applicable based on the need for Bank. Based on the relevant laws and guidelines, the CSP may ensure a PKI based authentication mechanism under the hierarchy of the		



	Controller of Certifying Authorities (CCA) For getting access to the cloud infrastructure, which can provide the required legal protection as per the Indian laws (IT Act).		
6.	The management consoles should only show the data relevant for the Bank.		
7.	The infrastructure elements including server, storage (including backup storage) and network of the Cloud to bank should provide strong tenant isolation, provide granular identity and access management capability and encryption and be logically separate from the public and other cloud offerings of the cloud service provider. There should be logical separation (of servers, storage, network infrastructure and networks) to protect data, applications and servers and provide robust virtual isolation for the Cloud to bank.		
8.	Bidder should ensure all the physical, environmental and security features, compliances and controls of the Data Center facilities (as required under this RFP) shall be enabled for the Cloud Service Offerings.		
9	The cloud service offering shall support Network and security with dedicated firewall and load balancer integration for auto-scale functions.		
10.	All the physical, environmental and security features, compliances and controls of the Data Center facilities (as required under this RFP) shall be enabled for the Cloud Service Offerings.		
11	Bidder should ensure any changes (including auto-provisioning and others that may or may not need prior approval) to the underlying cloud infrastructure, software, etc. under the scope of the bidder, that has the potential to affect the SLAs (performance, availability,), the Bank's shall get alerts / notifications from the bidder, both as advance alerts and post implementation alerts.		
12.	Bidder should ensure there is also no scope for error in placing information on the website at the scheduled time, neither before nor after, and keeping it confidential till then. The Bank considers error in this to be a reputation risk for itself and therefore unacceptable. Certain content with specific 'date and time embargo' need to be hosted with great care and confidentiality and to ensure this, it is recommended that an appropriate workflow model may be used with the final trigger resting with Canara Bank officials		
13.	Bidder need to redesign home page and other web pages Canara Bank's Corporate website, Maintenance (including content updation), Hosting on Cloud Service Offering model .		
14.	Bidder need to host ,maintain (including content updation) of Canara Bank's websites www.canarabank.com & ww.canaramsme.com with on Cloud Service Offering model .		
15.	Bidder should ensure websites must be available 24 X 7 X 365. The security and integrity of the database and the website has to be maintained under all circumstances		
16.	Bidder should ensure website should be industry standard corporate secured website.		
17.	Bidder has to host Bank's website on a dedicated server in a data centre hosted in India which is at least of tier III category (preferably in Bangalore), along with backup server. Address and other details of the location of the server/ backup server in India to be furnished.		
18.	Bidder should ensure the Bank's Website on dedicated server in high availability mode & DC-DR at two different Seismic Zones.		



19.	DR setup for the website should also be on Tier III (at least) category data Centre hosted in India in a different seismic zone from the primary Data Centre. The vendor must provide details of the required items (hardware/software or otherwise) for the said type of deployment of website in its response to this RFP.		
20.	Bidder should ensure DR Drill arrangement and ensuring successful as per Bank's RPO & RTO.		
21.	Bidder should use only licensed software for website development and should be hosted on a licensed infrastructure		
22.	Bidder should ensure Timeliness, uninterrupted service, volumes, response time for websites less than one second and confidentiality are uncompromised requirements of the Canara Bank website.		
23.	Website should support all major web browsers and Operating System (for e.g. Firefox, Opera, safari etc.) and Internet Explorer.		
24.	Bidder should ensure Website should have capability of API integration securely with other Bank's application through industry standard protocol.		
25.	Bidder has to provide an administrative module for uploading/deleting the content in website in maker and checker format.		
26.	Bidder should ensure that content addition /development /modification in line of present content, done with no extra cost.		
27.	Bidder should ensure 24x7 technical support and maintenance of all the dynamic components of the website.		
28.	Bidder is required to take over the management of the existing web site on an 'as is' basis and include/improve the following features and functionalities.		
29.	Website should compatible to all screen/monitor of desktop, laptop and mobiles.		
30.	Bidder should ensure website should comply with latest WCAG guidelines issued by Govt. of India.		
31.	Bidder should ensure content updation/modification should be done with in 1 hour.		
32.	Bidder should ensure website to be in compliance with the CERT - IN, RBI, Ministry of Finance as well as other Govt. Of India guidelines including IPV6 (Internet Protocol Version 6) capabilities. The website should be accessible through IPV4, IPV6 and a combination of both IPV4 & IPV6 networks with same performance levels.		
33.	Bidder should ensure Content management of the website at 24*7 support.		
34.	Bidder/ Cloud Service provider shall ensure that no data of the Bank is stored in data centers outside India and would provide audit access to regulator of the environment, whenever there is an audit requirement. Complete data of the Bank including data at primary data center and secondary data center shall reside in India		
35.	Bidder should ensure that bank shall have the leverage of migrating in and out of the cloud, and there shall be no lock-in period either.		
36.	Bidder and Cloud service provider(CSP) appropriate and adequate measures shall be taken to ensure data security.		
37.	Bidder and Cloud service provider(CSP) appropriate and adequate measures shall be taken to ensure data security.		



38.	Bidder should ensure periodic Vulnerability Scanning and Penetration Testing of the Cloud set up as per Bank's Policy, regulator/government authorities' prescription.		
39.	The bidder needs to ensure that Bank is provided with service around the clock.		
40.	Manage data isolation in a multi-tenant environment.		
41.	The bidder should provide tools and mechanism to the Bank for defining their backup requirements & policy..		
42.	Manage data remanence throughout the data life cycle.		
43.	Provide and implement security mechanisms for handling data at rest and in transit's shall not delete any data at the end of the agreement (for a maximum of 90 days beyond the expiry of the Agreement) without the express approval of the Bank's.		
44.	The bidder shall work with the Bank to ensure that Security guidelines issued by industry bodies like IBA, IDRBT, DSCI, CERT-Fin, RBI etc. are adhered to. The encryption algorithm for storing critical and sensitive data on the Cloud may be AES 256 in CBC mode or equivalent.		
45.	Data privacy should be assured by the CSP/bidder.		
46.	The Bank as well as the regulator shall have the right to inspect and audit the cloud services being provided to the Bank. The bidder shall ensure that appropriate changes are done as recommended by the regulators, if any. Periodical physical audit reports shall be submitted by the bidder to Bank for better Monitoring.		
47.	Bidder should ensure data center facilities and the physical and virtual hardware should be located within India.		
48.	Bidder should ensure Data Center should be certified for the latest version of ISO 27001 (year 2013) and provide service assurance and effectiveness of Management compliant with SSAE 16 / ISAE 3402 standard		
49.	Bidder should ensure NOC and SOC facility must be within India for the Cloud Environments and the managed services quality should be certified for ISO 20000:1		
50.	Bidder should ensure in addition to the Primary DC, the bidder is responsible for Disaster Recovery Services so as to ensure continuity of operations in the event of failure of primary data center and meet the RPO and RTO requirements. RPO should be less than or equal to 2 hours and RTO shall be less than or equal to 4 hours. The key transaction data shall have RPO of 15 minutes. However, during the change from DC to DRC or vice-versa (regular planned changes), there should not be any data loss. There shall be asynchronous replication of data between Primary DC and DR and the bidder will be responsible for sizing and providing the DC-DR replication link so as to meet the RTO and the RPO requirements.		
51.	The bidder should offer dashboard to monitor RPO and RTO of application and database.		
52.	Bidder should Manage the network, storage, server and virtualization layers, to include performance of internal technology refresh cycles applicable to meet the SLAs		
53.	Transfer the website from one hosting server to another hosting server, if required by the Bank, at no extra cost		
54.	Bidder should ensure Data Center Facility shall at a minimum implement the security toolset: Security & Data Privacy (Data &		



	Network Security including Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, WAF (web application Firewall) ,Rights Management, SIEM, Integrated Vulnerability Assessment, SOC, Private Virtual Zones, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting.		
55.	Bidder should ensure to Rectify/ fix the security vulnerabilities in source code, if any, found by security auditors nominated by the Bank from time to time (this may and can vary from one month to a year as per the CERT-In guidelines).		

Date

Signature with seal

Name :

Designation :



Annexure-8

Scope of Work

SUB: RFP for Selection of Service Provider for redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.

Ref: Your RFP 12/2019-20 dated 12/07/2019

Sl. No.	Scope of Work	Bidder's Compliance (Yes/No)
1.	As per Clause no. 9 of Section-B	

Date

Signature with seal

Name :

Designation :



Annexure- 13  
Bill of Material

SUB: RFP for Selection of Service Provider for redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.

Ref: Your RFP 12/2019-20 dated 12/07/2019

Table -A  
Price details for one-time Design, Development of Corporate website

[Amount in Rs.]

Sl No.	Description of Work	Amount (exclusive of tax )	Tax %	Tax Amount	Total Cost (Inclusive of taxes)
		a	b	c	d=a+c
1	One time cost of Design, Development and Implementation of Corporate website				

Table -B  
Price details of Website Hosting and Maintenance (including Content Updation) Services

[Amount in Rs.]

Sl. No	Item Details	One Year price for Website Hosting and Maintenance (including Content Updation) Services. (Excluding Tax)	Tax for Column A		One Year Cost for Website Hosting and Maintenance (including Content Updation) Services (Inclusive of tax)	No. Of Years	Total Cost for 3 years for Website Hosting Maintenance (including Content Updation) Services
		A	B % of Tax	C Tax Amount	D = A + C		E
1	Website Hosting and Maintenance (including Content Updation) Services (Canarabank.com & Canaramsme.com)					3	

Table-C  
Total Cost for 3 Years Contract Period

[Amount in Indian Rupees]

Sl. No.	Details	Total Cost of Ownership [inclusive of tax]
A	Price details for one-time Design, Development of Corporate website() as per Table-A [Column d]	
B	Price details of Website Hosting and Maintenance (including Content Updation) Services per Table-B [Column F]	
C	Total Cost of Ownership [Sum of A and B]	





Undertaking:

- i. Bill of material is submitted on the letter head and is signed by an Authorised Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name :

Designation :



Appendix -A

Instructions to be noted while preparing/submitted Part A- Conformity to Eligibility Criteria

The Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head only.

- 1) Index of all the documents submitted with page numbers.
- 2) Cost of Tender document by way of DD payable at Bengaluru / Exemption Certificate.
- 3) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / exemption Certificate.
- 4) Self-Declaration of MSEs/Startup on their Letter Head as per Form PP - B.
- 5) Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- 6) Bid Covering letter as per Annexure-1.
- 7) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 8) Bidder's Profile as per Annexure-3.
- 9) Service Support Details as per Annexure-4.
- 10) Track Record of Past Implementation as per Annexure-5.
- 11) Non-Disclosure Agreement as per Annexure-6.
- 12) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper.
- 13) Write up on the Work Experience / Expertise of Website Redesigning & Maintenance (including content updation), Hosting on Cloud Service.
- 14) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.



## Appendix-B

### Instructions to be noted while preparing/submitting Part B- Technical Proposal

The Technical Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. **All the Annexures should be submitted in Bidder's Letter Head.** Technical Offer for this RFP shall be made as under:

- 1) Index of all the documents submitted with page numbers.
- 2) Compliance to Technical Specification for Website Redesigning & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites should be complete with all columns filled in as per Annexure-7.
- 3) Compliance to the Scope of Work as per Annexure-8.
- 4) Undertaking Letter of Authenticity for Website Redesigning & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites as per Annexure-9.
- 5) Compliance Statement as per Annexure-10.
- 6) Undertaking Letter as per Annexure-11.
- 7) Escalation Matrix as per Annexure-12.
- 8) Masked bill of Material as per Annexure-13.
- 9) Technical Documentation (Product Brochures, leaflets, manuals, drawings).



## Appendix-C

### Instruction to be noted while preparing/submitting Part C-Commercial Bid

The Commercial Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc., should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory. **All the Annexures should be submitted in Bidder's Letter Head.**

The suggested format for submission of commercial Offer for this RFP is as follows:

- 1) Bill of Material as per Annexure-13.
- 2) Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product. (MeitY Form -1) (if eligible).
- 3) Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works. (DoT Form - 1) (if eligible).

