



REQUEST FOR PROPOSAL [RFP]
FOR
**“SUPPLY, INSTALLATION, IMPLEMENTATION, ROLL OUT,
OPERATIONS AND MAINTENANCE OF BREACH AND ATTACK
SIMULATION SOLUTION”**
IN
CANARA BANK”

**Issued by: Canara Bank,
Procurement Group, 1st Floor,
DIT Wing, Naveen Complex,
14, MG Road, Bengaluru -560 001
Phone No - 080- 25590070,25584873
Email Id - hoditapm@canarabank.com**



A. BID SCHEDULE& ABBREVIATIONS

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 13/2020-21 dated 02/09/2020
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Breach Simulation Solution in Canara Bank
4.	Bank's Address for Communication	Deputy General Manager, Canara Bank, Procurement Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001
		Senior Manager, Procurement Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: hoditapm@canarabank.com
5.	Date of Issue of RFP	02/09/2020, Wednesday
6.	Tender Fee (Non-refundable)	Rs.5,900/- (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs.15,00,000/-
8.	Performance Bank Guarantee/Bid Security	10% of Total Order Value
9.	Last Date, Time and Venue for Submission of Bids	23/09/2020, Wednesday 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.	23/09/2020, Wednesday 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 Part-C	Will be intimated at a later date.

12.	Pre-bid Meeting Date & Time	<ol style="list-style-type: none"> 1. Pre-bid meeting will be held on 11/09/2020, Friday at 3.30 pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001. 2. Pre bid queries should be submitted as per Appendix-D. 3. Pre-bid Queries to E-mail hoditapm@canarabank.com must reach us on or before 09/09/2020, Wednesday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 13/2020-21 dated 02/09/2020". Queries reaching after 3.00pm on 09/09/2019 will not be entertained.
13.	Other Details	<ol style="list-style-type: none"> 1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid. 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 https://canarabank.com/tenders.aspx 3. No suggestions or queries shall be entertained after pre-bid meeting.

This document can be downloaded from following website <https://canarabank.com/tenders.aspx> and <https://eprocure.gov.in/epublish/app>. 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.

Any amendments, modifications, Pre Bid replies & any communication etc. will be uploaded in the Bank's website only (i.e. <https://canarabank.com/tenders.aspx>). No individual communication will be sent to the individual bidders.



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 (<https://canarabank.com/tenders.aspx>) 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 used in this Document:

1.	AMC	Annual Maintenance Contract
2.	ATS	Annual Technical Support
3.	BG	Bank Guarantee
4.	BOM	Bill of Material
5.	DD	Demand Draft
6.	DIT	Department of Information Technology
7.	EMD	Earnest Money Deposit
8.	GST	Goods and Service Tax
9.	HO	Head Office
10.	HTTP	Hyper Text Transfer Protocol
11.	HTTPS	Hyper Text Transfer Protocol Secure
12.	ISDN	Integrated Services Digital Network
13.	ITU	International Telecommunication Union
14.	LAN	Local Area Network
15.	LD	Liquidated Damage
16.	MAF	Manufacturer Authorisation Form
17.	MSE	Micro and Small Enterprises
18.	MSME	Micro Small & Medium Enterprises
19.	MTBF	Mean Time Between Failure
20.	MTTR	Mean Time To Restore
21.	NEFT	National Electronic Funds Transfer
22.	NI Act	Negotiable Instruments Act
23.	OEM	Original Equipment Manufacturer
24.	OS	Operating System
25.	PDI	Pre Delivery Inspection
26.	PERT	Project Execution and Review Technique
27.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
28.	RTGS	Real Time Gross Settlement



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B. INTRODUCTION

1. About Canara Bank

- 1.1. CANARA BANK is a fourth largest public sector bank owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. Ammembal Subba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Head office is located at 112, J C Road Bengaluru-560002 and Department of Information Technology wing located at Naveen Complex, No.14, M G Road, Bengaluru-560001.
- 1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.
- 1.3. The Bank is a forerunner in implementation of IT related products, 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 to the context or the meaning thereof, shall mean 'Canara Bank', described in more detail in above paragraph and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for "Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Breach and Attack Simulation Solution".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to the RFP.
- 2.4. 'Solution' means providing "Breach and Attack Simulation Solution" in Canara Bank.
- 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 bidding process, subject to compliance to all the Terms and Conditions of the RFP, etc.
- 2.7. 'Customer' term includes Prospective Customers, Leads, Applicants, Guarantors, Collateral holders, Employees, Legal heir, Nominee, Signing Authority, Director, Owner, Proprietor and such other parties. It includes natural persons i.e. Individuals and other persons i.e. Firms, Companies, HUF etc.

3. About RFP

Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Selection of Vendor for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Breach and Attack Simulation Solution in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective

- 4.1. The solution should be able to simulate the latest attacks on the email gateway, web gateway and on endpoints present in the bank.
- 4.2. The solution should be able to provide actionable reports on how to protect against the attack simulations using the tools present in the environment.

5. Requirement Details

- 5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for procurement of Breach and Attack Simulation Solution for Canara Bank as per Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. This tender consists of following requirements:

Sl. No.	Item details	Number of License
1	Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Breach and Attack Simulation Solution as per Annexure-7 & Annexure-8.	5

- 5.2. The term of contract will be initially for a period of 5 years from the date of acceptance of purchase order and / or signing the contract between the bank and the selected Bidder renewable for a further period of 1 year. The renewal will be at the sole discretion of the bank and the performance of the bidder during the contract period.
- 5.3. Bank reserves the right to increase or decrease the quantum of licenses by 25% in respect to the quantum specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.

6. Participation Methodology

- 6.1. In a tender either the Indian Agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same solution/software in the same tender.
- 6.2. If an agent bids on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.
- 6.3. If any product of Original Software Manufacturer (OSM) is being quoted in the tender, the OSM cannot bid for any other OSM's product in the same tender.
- 6.4. In the event of Agent/Representative being not able to perform the obligations as per the provisions of this RFP, the Principal/OEM should assume complete responsibility on behalf of the Agent/Representative for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP.

7. Eligibility Criteria

- 7.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and providing Breach and Attack Simulation Solution to Canara Bank shall hereinafter be referred as "Solution".

7.2. Interested Bidders, who can provide Breach and Attack Simulation Solution to Canara Bank and meet the Eligibility Criteria as per Annexure -2 may respond.

7.3. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

8. Scope of Work

The Broader Scope of work shall include but not be limited as mentioned in Annexure-8. The bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.

9. Technical / Functional Requirements

The Bidder shall comply with the Technical & Functional Requirements narrated in Annexure-7 and adhere to the guidelines issued by RBI and other Regulatory bodies related to Breach and Attack Simulation Solution from time to time. The Bidder should also maintain confidentiality of information shared with them during the tenure of the project.

10. Existing Infrastructure

10.1. Bank has established state-of-the-art two tier MPLS network connectivity to connect its Data Center - Bengaluru (DC), Disaster Recovery Center-Mumbai (DRC), domestic & foreign Branches/Offices and all other business units.

10.2. Bank will provide Database (If proposed solution supports Oracle Database, the same will be provided by bank as Bank is having ULA (Unlimited License Agreement) for Oracle database). Rest of the requirement is to be supplied by the Bidder to make the system live. Though Bank is providing the licenses for Databases i.e. Oracle, But all necessary support related to database, Bidder has to provide. Bank will not provide any database OEM or other support. Bidder should provide all software. Bank will also provide Trend Micro Deep Security Antivirus.

10.3. The selected bidder has to provide Hardware sizing to run the proposed application and other environmental or related software along with technical proposal.

10.4. The successful bidder must design the solution with high availability & secure infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices.

10.5. The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing proposed by the successful bidder does not meet the performance / service levels of the Bank, the successful bidder will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the successful bidder the required additional expenses which Bank may incur on account of such upgrades / replacements.

11. Training

- 11.1. The Bidders shall provide training by OEM to the identified Bank personnel / team on solution or features / service architecture, and functionality during and after implementation. The solution working should be demonstrated to the IT & Information Security Management and staff of the Bank after completion of the implementation and the review and feedback should be implemented. Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training. Trainer should be well experienced and must have industry certification. Location of the Training must be in Bengaluru only. Bidder should provide the training material and hands-on during the training.
- 11.2. OEM Training to the Bank's team on administering, monitoring, supervising, report generation and usage of Breach and Attack Simulation solution.
- 11.3. The details of the training are to be provided by the Bidders and shall be subject to evaluation by the Bank to ensure that all the components of the system are covered in the training by the Bidder.
- 11.4. The selected Bidder shall provide training to the participants without any cost to the Bank/ participants.
- 11.5. The selected Bidder should also make provision for downloadable lessons / user manuals / procedure documents.
- 11.6. The Bidder shall provide OEM Training to bank officials as under :

Sl. No.	Details	No of Days	Batch Size	No. of Batches
1.	Post Implementation	3 days	15	2

C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)

1. Delivery, Installation, Integration and Commissioning

1.1. Bank shall provide the address and contact details for delivery of required software items for implementation of Breach and Attack Simulation solution while placing the order.

1.2. Delivery Schedule is as follows:

1.2.1. **Supply of Hardware & other Items (including OS):** Within Six weeks from the date of acceptance of Purchase Order or Seven weeks from the date of issue of Purchase Order whichever is earlier.

1.2.2. **Supply of Breach & Attack Simulation Solution:** Within Six weeks from the date of acceptance of Purchase Order or Seven weeks from the date of issue of Purchase Order whichever is earlier.

1.3. Installation Schedule:

1.3.1. **Installation, Configuration, Integration and Commissioning of Hardware & Other Items (including OS):** The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware and other items at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.

1.3.2. **Installation, Configuration, Integration and Commissioning of Breach & Attack Simulation Solution:** The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Breach & Attack Simulation Solution at the bank branch/office within 2 weeks from the date of delivery of Breach & Attack Simulation Solution for each ordered locations.

1.4. Project Timelines:

1.4.1. Supply, Installation and Implementation of the Solution should be completed within Eight weeks from the date of acceptance of the Purchase Order.

1.4.2. T denotes the date of acceptance of Purchase Order by the Bidder. For example: T+3 represents that the solution should be implemented within 3 weeks from the date of acceptance of Purchase Order.

1.4.3. The entire scope is classified in 2 phases with timelines for each phase defined in the table below:

Phases	Phase-I	Phase-II
Timelines	T+1 Week	T+ 2 Weeks

1.4.4. Phase-1 (UAT and DR Implementation):

The Bidder has to ensure installation and complete working of the solution within 7 weeks of acceptance of Purchase Order in the DR setup of the bank. The successful bidder has to complete the implementation of all the functionalities defined elsewhere in the RFP.

1.4.5. Phase-2 (DC implementation and Go Live):

After successful completion of DR implementation, the selected Bidder should complete the roll out of the entire solution in the DC setup of the bank within 8 weeks of acceptance of the Purchase Order.

- 1.5. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty/AMC (if contracted) should be applicable to the altered locations also.
- 1.6. The Installation will be deemed as incomplete if any component of the Solution is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of Solution.
- 1.7. The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the Vendor is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.
- 1.8. Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.
- 1.9. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.

2. Security

- 2.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.
- 2.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may leads to the vulnerability of the system.
- 2.3. The Bank may conduct security audit in the proposed solution after complete implementation.
- 2.4. The Bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backed up copies.

- 2.5. The Bidder has to follow the industry best practices in Configuration of Operating System and other Software.
- 2.6. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.
- 2.7. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.
- 2.8. Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.
- 2.9. The selected bidder will have to establish all the necessary procedures/infrastructure/technology /personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.

3. Acceptance

- 3.1. Bank will evaluate the offered Solution implemented by the bidder. If the Solution experiences no failures and functions according to the requirements of the RFP as determined by the Bank during the implementation period, then the solution will be accepted by the Bank and the project will be considered as deemed signed-off.
- 3.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.
- 3.3. The warranty will start from the date of Go-Live.

4. Uptime

- 4.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 98.00% for the solution as specified in Annexure-7 and Scope of Work, during the period of the Contract and also during ATS, if contracted, which shall be calculated on monthly basis.
- 4.2. 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 of Failure 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 Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.
- 4.3. If the Bidder is not able to attend the troubleshooting calls on solution working due to closure of the office/non-availability of access to the solution, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide the Monthly uptime reports during the warranty period and ATS period, if contracted.
- 4.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.
- 4.5. The percentage uptime is calculated on monthly basis as follows:

(Total contracted minutes in a month - Downtime minutes within contracted minutes)

Total contracted minutes in a month

X 100

4.6. Contracted minutes of a month = No. of days in that month X 24 X 60.

5. Penalties/Liquidated Damages

5.1. Penalties/Liquidated damages for delay in Delivery of Hardware and Solution/Software would be as under:

5.1.1. Non-compliance of the Supply/delivery as per clause 1.2.1 will result in imposing penalty of 0.50% on delay in delivery per week or part thereof plus GST by the Bank on the invoice value of Hardware Items (including OS) (exclusive of Taxes) location/office address wise.

5.1.2. Non-compliance of the Supply/delivery of Breach & Attack Simulation Solution as per clause 1.2.2 will result in the imposing penalty of 0.50% on delay in delivery per week or part thereof plus GST by the Bank on the invoice value of Deception Solution (exclusive of Taxes) location/office address wise.

5.1.3. However, the total Penalty/LD to be recovered under clause 5.1.1 & 5.1.2 shall be restricted to 5% of the total value of the order (exclusive of Taxes) plus GST.

5.2. Penalties/Liquidated damages for delay in Installation and Commissioning of Hardware and Solution/Software would be as under:

5.2.1. Non-compliance of the Installation, Configuration, Integration and Commissioning of Hardware Appliance as per clause 1.3.1 will result in imposing penalty of 0.50% on delay in delivery per week or part thereof plus GST by the Bank on the invoice value of Hardware Items (Including OS) (exclusive of Taxes) location/office address wise.

5.2.2. Non-compliance of the Installation, Configuration, Integration and Commissioning of Breach & Attack Simulation Solution as per clause 1.3.2 will result in imposing penalty of 0.50% on delay in delivery per week or part thereof plus GST by the Bank on the invoice value (exclusive of Taxes) location/office address wise.

5.2.3. However, the total Penalty/LD to be recovered under clause 5.2.1 & 5.2.2 shall be restricted to 5% of the total value of the order (exclusive of Taxes) plus GST.

5.3. Penalties/Liquidated damages for not maintaining uptime:

5.3.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and ATS period (if contracted), the penalty for Uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty Amount
98.00% to 100%	No penalty
97.00% to 97.99%	0.05% on total order value for every hour or part thereof.

96.00% to 96.99%	0.10% on total order value for every hour or part thereof.
95.00% to 95.99%	0.15% on total order value for every hour or part thereof.
Less than 95.00%	0.50 on total order value for every hour or part thereof.

- 5.3.2. The maximum penalty levied shall not be more than the 5% of invoice value (plus GST) during warranty period and 50% of AMC / ATS amount payable for one year (plus GST) during AMC/ATS period.
- 5.3.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS, if contracted. In addition to termination Bank at its discretion will invoke the Performance Bank Guarantee. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).
- 5.3.4. If monthly uptime is less than 95% in three consecutive months, bank may at its sole discretion blacklist the bidder in addition to imposing penalty and invoking the bank guarantee.
- 5.4. Any financial loss to the Bank on account of fraud taking place due to Successful Bidder, its employee or their services provider's negligence shall be recoverable from the Successful Bidder along with damages if any with regard to the Bank's reputation and goodwill.
- 5.5. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.
- 5.6. **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.
- 5.7. 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 under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 5.8. All the above LDs are independent of each other and are applicable separately and concurrently.
- 5.9. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

6. Payment Terms

The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement:

6.1. Payment schedule for Required Hardware for Breach & Attack Simulation Solution with required OS, Database License and other Licenses will be as under:

Sl. No.	Payment Stage	% of Payment
1.	Delivery of Required Hardware for Deception solution with required OS, Database License and other Licenses as per clause 1.2.1	40% of the Invoice Value of these Hardware for Breach & Attack Simulation Solution with required OS, Database License and other Licenses
2.	Installation, Configuration, Integration and Commissioning of Hardware Appliance/Items (including OS Database License and other Licenses) as per clause 1.3.1	50% of the Invoice Value of these Hardware for Breach & Attack Simulation Solution with required OS, Database License and other Licenses
3.	After Completion of Warranty Period (i.e. three year). Warranty period will start from the date of acceptance of solution by the Bank.	10% of the Invoice Value of these Hardware for Deception solution with required OS, Database License and other Licenses Or On submission of BG equivalent to warranty payment.
4.	AMC for Required Hardware for Deception solution with required OS, Database License and other Licenses	Quarterly in Arrears.

6.2. Payment schedule for Breach & Attack Simulation Solution will be as under:

Sl. No.	Payment Stage	% of Payment
1.	Delivery of Breach & Attack Simulation Solution as per clause 1.2.2	40% of the Invoice Value of Breach & Attack Simulation Solution.
2.	Installation, Configuration, Integration and Commissioning of Breach & Attack Simulation Solution as per clause 1.3.2	40% of the Invoice Value of Breach & Attack Simulation Solution.
3.	Escrow agreement	10% of the invoice value will be released after signing Escrow Agreement and depositing of source code.
4.	After Completion of Warranty Period (i.e. three year). Warranty period will start from the date of acceptance of solution by the Bank.	10% of the Invoice Value of Breach & Attack Simulation Solution Or On submission of BG equivalent to warranty payment.
5.	ATS for Breach & Attack Simulation Solution	Quarterly in Arrears

6.3. Payment schedule for Implementation will be as under:

Sl. No.	Payment Stage	% of Payment
a.	One time Development, Implementation and Customization Charges	100% of the Implementation charges will be paid on the Completion of implementation and acceptance by the Bank.

- 6.4. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.
- 6.5. The vendor has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
- 6.6. Bank will not pay any amount in advance.
- 6.7. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, centrally by Head Office at Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

7. Support

- 7.1. The bidder has to provide complete support for end to end installation, implementation and maintenance of the proposed solution during the contract period and Bidder will be responsible for attending complaints during 10:00 AM to 6:00 PM on all Bank working days.
- 7.2. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. Of India.
- 7.3. Support has to cover to solve day to day issues while using the proposed solution in our environment like resolving the issues related to incident, security threat, signature updates, daily updates, product related issues and any other issues to the Bank as per SOW/SLA at no extra cost.
- 7.4. 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 OEMs technical person's/ product developer etc. intervention, Bidder has to take up suitability with the appropriate level at OEM 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.
- 7.5. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.

8. Documents, Standard Operating Procedures and Manuals

All related documents, manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the bidder shall become the property of the Bank.

9. Warranty

- 9.1. The Bidder warrants that the Software/Solution will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Software ("Warranty Period").
- 9.2. The Bidder has to provide comprehensive On-site replacement warranty for Three (3) years.
- 9.3. The warranty will cover all supplied components includes software and will start after project acceptance& Signoff.
- 9.4. The software/hardware deployed for this project shall be under Comprehensive Onsite Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Three (3) years from the Date of Acceptance of the Solution.
- 9.5. If the Software/Solution does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Software/Solution. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.
- 9.6. Warranty service may be provided by a third party, provided such third party is authorized to perform warranty service by the Bidder or, if the Bidder is not the Manufacturer, by the Manufacturer prior to the RFP closing date and time.
- 9.7. If any defect in the Software/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the Software/Solution functions in accordance with the Contract for a reasonable period of time.
- 9.8. Despite any other provision, the Bank, may return a defective Software/Solution to the Bidder within Sixty (60) days of delivery of the Software/Solution and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c)
- 9.9. Software that are not the most current version at the time of shipping.
- 9.10. The Bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Bank during Business Days for assistance with the operation of the Software/Solution.
- 9.11. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.

10. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted)

- 10.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for Hardware (including OS), software, License Items for Two (2) years after completion of Three (3) years warranty period, in the commercial Bid separately for comprehensive maintenance contract.
- 10.2. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) of hardware, software, License supplied with the bidder after completion of respective warranty periods.

- 10.3. Support for maintenance of solution (including Hardware, Software, OS and software license) supplied should be available for a minimum period of Two (2) years, covering all parts, maintenance and support, after expiry of warranty period.
- 10.4. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.
- 10.5. During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include:
 - 10.5.1. Rectification of Bugs/defects if any.
 - 10.5.2. Ensuring uptime of 98.00%
 - 10.5.3. Preventive Maintenance.
 - 10.5.4. Maintenance of Hardware/Software/License supplied.
- 10.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per Appendix-G) to the tune of 10% of the value of the Purchase Order, if AMC/ATS charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware, software and License). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC/ATS obligations of the bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (Annexure-14). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 7 of Section-D. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.

11. Scope Involved During Warranty and ATS Period (if contracted)

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

- 11.1. During the period of contract upto completion of Warranty and also during Annual Technical Support [if contracted], the bidder should inform Bank about all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OSD.
- 11.2. If any software, License and Hardware updates provided by the OSD as free of cost, it should be provided and installed& configured by the selected bidder free of cost to the Bank during Warranty and AMC support [If contracted].
- 11.3. Any corruption in the software/License/Hardware shall be rectified during the full period of the contract including Warranty and AMC/ATS, if contracted, at no extra cost to the Bank.
- 11.4. The vendor shall make availability of spare parts/services, components etc. as and when required, and complete maintenance of the software and hardware during warranty period and AMC/ATS (if contracted).
- 11.5. The support shall be given in person only.

11.6. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.

11.7. The bidder shall provide centralized complaint booking/lodging 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.

11.8. Escalation matrix should be provided for support, technical, project etc.

12. Mean Time Between Failures (MTBF)

If during the warranty period and AMC period [If contracted], any hardware and/or software items fail 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.

13. Subcontracting

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

14. Defect liability

In case any of the supplies and equipment 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/User_page.aspx?othlink=5.

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 requirements 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 Bids

- 3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. 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:

3.3.1. 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.

3.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure-7.

3.3.3. In Annexure-7, against each of the specifications under Technical and Functional Specifications, there is a Bidder's response column (BR) where the bidder has three options viz., Available (AV) / Not Available (NA) to indicate

their response. All features mentioned as available "AV" should be demonstrated during the demo/POC and if the bidder fails to demonstrate any one feature mentioned as "AV", No marks will be allotted against that feature. Available (AV) will carry 1 Mark, and Not Available (NA) will not carry any marks. However, all mandatory items/features to be delivered before UAT, irrespective of the bidder response.

- 3.3.4. The Scoring matrix would be rated as per Annexure-7 (A). Marks will be allotted to bidder against the responses to each of the point mentioned in Annexure -7 & Table-1 of Annexure-7(A).

Parameter	Maximum Score
Past experience as per Table-1 of Annexure-7 (A).	10
Technical & Functional Requirement of Breach and Attack Simulation Solution as per Annexure-7.	70
Total	80

- 3.3.5. The Bidder has to score minimum 70% marks (56 out of 80 marks) to qualify in Part B- Technical proposal.

- 3.3.6. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.

- 3.3.7. The decision of Bank in this regard shall be final and no correspondence shall be entertained.

- 3.3.8. Bank may call for POC (Proof of concept), with the bidders. The scope for POC will be containing the scope as mentioned in this document elsewhere.

3.4. Part C-Commercial Bid (Indicative):

The Part C- Commercial Proposals of only those bidders who qualified in Part B- Technical Proposal will be opened with due communication by the Bank. The Part C- Commercial Bid (Indicative) submitted by the bidder will be evaluated based on Bill of material submitted by the Bidder.

- 3.5. Reverse Auction: Bank will conduct Reverse Auctions for arriving at L1/L2/L3etc..

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. Hence, Bidder is required to arrange the required software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.
- 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. Bidder should demonstrate complete features as per Annexure-7 during live demonstration of the product.

- 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. www.canarabank.com). Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (H1, H2, H3....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. 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 as per Annexure-14 of RFP or in a manner described in Appendix-J (Business Rules and Terms & Conditions of Reverse Auction).

9. Online Reverse Auction:

- 9.1. Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.
- 9.2. 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.
- 9.3. 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.
- 9.4. 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.
- 9.5. 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.
- 9.6. The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per Annexure-14 within 2 working days. 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 and/or debar the bidder from participating in future tenders, which may please be noted.

9.7. Re-auction/s Rules

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

- 9.7.1.1. At the end of the Reverse Auction, L1 price is not acceptable to the Bank.**
- 9.7.1.2. During the process of reverse auction, if there is no bid from logged in bidders, Bank may decide a re-auction by increasing the CAP price for Re-auction.**
- 9.7.1.3. At the end of the Reverse Auction If only one bidder puts up bid/s, Bank at its discretion may decide a re-auction.**

9.7.2. 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 advice 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.

- 9.7.2.1. If at the end of the Reverse Auction/s only one Bidder submits their Bid, Bank reserves the right to place the entire order on L1 Bidder only.**
- 9.7.2.2. 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.**

9.7.3. 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
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/User_page.aspx?othlink=5.

G. GENERAL CONDITIONS

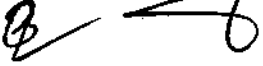
1.	General Order Terms	13.	Confidentiality and Non-Disclosure
2.	Roles & Responsibility during project Implementation	14.	Indemnity
3.	Responsibilities of the Selected Bidder	15.	Force majeure
4.	Human Resource Requirement	16.	Responsibilities of the Bidder
5.	Responsibility for completeness	17.	Corrupt 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/User_page.aspx?othlink=5.

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/User_page.aspx?othlink=5.

S. S. Salim
Deputy General Manager


Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: https://canarabank.com/User_page.aspx?othlink=5. Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

Sections	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
Annexures	
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
Forms (Purchase Preference)	
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
Bid Formats	
Appendix D	Format for Sending Prebid Queries.
Appendix E	Authorization Letter Format.
Bank Guarantee Formats	
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)
Pre Contract Integrity Pact	
Appendix I	Pre Contract Integrity Pact.
Reverse Auction Formats	
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.
Other Format	
Appendix-K	Location Details.

Annexure-2 Eligibility Criteria Declaration

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

SUB: RFP for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Breach and Attack Simulation Solution.

Ref: Your RFP 13/2020-21 dated 02/09/2020

We have carefully gone through the contents of the above referred RFP and Replies to Pre-bid Queries and Amendments and furnish the following information relating to Eligibility Criteria.

	Sl. No.	Eligibility Criteria	Documents to be submitted for Eligibility Criteria Compliance	Bidder's Response and Documents Submitted
CONSTITUTION	1.	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 should have been in operation for last two 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.	
OEM/OSD/OSO	2.	The Bidder shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed Software/Hardware/Solution (OR) An authorized dealer	If the applicant is a OEM/OSD/OSO, an Undertaking Letter has to submitted to this effect. If the bidder is an Authorised Dealer, an Authorisation letter from their OEM and OSD/OSO to deal/market their product in India and it should be valid for a minimum period of Six years from the date of RFP.	



FINANCIALS	3.	The Bidder should have the Average Turnover of minimum Rs.20 Crores for last three (3) financial years (i.e. 2017-18, 2018-19 and 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies.	<p>Bidder has to submit Balance Sheet for last 3 Years [i.e. 2017-18 (audited), 2018-19 (audited) and 2019-20 (audited/provisional)].</p> <p style="text-align: center;">AND</p> <p>Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	
	4.	The Bidder should have positive net worth as on 31/03/2020.	<p>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	
BIDDER EXPERIENCE	5.	The Bidder should have implemented Breach and Attack Simulation solution and should be currently running in any of the BFSI sector organization globally or any listed company/Government/PSU organization in India.	The Bidder has to provide reference letter from their Customers to this effect.	
	6.	The proposed Breach and Attack Simulation solution should have been [not necessarily by the bidder] implemented and currently running in any of the BFSI sector organization globally or any listed company/Government/PSU organization in India.	The Bidder has to provide reference letter duly mentioning the solution name from the Customers to this effect.	





	<p>The Bidder should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means:</p> <ol style="list-style-type: none"> An entity incorporated, established or registered in such a country; or A subsidiary of an entity incorporated, established or registered in such a country; or An entity substantially controlled through entities incorporated, established or registered in such a country; or An entity whose beneficial owner is situated in such a country; or An Indian (or other) agent of such an entity; or a natural person who is a citizen of such a country; or A consortium or joint venture where any member of the consortium or joint venture falls under any of the above. 	<p>A declaration stating " We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; We certify that we are not from such a country or; if from such a country, have been registered with the Competent Authority (copy attached). We hereby certify that we fulfil all requirements in this regard and are eligible to be considered." to be submitted in Company's letter head.</p>	
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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. All documentary evidence / certificates confirming compliance to Eligibility Criteria should be part of Eligibility bid.

Date

Signature with seal

Name :

Designation :



Annexure-7

Technical & Functional Requirement of Breach and Attack Simulation Solution

SUB: RFP for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Breach and Attack Simulation Solution.

Ref: Your RFP 13/2020-21 dated 02/09/2020

Note:

- a) 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 solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications / superior features suggested/offered.
- b) The Bidder shall provide all other required equipments and/or services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
- c) The selected bidder shall own the responsibility to demonstrate that the services 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

Sl. No.	TECHNICAL REQUIREMENTS	Mandatory	Bidder's Compliance (YES/NO)	Remarks
1.	INFRASTRUCTURE			
1.1.	Bidder to provide details of the infrastructure, hardware, software, power supply, storage and connectivity details.	Yes		
1.2.	Bidder has to provide the technical escalation matrix.	Yes		
1.3.	Bidder has to provide documents pertaining to the audit process being followed by them.	Yes		
1.4.	The selected Bidder shall guarantee a Monthly uptime of minimum 98.00% for the Backend Infrastructure (hardware/software from the date of commencement of the proposed solution. (Any planned shutdown will not be considered for calculating SLA).	Yes		
2.	ACCESS CONTROL			
2.1.	Access to the System by Bank as well as proposed Vendors should be by way of User-Id & Password and should support the banks current policy & systems for Access control and should be able to integrate seamless with any IDAM (Identity and Access Management) solution procured in future.	Yes		

2.2.	The system should have at least 2 levels of Access Control at Bank: a. Administrator - who will be the Super User and create Internal Users b. Users - Users who use the system for proposed functionalities	Yes		
3.	OTHER REQUIREMENTS			
3.1.	Bidder to provide details of implementation team along with appropriate experience in similar projects.	Yes		
4.	SYSTEM SUPPORT			
4.1.	The offered solution should have support for the following client side features: 1. Operating Systems: Windows 7, Windows 8, Windows 10 and above. 2. Internet Browsers: a) IE 9, 10, 11 and above. b) Google Chrome Version 51 and above. c) Mozilla Firefox version 47 and above. 3. Java Runtime Environment 6u31 and above	Yes		

B. FUNCTIONAL REQUIREMENTS

Sl. No.	Functional Requirements	Maximum Mark	Bidder's Response [Available (AV)/ Not Available (NA)]	Remarks
1.	All installed agents/simulators should have capability to run assessments/simulations as local user privilege or admin user privilege.	1.0		
2.	The simulation agent should be compatible on various platforms like Window, Linux, MAC OS etc.	1.0		
3.	The solution should be able to initiate attacks using minimum set of access and should not require administrative privileges outright to execute simulations.	1.0		
4.	The agent installed for assessments /simulations should be able to remove any malicious files or executables that were run on the system as part of the simulation activity.	1.0		

5.	The proposed solution should be able to provide the entire attack kill chain in accordance to MITRE attack framework. In case of change in MITRE attack framework, the tool has to adopt the revised / changed framework.	1.0		
6.	The solution should Identify controls specific effectiveness of models (MITRE, NIST etc.).	1.0		
7.	The solution should be able to determine during an attack which security solutions were able to detect the attack and if they were not able to detect then should be able to suggest rules / configurations to be done on the security solutions.	1.0		
8.	The solution should support user management with support for different user roles like admin, user etc.	1.0		
9.	The solution should be able to source latest threats in the industry and should be able to provide simulations immediately, not later than 1 day of discovery of any new threat.	1.0		
10.	The solution should be able to check any outbound flows of data / critical information, outlined by bank, during simulation.	1.0		
11.	The solution should be able to simulate Infiltration techniques for breaching a network or infecting a host.	1.0		
12.	The solution should be able to simulate Machine-based attacks - known vulnerabilities on internet-facing systems, misconfiguration of network perimeter controls, exposed applications, etc.	1.0		
13.	The solution should be able to simulate Real attacks and provide malware artefacts (capability to simulate real exploits and latest malware)	1.0		
14.	The solution should be able to test attacker lateral movement (once successfully within a network) - e.g., pass-the-hash techniques to steal credentials for sensitive servers, moving across network segments in search for valuable data	1.0		
15.	The solution should be able to perform simulation using latest Ransomware , malware samples/cases, etc.	1.0		
16.	Solution should be able to export and import malware samples/ hashes etc.	1.0		

17.	The solution should be able to do Email security assessment (improper configuration or implementation of email filters)	1.0		
18.	The solution should be able to initiate Phishing email delivery to a client mailbox (Phishing email delivery test) with the capability of accessing the responses.	1.0		
19.	Endpoint Assessment - test security state of endpoints by comprehensively testing regardless of the method used to do the assessment.	1.0		
20.	The solution should be able to perform privilege escalation during endpoint assessment .	1.0		
21.	The solution should be able to simulate access, connection or data transfer attempt while performing Network segmentation test.	1.0		
22.	The solution should be able to detect data transfer to and from malicious domains / IPs / websites (Secure web gateway / proxy test).	1.0		
23.	The solution should be able to detect the effectiveness of security tools deployed in the bank.	1.0		
24.	The solution should be able to detect the outbound exposure to malicious or compromised websites from the bank's endpoints and servers, etc.	1.0		
25.	The solution should be able to deliver safe simulations without any interference with the existing setup and chance of spreading any malware / infected files to other systems should be restricted.	1.0		
26.	The solution should have the ability to identify the device trajectory to map how hosts interact with files, including malware, across endpoint environment (eg., if the file transfer was blocked or if the file was quarantined by antivirus) & security solution deployed in bank.	1.0		
27.	The solution should be able to perform continuous analysis and there should not be cap on the number of times simulations are being performed for a particular device/devices.	1.0		
28.	The solution should be able to generate detailed report covering the attacks which were successful and should detail the indicators of compromise (IoCs) and how the attack played out in the environment.	1.0		

29.	The solution should have the capability to provide the Indication of Attack (IoA) based on the tool intelligence of detecting IOCs, behaviour, other contextual information etc. about the attacks.	1.0		
30.	The report generated from the solution should also provide mitigation steps that can be taken to lower the overall security risk highlighted by the simulations.	1.0		
31.	The tool should be able to customise the risk categorisation. The report generated should highlight the attacks detected along with the category of the same and risk associated with them.	1.0		
32.	Determine which controls are most and least valuable; i.e., prioritization of controls.	1.0		
33.	The solution should be capable of importing data from various sources like CMDB to do prioritization.	1.0		
34.	Continuously simulate breach methods to address changing risks, and track security posture via risk trending and historical reports.	1.0		
35.	Solution should integrate with the Security Operations Centre tools and judge the effectiveness of the same by simulating multi-vector attack.	1.0		
36.	The solution support red team activities (attack scenarios) and blue team activities (actionable remediation).	1.0		
37.	The solution should be able to create custom use cases/ simulations based on new attacks or bank's requirements.	1.0		
38.	The solution should provide an interactive user dashboard for administration and should provide the capability to the user to run only specific simulations on a set of devices.	1.0		
39.	The dashboard should display the history of previous simulations carried out and should have capacity to store historical reports for previous simulations.	1.0		
40.	The content library of the solution should be updated periodically with new attack simulations.	1.0		
41.	All the simulations should be mapped to MITRE attack framework.	1.0		

42.	The solution should not be dependent on other solutions for sourcing threat feeds.	1.0		
43.	The solution should be able to integrate with ticketing platforms.	1.0		
44.	Measure the time to detect and respond the attack simulation.	1.0		
45.	Solution should provide comprehensive report for improving configurations to target and eliminate specific weaknesses.	1.0		
46.	The solution should have the capability of providing evidence of execution or triggering of SIEM correlation rules based on detection, blocking, alerting and/or other notification of malicious behaviour or attack.	1.0		
47.	The solution should have the capability of providing attack blocking / prevention analysis.	1.0		
48.	The solution should have the capability to execute attack sequences to expose changes in effectiveness or identify risks.	1.0		
49.	The solution should have the capability to integrate and consume threat feeds such as IOCs, IPs etc. from third party intelligence/regulators like CSITE, CERT-IN, etc.	1.0		
50.	The solution should provide RESTful API interface from third party.	1.0		
51.	The solution should have the capability to execute attacks over multiple layers including attack through tunnelling.	1.0		
52.	The solution should not add/create any performance degradation in the network.	1.0		
53.	The solution should have the capability to instrument attacks on each of the below vectors: a. Endpoint based attacks b. Network based attacks c. Email based attacks d. Proxy e. Attacks on cloud infrastructure f. Any combination of the above The list is illustrative, not exhaustive	1.0		
54.	The solution should have the ability to execute complete attack library across network topology.	1.0		

55.	The solution should support cyber behaviour models (MITRE ATT&CK, kill chain scenarios, CVE), etc.	1.0		
56.	The solution should have the capability to Execute a custom data exfiltration action through email, pen-drive, SFTP etc. attempting to physically remove data from customer infrastructure.	1.0		
57.	The solution should have the capability of Auto discovering the security technologies deployed in the infrastructure including but not limited to SIEM, Proxy, IDS, Firewall, DLP, Endpoint Protection and malware analysis tools.	1.0		
58.	The solution should have the ability to import, extract malicious content and weaponize PCAP attack files or malicious traffic.	1.0		
59.	The solution should have the capability to discover Network segmentation and communication path in the infrastructure where this solution is deployed.	1.0		
60.	The solution should have the capability to continuous validation the Network segmentation in the infrastructure where this solution is deployed.	1.0		
61.	The solution should have the capability of providing Detect, Alerting analysis including SIEM Correlation rule analysis.	1.0		
62.	The solution should have the capability to validate existing deployed Data Loss Prevention/Protection controls.	1.0		
63.	The solution should have the ability to execute batch attack scenario processing across multiple vectors including Network, Endpoint, Email and cloud.	1.0		
64.	Solution should be able to detect if the latest security patch are updated in the system.	1.0		
65.	The solution should have the facility to integrate with the existing VA Tool of the bank to obtain information about existing vulnerabilities.	1.0		
66.	Solution should be able to validate end-point security tool controls.	1.0		

67.	Canara Bank requires that the solution must provide executive dashboards that are tailored to enable Bank with the ability to communicate effectiveness beyond the security organization to the key stakeholders.	1.0		
68.	The bidder should propose an on -premise solutions and no information should be sent outside the organisation, unless it has got dependency for testing any external testing component, with specific consent of the bank. Additionally the solution should have no dependency on the cloud for the on-prem deployment except for the updates, upgrades for the solution and security contents.	1.0		
69.	The solution should be able to import samples of sensitive data from solution such as DLP.	1.0		
70.	The solution should be able to test systems in case no agent is installed, like in the scenarios of remote exploitation, use of credentials, lateral movement etc.	1.0		

Declaration: We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that incase any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Date

Signature with seal:

Name :

Designation :

Annexure- 7 (A)

SI /Bidder Capability Questionnaire

Table 1: Questionnaire for Past Experience

Parameter	Ref#1	Ref# 2	Ref# 3	Ref #4	Ref #5
Bank Name / Company Name					
Breach and Attack Simulation (Yes/No)					

Each reference carries 2 marks for the purpose of past experience evaluation in the scoring sheet. Relevant experience will only be counted if all rows are filled up.

Table 2: Project Management Methodology

Sl. No.	Details required from bidder	Bidder's response
1	Provide detailed information on proposed methodology/approach for Breach and Attack Simulation solutions as per Bank's requirements.	
	The methodology section should adequately address the following stages of the project:	
	Study of the existing set up of DC and other locations as per Scope	
	Project Plan Development	
	Delivery of Licenses	
	Go live	
	Post Implementation Hands on Training for Bank Team by the OEM.	
2	Project management activities	
3	Frequency and approach for periodic reporting on the Progress of the project and actual status vis-à-vis scheduled status	

Table 3: Proposed Implementation Schedule

Sl. No.	Phase	Proposed Week-wise Work plan (in form of Gantt Chart)											
		1	2	3	4	5	6	7	8	9	N
PMS1	Study of the existing set up of DC and other locations as per Scope												
PMS2	Project Plan Development												
PMS3	Delivery of Licenses												

PMS7	Go live													
PMS8	Post Implementation Hands on Training for Bank Team													
Note	The task listing shown above is illustrative. The bidders may add tasks/sub-tasks to the above as appropriate.													

Table 4: Team Profile

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

Declaration:

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

Date:

Signature with Seal:

Name:

Designation:

Annexure- 7 (B)
SCORING MATRIX

Sl. No.	Basic Requirements	Specific Requirements	Documents Required	Maximum Marking
1.	Past Experience	The Product should have been successfully deployed in atleast in One organization in BFSI sector Globally. Will be assessed as per response of bidder in Table 1 of Annexure-7(A) of Bidder/OEM capability evaluation questionnaire.	Response in Table 1 of Annexure-7(A) and PO/Letter of completion/Reference Case study.	10 (2 marks for each reference)
2.	Proof of Concept to assess the requirements of the tool.	As per the requirements mentioned in Annexure - 7.	Point of Concept	70

Bidder has to score minimum 70% marks (56.00 out of 80) to qualify in Part B- Technical proposal.

Annexure-7(C)

Sizing of Hardware including Software/OS for DC & DRC

SUB: RFP for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Breach and Attack Simulation Solution.

Ref: Your RFP 13/2020-21 dated 02/09/2020

1. Quoted Hardware/Software/OS details for Development Environment in both DC & DRC:

Sr. No.	Components (Hardware/Software)	Qty	Device Type Physical / VM / Appliance (Make & Model)	No. of Processors per Server (Make & model)	No. of Cores per Processor	Total RAM per Server (in GB)	storage GB/TB (per Server)	Software's	
								Operating System	Database
a.	Web Server at DC								
b.	Web Server at DRC								
c.	Application Server at DC								
d.	Application Server at DRC								
e.	Database Server at DC								
f.	Database Server at DRC								
g.	Storage, if any								
h.	Database Licenses (other than Oracle)								
i.	Any other Licenses/Softwares								

DC (Should be in High Availability) & DRC Site (High Availability and in Sync DC Setup) - Bidder should suggest the architecture in consultation with solution architect along with justifications and should provide reasonable hardware components as per the requirements.

In case proposed database is Oracle then, Bank will provide the License. If Database is other than Oracle, Licenses to be provided by Bidder. Bidder has to quote the same in the Bill of Material.

Date:

Signature with Seal:

Name:

Designation

Annexure-8
Scope of Work

SUB: RFP for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Breach and Attack Simulation Solution.

Ref: Your RFP 13/2020-21 dated 02/09/2020

All points mentioned in scope of work are mandatory to comply.

1. General:

- 1.1. Bank has decided to procure Breach and Attack Simulation Solution enhance the security posture of the Bank. The scope includes supply and implementation of the solution. The period of contract will be 5 years. The scope of solution is limited to achieve functionalities like effectively running multiple attack simulation scenarios on the endpoints, web gateway, email gateway etc. and provide an insight into the current security posture of the bank.
- 1.2. Proposed Breach and Attack Simulation solution should provide a single platform for running attack simulations to test the attack possibility of latest threats in the environment. The solution should also provide an insight into the security tools which are utilized to prevent from the attack in case the simulation is not successful. Also the solution should suggest rules/controls to prevent attack incase the simulation is successful.
- 1.3. The solution should be deployed in Bank's DC & DR setup.
- 1.4. The solution deployed should be compliant with Bank's IS, IT and Cyber Security policies, internal guidelines, regulatory requirements and countrywide regulations and laws from time to time.
- 1.5. The Bidder would be responsible for supply, installation, testing, commissioning, configuring, Operation & Maintenance of the solutions, warranty and AMC of licenses (hardware, software, middleware supplied) as part of this RFP for a period of Five (5) years.
- 1.6. During the tenure of the contract, all upgrades or requirements in hardware, software, licensing, implementation of upgrades/patches/version changes etc., due to whatsoever reason including but not limited to EOL or EOS, would be done by the bidder without any additional cost to the bank.
- 1.7. If a solution fails to meet the technical requirements of RFP during the implementation/before sign-off phase, Bank reserves the right to reject the solution with no cost to the Bank and recover all payments made for that solution. However, in such cases the bidder may offer alternate solution to the Bank which fulfils technical requirements of the RFP with no extra cost to the Bank.
- 1.8. If during the contract period, the solution is not performing as per specifications in this RFP, bidder shall upgrade/enhance the devices or place additional devices and reconfigure the system without any extra cost to the bank till the required performance is achieved.
- 1.9. As the late sign-off of any solution may impact the Warranty / AMC timelines under back-to back agreements of SI with OEM, they are advised to take care of the same in their agreements with OEMS. The Bank will not consider any request for

adjustments in such cases and will seek full five-year active life of each solution with full OEM support & services.

- 1.10. Each solution's initial and future license requirements, infrastructure, storage requirements and other information is captured in Annexure 7 (C) - Sizing.
- 1.11. The services/ solutions offered should be modular, scalable both horizontally & vertically, and should be able to address Bank's requirements during the period of contract and even beyond future license figures given.
- 1.12. The services / solutions offered should not have any significant adverse impact on the existing infrastructure/ business of the Bank neither during installation nor during operation. There should be no service disruption as part of implementation or any upgrades. Any such incident may attract penalties.
- 1.13. The services/ solutions offered should not require any Network Architecture change / existing device replacement on the part of the Bank.
- 1.14. All the devices, hardware, software, database, storage, licenses, solutions and services required at Bank's premises for deployment and operation of these solutions shall be delivered by SI as part of this RFP.
- 1.15. Bidder has to mandatorily comply with the specifications/requirement mentioned in Annexure-7. Bidder has to provide their response in Annexure-7 & 7 (A) basing on which bank will provide marks.
- 1.16. All solutions proposed must have a post- sales OEM production/Enterprise category support through established service centers / offices preferably within India. Successful bidder has to submit a copy of such support availed by them to the Bank. Additional marks are provisioned under technical evaluation section for India based service centers.
- 1.17. A robust documentation system needs to be in place for all to understand the process and their responsibilities.
- 1.18. The bidders shall also provide the following documents as part of the deliverables of the project.
 - 1.18.1. Original manuals of all proposed hardware/software/applications.
 - 1.18.2. Standard Operating Procedures of Installation & Configuration Documents.
 - 1.18.3. Network & Security Design Documents (Will be approved by the Bank) Troubleshooting Manual.
 - 1.18.4. Executive summary report for the project to the management.
 - 1.18.5. Functional and operational requirements.
 - 1.18.6. Project design/plan.
 - 1.18.7. Product description.
 - 1.18.8. Guidance for best practices.
 - 1.18.9. Implementation guidelines.
 - 1.18.10. Business Continuity / archival/purging /back up Policies/procedures.
 - 1.18.11. User acceptance test plan.
 - 1.18.12. If any training materials.

Once a year health check-up report by OEM. All the above documents (soft copy or hard copy) should be provided by the SI, vetted by the bank, suggestions incorporated by SI and then provided to the Bank.

- 1.19. The services/ solutions in scope should be designed with adequate redundancy and fault tolerance to meet the Business Continuity requirements of the Bank.
- 1.20. The SI should provide Help-line and resolution on technical issues without any additional cost.
- 1.21. The SI shall be responsible for patch updates of the deployed solution to make it compatible with the latest versions of Operating Systems, Browsers and other resources necessary for access within the contract period without incurring any additional cost for the Bank.
- 1.22. The SI should provide the application audit/security audit certificate for the product.
- 1.23. The SI shall be responsible for including any change request by the Bank in the solution offered at no additional cost to the bank during the tenure of the cost.
- 1.24. During the period of the contract, the SI may be required to carry out additional customization in existing module of their software to meet the requirement of Canara Bank which may arise out of changes for regulatory compliance without any additional cost.
- 1.25. The SI should be able to provide any module of the solution independently without dependency on any other module. Bank may opt to start with one or few modules but reserves the right to utilize all modules at a later stage at the price quoted in the commercial bid without any additional cost.

2. Gap Analysis and Customization:

The Bidder, in coordination with OEM should do a gap analysis and submit a detailed study of the Bank's infrastructure and requirements, road map mentioning all the pre-requisites, time-frame of mile-stones/ achievements leading to the full operationalization of the solution vis-à-vis Bank's requirement. The Bidder has to develop the project plan, get it approved by the Bank and OEM and then implement the project based on timelines agreed. The Breach of agreed timelines will attract penalties mentioned in Service Level Agreement section of RFP. In Solution design the Security best practices should be taken care of by design team. All Solution's Architecture deployment & configurations done at the Bank should be vetted by OEM /bank authorized third party before Sign-Off from Bank.

3. Audit Trail:

The system should provide for adequate audit trail including log reports for all the activities and any changes in configuration, information/data changes, updations etc.

4. Data Transfer and Migration:

After the end of the contract period, the SI should help Bank in migration of current database to the new vendor selected at no additional cost. The SI will have to provide full support to the new vendor selected till the successful implementation of the portal (till portal goes live) at no additional cost.

5. Security Features:

- 5.1. **Data Encryption:** The system shall support a minimum of 128-bit encryption for sensitive data, and information while in transfer and conform to relevant guidelines wherever applicable.

- 5.2. **Prevention of Unauthorized access:** The system shall integrate with bank's existing access control mechanisms - Privileged Identity Management solution and Active Directory.

6. **Customization flexibility and scalability:**

The system shall be scalable and shall permit expansion of both the capacity and functionality either with the existing configuration or through the addition of items, details of which shall be furnished by Canara Bank. The system shall incorporate the necessary requirements to meet the scope and requirements as stated.

7. **Compliances:**

- 7.1. The SI's solution must comply with guidelines of RBI/ MeitY/PCI or any other guidelines of GOI or any regulatory authorities in respect of Breach and Attack Simulation issued from time to time.
- 7.2. Data captured in the solution should not be stored outside the Bank's Network.

8. **Operational Support:**

The responsibilities of the selected SI include, but not limited to the following:

- 8.1. Support for all system and associated components of the Breach and Attack Simulation solution.
- 8.2. Ensuring that the system is available 24x7.
- 8.3. Re-installations, in the event of system crash/failures.
- 8.4. Develop Standard Operating Procedures (SOPs) as per best practices and requirements of the bank.
- 8.5. Ensure timely fine tuning of the application to enhance the end-user experience.
- 8.6. Ensure implementation of policies as per regulatory requirements issued from time to time.
- 8.7. System shall be able to enhance/ integrate the solution with new regulatory requirements on ongoing basis with minimal effort.

9. **Other Requirements:**

- 9.1. The Bidders shall have in place a documented Quality and Audit process. A copy of the same shall be made available along with the technical bids.
- 9.2. The solution should be able to receive feeds from global agencies wherever applicable and any new feed on security information should be fed instantly.

We hereby comply with the Scope of Work mentioned from Point no. 1 to 9 of Annexure-8

Date

Signature with seal

Name :

Designation :

Annexure-13

Manufacturer Authorization Form

[Note: This Format Letter should be on the letterhead of the OEM/OSO/OSD concern and should be signed by an Authorised Signatory of the OEM/OSO/OSD]

No. _____ dated _____

The Deputy General Manager,
Canara Bank,
Asset Procurement & Management Group,
DIT-Wing, Naveen Complex, 14 M G Road,
Bengaluru-560 001
Karnataka

Dear Sir,

SUB: RFP for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Breach and Attack Simulation Solution.

Ref: RFP 13/2020-21 dated 02/09/2020

We _____ who are established and reputed manufacturers of _____ having factories/development facilities at 1) _____ and 2) _____ do hereby authorize M/s _____ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.

We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/sfor all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for total Contract Period.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

Yours faithfully

(Name)
For and on behalf of
M/s

Annexure- 14 Bill of Material

SUB: RFP for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Breach and Attack Simulation Solution.

Ref: RFP 13/2020-21 dated 02/09/2020

Notes

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table -A

Price details for Hardware/Software for implementing Breach & Attack Simulation Solution in Canara Bank

[Amount in Indian Rupees]

Sl. No.	Requirement Details		Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	4 th year AMC/ATS Charge (Excl. of tax)	5 th year AMC/ATS Charge (Excl. of tax)	Unit Price with Three Year Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Excl. of tax)	Quantity	Total Cost with Three Year Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Excl. of tax)	Tax for Column F		Total Cost with Three Year Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Incl. of tax)
			A	B	C	D= A+B+C	E	F= D*E	G= % of tax	H= Tax Amt	I= F+H
1.	Hardware/Appliance including OS for DC	App Server									
		Web Server									
		Data base Server									
		Any other (add more rows of required)									
2.	Hardware/Appliance including OS for DR	App Server									
		Web Server									
		Data base Server									
		Any other (add more rows of required)									
3.	Cost of Database Licenses (In case proposed database is Oracle then,										



	Database cost to be indicated as Zero)								
4.	Any other Software/ Licenses								
5.	One time Implementation Charges								
6.	Total Cost of Ownership for Five years contract period (Sum of column I of rows 1,2,3,4 and 5)								

Table -B
Price details of Breach & Attack Simulation Software Solution

[Amount in Indian Rupees]										
Sl. No.	Requirement Details	Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	4 th year AMC/ATS Charge (Excl. of tax)	5 th year AMC/ATS Charge (Excl. of tax)	Unit Price with Three Year Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Excl. of tax)	No. of Licenses	Total Cost with Three Year Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Excl. of tax)	Tax for Column F		Total Cost with Three Year Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Incl. of tax)
		A	B	C	D= A+B+C	E	F= D*E	G= % of tax	H= Tax Amt	I= F+H
1.	Licenses for Breach & Attack Simulation Software Solution as per Annexure-7 & Annexure-8.					5				

Table-E
Total Cost for 5 Years Contract Period

[Amount in Indian Rupees]		
Sl. No.	Details	Total Cost of Ownership [inclusive of tax]
A	Total Cost for Hardware Items (Including OS & Licenses) as per Table-A [Total of Column I]	
B	Total cost of Breach & Attack Simulation Software Solution as per Table-B [Column I]	
C	Total Cost of Ownership [Sum of A and B of Table-E]	

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized 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/submitting 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.

- 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) Undertaking for applicability of Purchase Preference Policy as per Form PP-A. (if eligible)
- 5) Self-Declaration of MSEs/Startup as per Form PP - B. (if eligible)
- 6) Undertaking by Bidder towards Mandatory Minimum LC as per Form PP-C (In Case Bidder Seeking Benefit of PP-LC). (if eligible)
- 7) Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC as per Form PP-D (In Case Bidder Seeking Benefit of PP-LC). (if eligible)
- 8) Power of Attorney / Authorization 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 with supporting documents.
- 9) Bid Covering letter as per Annexure-1.
- 10) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 11) Bidder's Profile as per Annexure-3.
- 12) Service Support Details as per Annexure-4.
- 13) Track Record of Past Implementation of Projects as per Annexure-5.
- 14) Non-Disclosure Agreement as per Annexure-6.
- 15) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper.
- 16) Write up on the Work Experience / Expertise on implementing Breach and Attack Simulation Solution.
- 17) Bidder should have central help Desk available on 24x7x365 basis for support and complaint booking. Details of the Help Desk phone no. & email ID has to be provided.
- 18) Bidder should provide Call Log in procedure for call logging and ticketing.



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 document submitted with page numbers.
- 2) Compliance to the Technical & Functional Requirement of Breach and Attack Simulation Solution in Canara Bank as per Annexure-7.
- 3) Compliance to the Scope of Work as per Annexure-8.
- 4) Undertaking of Authenticity for Implementing Breach and Attack Simulation Solution in Canara Bank 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) Manufacturer Authorization Form as per Annexure-13.
- 9) Masked bill of Material as per Annexure-14.
- 10) Vendor Risk Assessment as per Appendix-L.
- 11) Technical Documentation (Product Brochures, leaflets, manuals, drawings).
- 12) A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.
- 13) Bidder has to provide detailed proposed BOM each line item wise for Solution, OS, Licenses for Five (5) Years as part of Technical Bid.



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 (not initials) 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 Materials as per Annexure-14.
- 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).



Appendix-L

VENDOR RISK ASSESSMENT

1. NAME AND ADDRESS OF THE VENDOR:

Regd Office
Correspondence address

2. Name of the Activity/Project with us:

I) COMPANY PARTICULARS:

Sl. No.	Particulars	Remarks
1.	Whether any change in constitution of firm	Yes/No
	If yes, term(yrs) from last change/initial estb	
	If yes, date of reconstitution	
2.	Main business of vendor	
	Experience in years(main business)	
	Subsidiary business (Annexe if many business)	
	Experience in years (Subsidiary business)	
3.	Whether unit is MSME/start up	Yes/No
4.	Is firm holds any quality certifications like ISO/BIS etc.,	Yes/No
	If yes, give details and how many certificates holds	
5.	Details of sister concerns dealing in same type of business like similar type of business or no similar type or no sister concern	
6.	Present Banker	
	Status of firm with present Banker(applicable if unit is sick/NPA only)	
7.	Constitution of Firm like individual or prop, partnership, LLP, ltd company, PSU etc.	



II) BUSINESS PARTICULARS OF FIRM:

1.	Major clients of vendor (in nos)	
	Details of clients (annexe if many)	
2.	No of business projects received for last 2 year(nos)	
	Value of the above projects(Rs.)	
	No of projects , participated in last 2 year	
	No of projects in execution phase of last 2 year receipts.	
3.	Major competitors in market (NO)	

III) LEGAL ISSUES AND OBLIGATIONS:

1.	Ever blacklisted from any organization for last 5 years	Yes/No
	If yes, give details	
2.	Any notice received from any regulatory body	Yes/No
	If yes, give details	
3.	Any major litigations in police/court/DRT/Income tax/ED/CBI/ Labour court or any such regulatory body.	Yes/No
	If yes, give details	
4.	Whether all statutory dues like ESI, PF, tax, etc., are paid upto last ABS.	Yes/No
	If no, particulars of pending dues	
5.	Any major fraud/breach of policies within company noticed for last 2 years	Yes/No
	If yes, impact (amount)	

IV) BUSINESS POSITION:

1.	Firm is credit rated	Yes/No
2.	If yes, rating agency & present rating	
3.	Industry position of firm (like Gartner listing, etc.,) and whether firm is in better position or best position or not in better position	

Date

Signature with seal

Name :

Designation :

