

**Pre Bid Queries and Replies for RFP 12/2019-20 dated 12/07/2019 for Selection of Service Provider for Redesigning of Bank's Corporate Website Maintenance (including content updation), Hosting on Cloud Service for Bank's websites**

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	10	<b>B. INTRODUCTION</b>	4. Objective:	4.4. The Bidder should offer Cloud based service in Bank's name to host Bank's website in India.	Please elaborate this point. Do Babnk require any orchestration layer to create VM and Infra ?	Bidder should offer cloud service in Bank's name. Bidder need to offer public cloud hosting service model including service model SaaS and DRaaS in Bank's name.
2	10	<b>B. INTRODUCTION</b>	4. Objective: & 5. Requirement Details:	4.4. The Bidder should offer Cloud based service in Bank's name to host Bank's website in India.  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:	Please clarify whether Bank requires cloud, shared or Dedicated hosting after considering following clauses?  Under clause 9.5.3 (page no.12) it is mentioned that "Bank's website on a dedicated server .....".  Again clause 9.5.4 (page no.12) suggets for dedicated server in high availability mode at two differant siesmic zones.	Bank requires cloud hosting service. DC & DR should be in two different siesmic zone.
				<b>Requirement:</b> a. One time Design, Development of Corporate website b. Updation in Bank's Corporate website & Canara MSME Website c. Website Hosting and Maintenance (including Content Updation) Services	Note: There are many clauses like Clause no. 9 (9.1, 9.2, 9.3.1, 9.3.5, Annex. 7 CL. No A 17 & 18 and so on) which suggests for cloud hosting.	



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3	10	B. INTRODUCTION	5. Requirement Details:	<p>5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Redesigning of Bank's Corporate Website &amp; Maintenance (including content updation), Hosting on Cloud Service for Bank's websites as per the Terms &amp; Conditions, Technical Specifications/requirement and Scope of Work described elsewhere in this document. The brief description of Solution is furnished in following tables:</p> <p><u>Requirement:</u></p> <p>a. One time Design, Development of Corporate website</p> <p>b. <u>Updation in Bank's Corporate website &amp; Canara MSME Website</u></p> <p>c. <u>Website Hosting and Maintenance (including Content Updation) Services</u></p>	<p>Whether Vendor has to only maintain the content of Bank's MSME website? If yes, what will be the average number of content updation requests?</p> <p>Whether scope includes revamped of MSME website including making it responsive? If so, whether CMS or any other online features to be included in scope of development?</p>	<p>1. Bank require cloud hosting service of forcaramamsme.com &amp; Content Updation by the bidder.</p> <p>2. Updation required atleast once in a day.</p> <p>2.Revamp of MSME is not part of RFP &amp; existing MSME website needs to be maintained &amp; hosted on the cloud.</p>
4	10	B. INTRODUCTION	5. Requirement Details:	<p>5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Redesigning of Bank's Corporate Website &amp; Maintenance (including content updation), Hosting on Cloud Service for Bank's websites as per the Terms &amp; Conditions, Technical Specifications/requirement and Scope of Work described elsewhere in this document. The brief description of Solution is furnished in following tables:</p> <p><u>Requirement:</u></p> <p>a. One time Design, Development of Corporate website</p> <p>b. <u>Updation in Bank's Corporate website &amp; Canara MSME Website</u></p> <p>c. Website Hosting and Maintenance (including Content Updation) Services</p>	<p>Do you require onsite resource for updating data?</p>	<p>Bank do not require on site support Engineer, however bidder should engage sufficient resources at his location for meeting scope of the RFP.</p>



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5	10	<u>B. INTRODUCTION</u>	5. Requirement Details:	<p>5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Redesigning of Bank's Corporate Website &amp; Maintenance (including content updation), Hosting on Cloud Service for Bank's websites as per the Terms &amp; Conditions, Technical Specifications/requirement and Scope of Work described elsewhere in this document. The brief description of Solution is furnished in following tables:</p> <p><u>Requirement:</u></p> <p>a. One time Design, Development of Corporate website</p> <p>b. <u>Updation in Bank's Corporate website &amp; Canara MSME Website</u></p> <p>c. Website Hosting and Maintenance (including Content Updation) Services</p>	Is vendor also responsible for creating data like banners, marketing images, content, etc.?	Bidder has to create data line banner, marketing images, etc. as a part of redesign/revamping of the canarabank.com website. Subsequently bidder has to carry out content updation of bank's corporate website & MSME website.
6	10	<u>B. INTRODUCTION</u>	6. Existing Infrastructure:	6.2. Presently the database being used is MS SQL.	<p>1) kindly share the existing Database size.</p> <p>2) Kindly share the daily data generation size.</p>	<p>1. Current database size is 30 Gb.</p> <p>2. Data generation size is 100 Mb per day.</p>
7	11	<u>B. INTRODUCTION</u>	9. Scope of Work:  9.3. Certifications, attestations and authorizations for the Cloud:	9.3.4. ISAE 3402	Kindly remove this Clause	Bidder to comply with RFP term.
8	11	<u>B. INTRODUCTION</u>	9. Scope of Work:  9.3. Certifications, attestations and authorizations for the Cloud:	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)	Kindly remove SAAE-16, SOC-2 and SOC-3	Bidder to comply with RFP term.



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9	12	<b>B. INTRODUCTION</b>	9. Scope of Work:  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.	Contradictory Word Point No 9.4.1 & 9.5.3 & 9.5.4, Kindly confirm the bidder has to provide an Cloud Hosting Services for Canara Bank Web Site Hosting, or bidder has to provide the dedicated servers to host the Canara Bank Web Site.	Bank requires cloud hosting service. DC & DR should be in two different seismic zone.
10	12	<b>B. INTRODUCTION</b>	9. Scope of Work:  9.4. Technologies to be used on Cloud:	9.4.2. The cloud service offering shall support Network and security with dedicated firewall and load balancer integration for auto-scale functions.	Kindly confirm the bidder has to propose the Virtual Firewall and Virtual Load Balancer which is dedicated to the Canara Bank Web Site Hosting project.	Bidder should have Virtual/Dedicated Firewall and Load Balancer.
11	12	<b>B. INTRODUCTION</b>	9. Scope of Work:  9.5. The below mandatory requirements are applicable for website for hosting in cloud deployment models.	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.	Whether Bank is looking for dedicated hosting or cloud hosting. Please also let us know the role of "backup" server as mentioned in this clause.  Whether hosting DC in Bangalore we will carry additional points for evaluation of vendor. Normally client prefers hosting of primary server in local area when Bank may have easy accessibility. This also helps Bank for a local visit without incurring additional expenditure on travelling and boarding. Please advise.	Banks require cloud hosting and service model with HA in two different seismic zones.
12	12	<b>B. INTRODUCTION</b>	9. Scope of Work:  9.5. The below mandatory requirements are applicable for website for hosting in cloud deployment models.	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.	Whether Bank is looking for HA in dedicated hosting Bank's website?	The Cloud service provider should host the website in different seismic zone.



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13	12	<u>B. INTRODUCTION</u>	9. Scope of Work:  9.5. The below mandatory requirements are applicable for website for hosting in cloud deployment models.	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.	Kindly confirm the bidder has to provision the Local HA for Web Site at primary site, and Disaster Recovery Site will be Hosting on the different seismic Zones on 50% capacity of primary site.	The Cloud service provider should host the website in different seismic zone. Primary site & DR site should have 1:1 capacity.
14	13	<u>B. INTRODUCTION</u>	9. Scope of Work:  9.5. The below mandatory requirements are applicable for website for hosting in cloud deployment models.	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.	Plesae elaborate what features and functionalities needs to be implementing in the existing site.	Bidder to refer clause no. 9.5 (Section-B) of the RFP.
15	13	<u>B. INTRODUCTION</u>	9. Scope of Work:  9.5. The below mandatory requirements are applicable for website for hosting in cloud deployment models.	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.	Do we use the as is website and improve it or can we use some other technology and built it from scratch?	Both options are acceptable to the Bank.
16	13	<u>B. INTRODUCTION</u>	9. Scope of Work:  9.5. The below mandatory requirements are applicable for website for hosting in cloud deployment models.	9.5.13. Audio/video streaming.	As per industry practice videos are generally uploaded in Youtube duly ambeded in Bank's website for better performance of video. Otherwise server should be high capability for streaming video files which may land in higher cost.	Bidder to comply with RFP term.
17	13	<u>B. INTRODUCTION</u>	9. Scope of Work:  9.5. The below mandatory requirements are applicable for website for hosting in cloud deployment models.	9.5.13. Audio/video streaming.	Audio and videos shall be provided by Canara Bank	Bank will provide the required audio/video content.



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18	13 & 20	B. INTRODUCTION	9. Scope of Work:  9.5. The below mandatory requirements are applicable for website for hosting in cloud deployment models. & 9.20. Integration Requirements	9.5.18. The Website should have capability of API integration securely with other Bank's application through industry standard protocol.  9.20.1. Provide support to all Application Programming Interfaces (APIs) including REST API that bidder develops/provides	Please let us know how many such integration will fall within our scope of work.	Bidder has to carry out integration with one application on day one.
19	13	<u>B. INTRODUCTION</u>	9. Scope of Work:  9.5. The below mandatory requirements are applicable for website for hosting in cloud deployment models.	9.5.20. The bidder should ensure content updation/modification should be done with in 1 hour.	This is possible only when the content is ready to upload. It may require more time if content needs to be created.	Bank will provide the content.
20	14	<u>B. INTRODUCTION</u>	9. Scope of Work:  9.5. The below mandatory requirements are applicable for website for hosting in cloud deployment models.	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.	Who will bear cost for Cert-in certification?	Bidder has to bear the cost of certification.
21	14	<u>B. INTRODUCTION</u>	9. Scope of Work:  9.5. The below mandatory requirements are applicable for website for hosting in cloud deployment models.	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.	Will bank provide SMS gateway? If No, then who will bear the cost of SMS gateway? & How many sms messages are expected in a months time?	Bidder has to bear the cost.



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22	15	<u>B. INTRODUCTION</u>	9. Scope of Work:  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.	Kindly share the frequency of the Vulnerability Scanning and Penetration Testing audit or bidder has to propose the yearly once the Vulnerability Scanning and Penetration Testing audit.	Bidder has to carry out VAPT atleast once in 6 months.
				Bidder shall not allow any audit activities of the Bank's infrastructure on the cloud without getting the written permission from the bank. <u>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.</u>		
23	17	<u>B. INTRODUCTION</u>	9. Scope of Work:  9.16. Data Center Facilities Requirements	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	Kindly amend the Clause as: "The Data Center should be certified for the latest version of ISO 27001 (year 2013)"	Bidder to comply with RFP term.
24	20	<u>B. INTRODUCTION</u>	9. Scope of Work:  9.20. Integration Requirements	9.20.1. Provide support to all Application Programming Interfaces (APIs) including REST API that bidder develops/provides	How many external application integrations have been envisaged currently?	As on date only one application needs to integrated. Future integration if any should be carried by the successful Bidder on the man days basis. Bidder has to quote man days cost in the Amended Bill of material.



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25	21	B. INTRODUCTION	9. Scope of Work:  9.21. Security and Audit Requirement	9.21.7. the website viz. Tender/Recruitment Module, Loan Applications Management System, Lead Generation System etc., if / as & when required by the Bank.	Whether the bidder has to develop these applications? Whether modification is required and it so the details of requirement with there work flow? Wheter the existing applications are centralized or decentralized?  To do the effort estimation we need to provide budgeted efforts for "change request" for development of any dynamic module or amendmend thereof ?	Application are already avaiable, however Bidder has to modify/develop as per the regulatory requirement on security aspects.
26	21	B. INTRODUCTION	9. Scope of Work:  9.21. Security and Audit Requirement	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)	Please let us know the following: 1. Observed that existing SSL is domain based and valid up to 18.02.2021. Whether renewal will fall in bidders scope? 2. What is expected provisioning to be made for Ddos Mitigation Solution (in GBPS) for proper provisioning in cost. 3. Generally reputed WAF (like Imperva) is very cost sensative. Can Bank suggests whether any brand name is in the mind?	1. Bidder can reuse the existing certificate and after expiry Bank will renew the same. 2. Bank expects DDoS mitigation for 1 Gbps capacity on an average. 3. Bidder has to provide any WAF listed in Gartner magic quadrant 2018.
27	21	B. INTRODUCTION	9. Scope of Work:  9.21. Security and Audit Requirement	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.	Kindly elaborate on "the database node in separate zone". Also let us know how to establish connectivity between application and database server. If the database nodes lies in separate zone.	Bidder has to maintain Web servers, Database servers, Application servers in separate network security zones.
28	23	B. INTRODUCTION	9. Scope of Work:  9.21. Security and Audit Requirement	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.	Who will appoint the independence Authority? In case biddeers has to arrange, whether Bank will reimbursed the expenditure?	Bidder has carry out Audit from Certin Certified Auditors and cost to be beared by the bidder.





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29	23	B. INTRODUCTION	9. Scope of Work:  9.21. Security and Audit Requirement	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.	Who will bear cost of these assessments?	Bidder has to bear the cost of assessments.
30	23	B. INTRODUCTION	9. Scope of Work:	9.22. <u>Bandwidth Requirement</u> 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.	Since the minimum desired requirement in RFP is very huge, please let us know how much Bandwidth (in MBPS) to be provided in cost as we can always go for bustability of 100 MBPS. On the other way please let us know what is the existing usages of bandwidth which will help us to do proper provisioning.	Bidder to comply with RFP term
31	25	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	1.2.3	1.2. Project Schedule are as follows: <u>1. Contents</u> Acceptance of Purchase Order <u>Timelines</u> Within 7 days from the date of Purchase Order  <u>2. Contents</u> Designing of Sample Layout & handing over to Bank <u>Timelines</u> Within 15 days from the date of acceptance of Purchase Order  <u>3. Contents</u> Development, Code audit, Vulnerability assessment & hosting <u>Timelines</u> Within one month from the date of acceptance of design layout	From our experience the time line of one month is not reasonable. Please let us how you comment on this.	Bidder to comply with RFP term



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32	40	Annexure-2 Eligibility Criteria Declaration	FINANCIALS Eligibility Criteria no. b	<p><b>Eligibility Criteria:</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).</p> <p><b>Documents to be submitted:</b> 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.</p>	<p>We request Bank to reduce the minimum turnover criteria during last 3 years to considere Rs. 2.25 Crore in each last 3 financial years.</p> <p>Sir, we have been developing hosting and maitaning many large PSU / Private / Coop Banks during last 20 years and most of them had long relationship of decade or more. Few names are as follow: Bank of India, Union Bank of India, Central Bank of India, UCO Bank, Allahabad Bank, Andhra Bank, Syndicate Bank, L V Bank, Abhyudaya Coop. bank &amp; Punjab &amp; Maharashtra Bank.</p> <p>Recently we have developed,hosting &amp; maintaing website of CanFin Home Ltd.</p>	<p><b>Eligibility Criteria is modified as under:</b> b. The Bidder should have minimum turnover of <b>Rs. Two (2) Crores</b> in each of the last three financial years (i.e. 2016-17 and 2017-18 and 2018-19).</p> <p><b>Documents to be submitted:</b> 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.</p>
33	40	Annexure-2 Eligibility Criteria Declaration	FINANCIALS Eligibility Criteria no. b	<p><b>Eligibility Criteria:</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).</p> <p><b>Documents to be submitted:</b> 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.</p>	<p>Please reduce turnover clause Rs. 5 cr to 3 cr in each of the last three financial years (i.e. 2015-16 and 2016-17 and 2017-18 as 2018-19 balance sheets are not ready)</p>	<p><b>Eligibility Criteria is modified as under:</b> b. The Bidder should have minimum turnover of <b>Rs. Two (2) Crores</b> in each of the last three financial years (i.e. 2016-17 and 2017-18 and 2018-19).</p> <p><b>Documents to be submitted:</b> 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.</p>



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34	40	Annexure-2 Eligibility Criteria Declaration	BIDDER EXPERIENCE Eligibility Criteria no. d	<b>Eligibility Criteria:</b> Bidder must have provided Website Hosting Services in at least 5 Scheduled Commercial Banks / Financial Institutions / PSU / Government Organizations / corporate website of Listed Companies in the last five (5) years as on date of RFP. <b>Documents to be submitted:</b> 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.	Since working with banks requires specialised skills, we request you to Please amend these to read 1. "The bidder should have successfully completed 2 work orders involving Development ,Hosting and maintenance of Websites for Schedule commercial Banks /Financial Institution / Government Department/Ministry/PSU for a minimum contract value of Rs. 1,00,00,000 (Rupees One Crore Only) in the last 5 Years." 2. The bidder should have successfully completed design, development and maintenance of 2 PSU Banks in the last 5 years.	Bidder to comply with RFP term
35	40	Annexure-2 Eligibility Criteria Declaration	BIDDER EXPERIENCE Eligibility Criteria no. e	<b>Eligibility Criteria:</b> Bidder should have developed/revamped/redesigned 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. <b>Documents to be submitted:</b> 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.	Since working with banks requires specialised skills, we request you to Please amend these to read 1. "The bidder should have successfully completed 2 work orders involving Development ,Hosting and maintenance of Websites for Schedule commercial Banks /Financial Institution / Government Department/Ministry/PSU for a minimum contract value of Rs. 1,00,00,000 (Rupees One Crore Only) in the last 5 Years." 2. The bidder should have successfully completed design, development and maintenance of 2 PSU Banks in the last 5 years.	Bidder to comply with RFP term
36	42	<u>Annexure 7</u> <u>Technical Requirements for redesigning of Bank's Corporate Website &amp; Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.</u>	A. Technical Requirements for redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites;  Point no 3	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	Kindly amend the Clause as: "The cloud service provider (CSP) shall at least have the following certifications, in addition to MEITY accreditation. ISO 27001 ISO 27017 and ISO 27018"	Bidder to comply with RFP term.

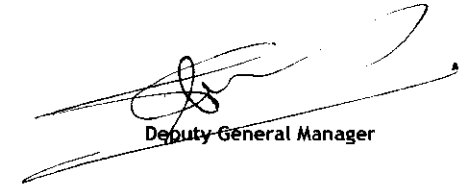


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37	42	<u>Annexure 7</u> <u>Technical Requirements for redesigning of Bank's Corporate Website &amp; Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.</u>	A. Technical Requirements for redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites;  Point no 5	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).	Kindly remove SAAE-16, SOC-2, SOC-3	Bidder to comply with RFP term.
38	43	<u>Annexure 7</u> <u>Technical Requirements for redesigning of Bank's Corporate Website &amp; Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.</u>	A. Technical Requirements for redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites;  Point no 14	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 .	We understand that there are 2 websites to be developed and maintained?	Bidder need to redesign our corporate website(www.canarabank.com) and need to host our Canara Bank's websites www.canarabank.com & www.canaramsme.com on Cloud Service Offering model with content updation.
39	45	<u>Annexure 7</u> <u>Technical Requirements for redesigning of Bank's Corporate Website &amp; Maintenance (including content updation), Hosting on Cloud Service for Bank's websites.</u>	A. Technical Requirements for redesigning of Bank's Corporate Website & Maintenance (including content updation), Hosting on Cloud Service for Bank's websites;  Point no 48	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	Kindly amend the Clause as: "The Data Center should be certified for the latest version of ISO 27001 (year 2013)"	Bidder to comply with RFP term.
40	45	<u>Annexure-13</u>	Manufacturer Authorization Form	Manufacturer Authorization Form	Kindly confirm for which product or services bidder has to provide the MAF (Manufacturer Authorization Letter)	MAF not required for this RFP.
41	NA	Annexure-4	Service Support Details	Location - Bengaluru	Our Development office is in Delhi but we don't have offices in Bangalore. However, we have been serving our clients in Chennai (Indian Overseas Bank), Mumbai (IndianOil Corporation Limited and LIC), Kolkata (United Bank of India) etc. from our Delhi Office. So, we hope this is not mandatory clause and also not required in Eligibility Criteria.	Bidder to comply with RFP term



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
42	NA	NA	NA	Suggestion for new Clause	Suggestion for Quality Services - Bidder should be CMMI level 3 Certified Company.	Bidder to comply with RFP term

Date: 26/07/2019  
Place: Bengaluru

  
Deputy General Manager

