

केनरा बैंक  Canara Bank

(HEAD OFFICE: BANGALORE)

INVITATION FOR EXPRESSION OF INTEREST FOR EMPANELMENT OF  
CONSULTANTS FROM LEADING CONSULTANTS / VENDORS FOR  
IMPLEMENTATION OF INFORMATION SECURITY MANAGEMENT SYSTEM  
(ISO 27001:2005)

FOR DEPARTMENT OF INFORMATION TECHNOLOGY WING.

EOI REFERENCE NO. : EOI - 07 / 2011-12  
DATE OF EOI DOCUMENT : 08.12.2011  
DATE OF PRE BID MEETING : 16.12.2011 AT 3.00 PM  
LAST DATE FOR SUBMISSION OF EOI : 09.01.2012 UPTO 3.00PM  
DATE OF OPENING OF EOI : 09.01.2012 AT 3.30PM  
NO. OF PAGES : 19

ISSUED BY : DEPUTY GENERAL MANAGER  
CANARA BANK  
ASSET PROCUREMENT & MANAGEMENT GROUP  
DIT-WING, HEAD OFFICE  
NAVEEN COMPLEX, 14, M G ROAD  
BANGALORE 560 001

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(Senior Manager, Asset Procurement &  
Management Group)

The cost of EOI document is Rs.10,000/- This document can be downloaded from Bank's website [www.canarabank.com](http://www.canarabank.com). In that event, the bidders should pay the cost of the tender document by means of DD drawn on any scheduled Bank for Rs.10,000/- in favour of Canara Bank, payable at Bangalore and enclose the same to EOI.

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**CALENDER OF EVENTS**

Sl. No	EVENT	DATE
1	Date of Issue	08.12.2011 THURSDAY
2	Date of Pre Bid Meeting	3.00PM, 16.12.2011 FRIDAY
3	Date of Submission of EOI	3.00PM, 09.01.2012 MONDAY
4	Date of Opening of EOI	3.30PM, 09.01.2012 MONDAY



**INVITATION FOR EXPRESSION OF INTEREST FOR EMPANELMENT OF CONSULTANTS FROM LEADING CONSULTANTS / VENDORS FOR IMPLEMENTATION OF INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS) FOR ISO 27001 CERTIFICATION FOR DEPARTMENT OF INFORMATION TECHNOLOGY WING.**

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**CANARA BANK**, a premier Indian Public Sector Bank (hereinafter referred as "Bank") having Pan India presence, invites Expression of Interest from leading consultants / vendors of repute and standing to assist Canara Bank in implementing Information Security Management System (ISMS) as per ISO 27001 standard & obtain Certification.

The companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'. The words "Vendor", "Consultant", "Applicant" referred in this document shall be collectively referred as "Bidder".

The interested vendors / consultants who are in the business of assisting the organizations in implementation of ISMS and obtaining of ISO 27001 Certification as above and meet the following qualifying requirements may respond.

**A. SCOPE OF THE PROJECT / ROLES & RESPONSIBILITIES:**

The scope of the project is to develop and implement Information Security Management System (ISMS) as per ISO 27001 framework towards obtaining ISO 27001 Certifications to the following unit:

"Department of Information Technology Wing of the Bank - including Data Centre of the Bank located at Bangalore in an environment managed by vendors of CBS application in collaboration with bank personnel and Disaster Recovery Centre located at Mumbai."

Department of Information Technology Wing of the Bank intends to adopt ISO 27001 certification standards approach for establishing, implementing, monitoring, reviewing and continually improving the Information Security Management System of the Bank.

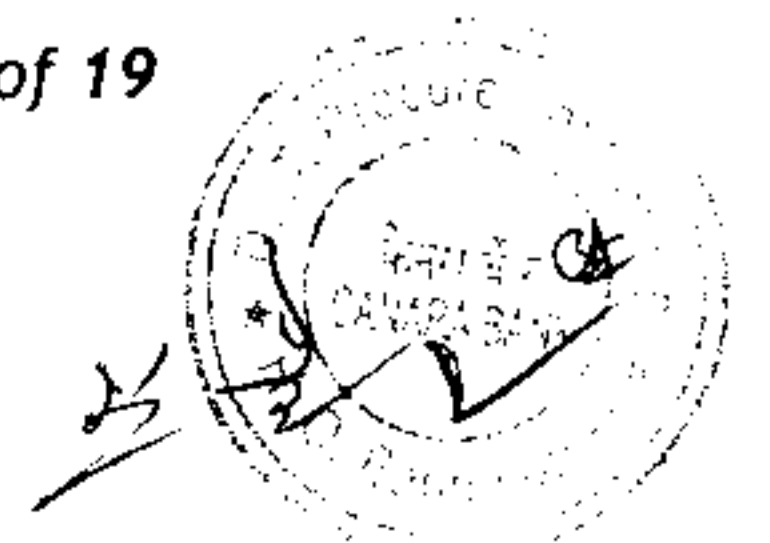
The implementation shall include but not limited to the following:

1. Study, Review the existing Information Security Management System of the Bank against ISO 27001 standard.
2. Conduct gap analysis and identify the areas of security that are to be resolved and fortified.
3. Assist the Bank in establishing and implementing the new processes and systems for monitoring these standards at periodical intervals.
4. Assist the Bank to assess and gather all requirements to apply for ISO 27001 certification.
5. Assist the Bank in obtaining the ISO 27001 certification from a reputed, recognized certification agency.

6. Assist the Bank for monitoring the same under the standard and show continual improvement thereafter under Information Security Management System.
7. Assist the Bank in equipping itself for ISO 27001 surveillance audit after certification and recertification audit by the Authorised Auditors.
8. Assist the Bank to assess the training needs and impart the same on its approval by the Bank.
9. The vendor should employ a robust and proven framework for Information Security Management System for implementation to ensure successful completion of the project and leading to ISO 27001 certification.

**B. ELIGIBILITY CRITERIA**

SL. NO	Eligibility Criteria	Documents to be submitted
1	The Bidder should be a Registered Company in India and should have been in the business at least for the past 3 years.	Copy of the Certificate of Incorporation and Certificate of Commencement of Business in case of Public Ltd. Company or Copy of Certificate of Incorporation in case of Pvt. Ltd. company.
2.	The bidding company should have a minimum average annual turnover of Rs.25 crores during the last three financial years viz., 2008-09, 2009-10, 2010-11.	A copy of the audited balance sheet and P&L Statement for the financial years 2008-09, 2009-10, 2010-11 to be furnished by the bidding company.
3.	The bidder should have implemented ISMS Project (ISO 27001) in at least two organizations in India and should submit proof of the same.	The bidder should furnish a copy of the purchase order issued by the organizations and copies of ISO 27001 certificates obtained for those organizations.
4.	The Bidder should have on their rolls at least two ISO 27001 Lead Auditors or Implementers.	A declaration from the bidder as per the Annexure D furnishing the list of certified professional as their employees to be furnished, along with documentary proof of certificates.
5.	The bidder should have on their rolls, five CISSP / CISA /CEH/CCNA/SANS Certified Security Professional employed with them.	As above.
6.	The Bidder's Project Team must include an ISO 27001 Certified Security Consultant as Project Manager	As above.



7.	The Bidder shall have local Office in Bangalore to carry out the project successfully.	Office Address, Contact person and address with mobile / telephone numbers in Bangalore, e-mail IDs to be furnished by way of a declaration.
8.	The Bidder or its parent Company or its subsidiary should not be the existing System Integrator of the Bank or certifying authority.	Self declaration

Further, all bidders will have to submit the following:-

1	Non Interest EMD for ₹ 1,00,000/- (Refundable)	By way of DD favoring "Canara Bank" payable at Bangalore/ Bank Guarantee in lieu of EMD as per Annexure F. If the EMD is in the form of Bank Guarantee, the same should be valid for minimum period of 6 months from the last date of submission of offer with a claim period of 3 months.
2	Application fees for ₹10,000/- (Non Refundable)	By way of DD favoring "Canara Bank" payable at Bangalore.

#### OTHER CONDITIONS

1. The list of ongoing ISO 27001 projects handled by the bidder are to be furnished.
2. Subcontracting of any work relating to the scope of EOI is not allowed except for ISO 27001 Certification Services which has to be carried out by an Authorized Certification Agency only.

#### Remarks:

Failure to produce the documents to prove Eligibility Criteria along with EMD/ and application fee while submission of EOI proposal shall render the bidder ineligible for empanelment.

#### C. SCOPE OF EMPANELMENT

- a. Empanelment would be for Information Security Management System Implementation (ISO 27001:2005) Consultants in Canara Bank.
- b. Empanelment would be for one year.
- c. During the empanelment period, Bank will float limited tenders amongst the empanelled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions and scope of work.



- d. If the service provided by the consultant is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the vendor when applying for the tenders, the Bank reserves the right to remove such consultants from the empanelled list without giving any notice to the vendor in advance.
- e. Bank reserves the right to cancel the empanelment of any consultant for any reason deemed fit by the Bank. Bank's decision will be final in this regard.
- f. The guidelines issued by Ministry of Finance, Central Vigilance Commission and any other statutory / regulatory body related to selection, appointment and employment of Consultants from time to time, shall be applicable.

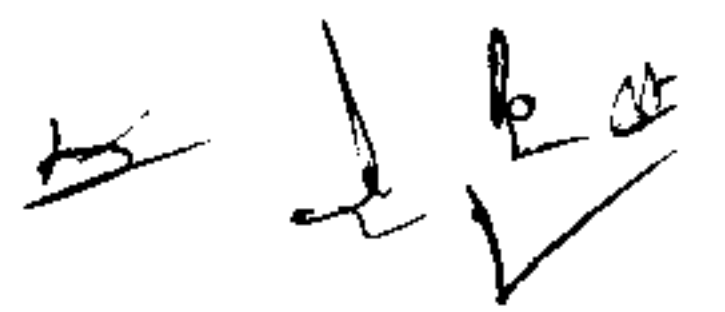
#### D. EMPANELMENT PROCEDURE

The Bidder will be empanelled as consultant as per the following process:

- a. The bidder satisfying the eligibility criteria will be empanelled after due scrutiny of documents submitted by the bidder, subject to the following :
  - All the shortlisted intending bidders have to make a presentation before the panel of bank officials. The date of presentation shall be intimated to the shortlisted bidders in advance.
  - Based on the documents submitted, presentation made and the marks secured by the bidders as per the scoring matrix furnished in the Annexure G, the bidders will be ranked. All those bidders who satisfy the eligibility criteria and secure total marks of 55 and above shall be empanelled.

#### E. CONFLICT OF INTEREST

1. The consultant shall not receive any remuneration in connection with the assignment except as provided in the contract. The consultant and its affiliates shall not engage in consulting or other activities that conflict with the interest of the employer under the contract.
2. The ISMS Consultant and any of its affiliates/consortium members will not be eligible to work in any of the projects as IT implementation agency where the consultant has provided their consultancy services.
3. The consultant shall not get associated as consultant /advisor/ implementation agency or in any other capacity with any of the agencies taking part in the bid process in the project in which the consultant is appointed as consultant.



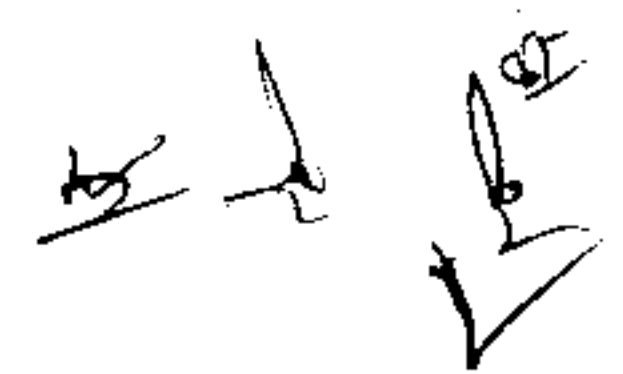
4. Participation by ISMS consultant with a conflict interest situation will result in the disqualification.

**F. INSTRUCTIONS TO THE APPLICANTS**

1. The response should be submitted in a structured format as per the checklist appended and it should be paginated. Each page of the application should be signed by person/s on behalf of the organization having necessary authorisation / PA to do so, duly affixing the company seal. Applications containing false or inadequate information are liable for rejection. (Copy of Power of Attorney or Authorization Letter from the company should be furnished along with the Bid)
2. Any alterations, erasures, overwriting, blanking out or discrepancies in figures etc will have to be necessarily authenticated by the authorized signatory.
3. A pre-Bid meeting of the intending bidders will be held at 3.00 pm on 16.12.2011 at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M G Road, Bangalore - 560 001 to clarify any point/doubt raised by them in respect of this EOI. No separate communication will be sent for this meeting. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, DIT Wing, HO Bangalore by the intending bidders before 11.00 hours IST on 12<sup>th</sup> December, 2011.
4. The Sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope "Empanelment of Consultants for implementation of ISMS (Information Security Management Systems) in Department of Information Technology Wing in response to EOI-07/2011-12 dated 08.12.2011". The EOI response should be deposited in the Tender Box kept at Canara Bank, DIT Wing, First floor, Naveen Complex, 14 M G Road, Bangalore - 560 001, on or before Monday, 9<sup>th</sup> January, 2012 03:00 PM. The Bids should be addressed to:

**THE DEPUTY GENERAL MANAGER  
CANARA BANK  
ASSET PROCUREMENT & MANAGEMENT GROUP  
DIT - WING, NAVEEN COMPLEX,  
14, MG ROAD, BANGALORE - 560 001**

5. The EOI will be opened in the presence of the applicants on Monday 9<sup>th</sup> January, 2012 at 03.30 PM at Canara Bank, 2nd Floor, Conference Hall, Naveen Complex, 14 M G Road, Bangalore. The applicant's representative may be present during the bid opening at our office address mentioned above well in time along with the authorization letter from the company. The applicants may note that no further notice in this regard will be given. The applicants may note that without authorisation letter, the applicant/applicant's representative will not be permitted for attending bid opening. The authorization



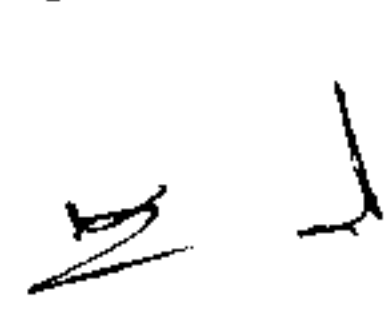

letter should be handed over to the Bank Officials at the time of bid opening. Further, in case the Bank does not function on the aforesaid date due to unforeseen circumstances or Holiday, then the EOI will be accepted up to 03.00 PM on the immediate next working day and EOIs will be opened at 03.30 PM at the same venue on the same day. The response not received in conformity with the above will not be evaluated.

6. The Expression of Interest is not an offer by Canara Bank but an invitation to get the response from the interested bidders for empanelling the bidders for Bank's requirements. No contractual obligations whatsoever shall arise from the Expression of Interest process.
7. The empanelled applicants will be notified in due course. Only empanelled applicants will be invited to participate in the tender for Consultancy Services in the Bank. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.
8. Canara Bank reserves the right to accept / reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever.
9. Non-submission of DD for ₹ 10,000/- towards the cost of Application or ₹ 1,00,000/- towards EMD by way of DD/Bank Guarantee or both for this EOI will render the EOI application submitted by the vendor as rejected.
10. The EMD of all the bidders will be returned after finalization of empanelment.
11. Please note that the members of the Bank's existing panel who desire to be considered on the new panel are also required to respond this "Expression of Interest"

#### CHECKLIST

Interested applicant/s conforming to the above requirements may respond by furnishing the following.

1. Covering Letter as per Annexure A.
2. Applicant's Profile as per Annexure C.
3. List of certified professionals as its employees as per Annexure D.
4. List of Applicant's major customers in last 3 years and references as per Annexure E
5. Write up on the Firm/Company's experience / expertise in Consultancy in IT related areas, especially, in Bank/s. (max 5 pages).
6. Three Years Audited Balance sheet & Profit and Loss A/cs.



7. Copy of Power of Attorney or Authorization letter from the company designating the Authorised representative of the Company for signing the Bid document should be furnished along with the bid document.
8. Application cost by way of DD for ₹ 10,000/-.
9. A Non-interest bearing refundable deposit of ₹ 1,00,000/- by Demand Draft favouring Canara Bank payable at Bangalore or A Bank Guarantee for the like amount as per Annexure F.
10. The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.
11. Compliance Statement as per Annexure H.



**R Rajendran**  
**Deputy General Manager**





COVERING LETTER FORMAT

Offer Reference No:

Date:

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

Dear Sir,

EOI Ref: EOI-07/2011-12 DT: 08.12.2011

Having examined the EOI document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to empanel our firm/ company for ISMS (ISO 27001:2005) Consultancy in Canara Bank in conformity with the said EOI.

If our offer is accepted, we undertake to provide ISMS (ISO 27001:2005) Consultancy for the given period.

We enclose a Demand Draft for ₹ 1,00,000/- in favour of Canara Bank as EMD/ Bank Guarantee in lieu of EMD.

We agree to abide by and fulfill all the terms and conditions of the EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

We enclose a list of clients in India (giving their full addresses).

Our PAN number for Income Tax is \_\_\_\_\_.

We are registered with the Sales Tax/Service Tax authorities and our registration numbers are as follows.

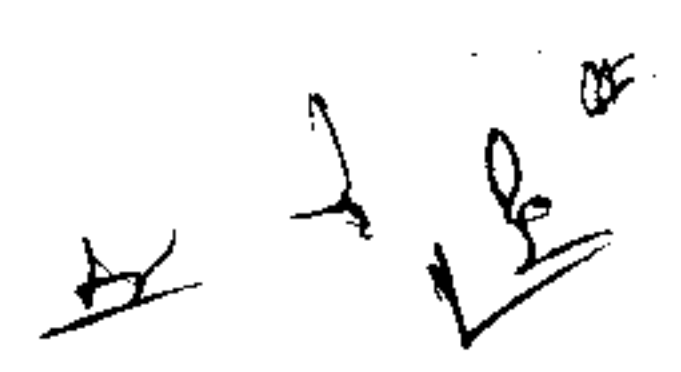
Sales Tax/VAT Registration Number is \_\_\_\_\_.

Service Tax Registration Number is \_\_\_\_\_.

(Registration number Proof attached)

Bank Details

Name of Bank :  
Bank Branch & Address :  
Account Number :  
Name of the Account :  
IFSC Code :



We accept all the Instructions and Terms and Conditions of the subject EOI.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2011

Signature \_\_\_\_\_

Signature of the Authorized Signatory with date & seal



AUTHORIZATION LETTER FORMAT

The Deputy General Manager  
Canara Bank,  
Asset Procurement & Management Group  
DIT Wing  
Naveen complex, 14 MG Road  
Bangalore - 560 001

Date \_\_\_\_\_

Dear Sir,

SUB: Authorization Letter for attending the Bid Opening

REF: YOUR EOI NO: 07/2011-12 dated 08.12.2011

This has reference to your above EOI for Empanelment of Consultants for Implementation of Information Security Management System (ISO: 27001:2005).

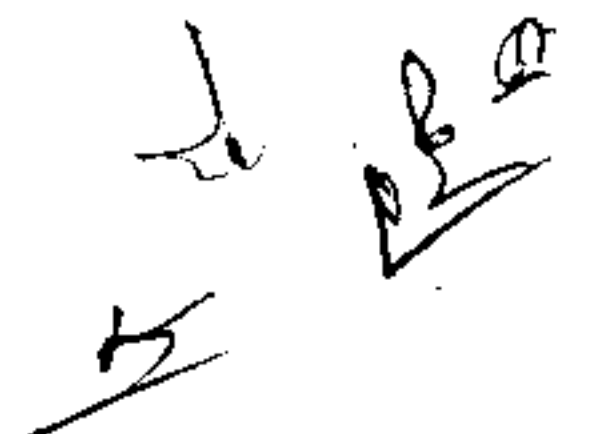
Mr. / Miss/Mrs. \_\_\_\_\_ is hereby authorized to attend the bid opening of the above EOI on \_\_\_\_\_ on behalf of our organization.

The specimen signature is attested below:

\_\_\_\_\_  
Specimen Signature of Representative

\_\_\_\_\_  
Signature of Authorizing Authority

\_\_\_\_\_  
Name of Authorizing Authority



Annexure C  
APPLICANT'S PROFILE

Sl. No.	Particulars	Details (at Page no. )
<b>A</b>	<b>Profile</b>	
1	Name of the Bidder's firm / company	
2	Status of Bidder(Company, Partnership, Trust, Government Owned Company etc)	
3	Year of Establishment & Details of Registration (attach Documentary Proof)	
4	Number of years experience in ISMS (ISO 27001:2005) Consultancy	
5	Corporate /Registered Office Address	
6	Bangalore Branch / Office Address	
7	Telephone number	
8	Fax number	
9	Email Address	
10	Website address of the Company	
11	Key person (s) with contact details a)Head Office / Registered Office  b)Bangalore Office	
12	Authorized Official with Name, Designation, Contact Phone No/Mobile No / FAX No. etc for the EOI	
13	Sales Tax Number	
14	Service Tax Number (attach proof)	
15	Income Tax PAN Number(Attach Proof)	
16	Two Years Audited Balance sheet and Financial Statements	
	Turnover and Net Profit for last three years Year 1 Year 2 Year 3	
17	Enclose copies of last Income Tax return.	

*(Handwritten signature/initials)*

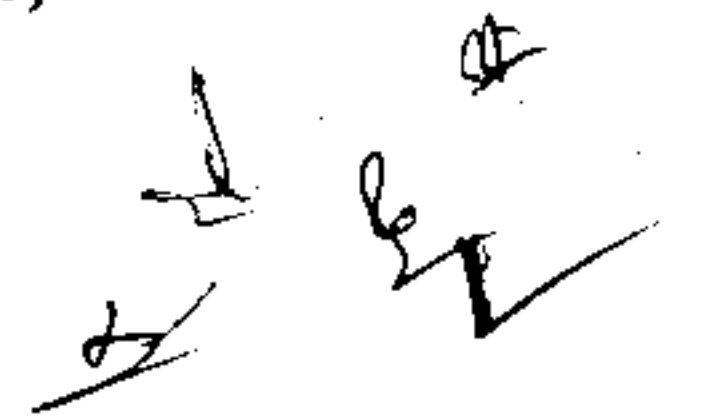
<b>B</b>	<b>Technical Experience and Expertise</b>	
1	Write up on the Company's experience/expertise in ISMS Consultancy	
2	Details of Global standards/Quality certifications achieved by the firm/ company	
3	No.of years experience in providing consultancy services like drafting of Information Security Management System (ISO 27001 : 2005) for organizations.	
4	Details of Projects handled for the past two years related to Banking Sector.	

<b>3</b>	<b>Details of personnel</b>	
1	No. of Employees working in the organization with technical qualifications and professional certifications together with details of their qualifications, certifications & experience.	

Wherever applicable submit documentary evidence to facilitate verification.

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

**Signature of the Authorized Signatory with date & seal**



LIST OF CERTIFIED PROFESSIONALS AS ITS EMPLOYEES

SL. NO.	NAME OF THE EMPLOYEE	DATE OF JOINING	CERTIFICATIONS/ACCREDITATIONS				PAGE REF
			DATE OF ISO 27001 LA	DATE OF ISO 27001 LEAD IMPLEMENTER	CISA/CISSP/CEH	DATE OF CISA/CISSP/CEH CERTIFICATION	

Documentary proofs are to be enclosed to substantiate the claims made.

Place:

Date:

Signature of the Authorized Signatory with date & seal



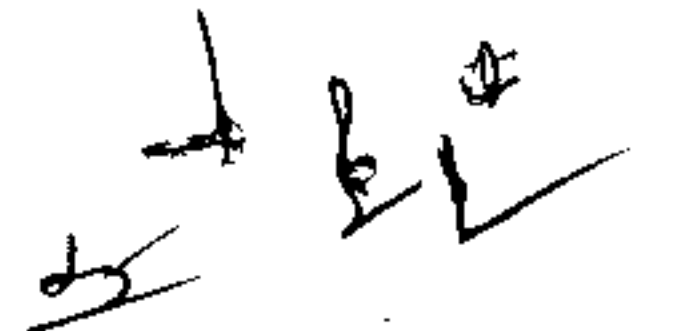
Annexure E

LIST OF APPLICANT'S MAJOR CUSTOMERS IN LAST 3 YEARS AND REFERENCES

Sl. No.	Name and complete Postal Address of the Customer	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description, ISMS Consultancy work ordered by the customer during last 2 years	Whether reference Letter Enclosed
1	2	3	4	5

(Enclose necessary documentary proof)

Signature of the Authorized Signatory with date & seal





Annexure F

**BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT**

To

.....  
.....  
.....  
.....

WHEREAS \_\_\_\_\_ (Name of Bidder) (hereinafter called "the Bidder" has submitted its Bid dated \_\_\_\_\_ (Date) for the execution of (Name of Contract) \_\_\_\_\_ (hereinafter called "the Bid") in favour of \_\_\_\_\_ hereinafter called the "Employer";

KNOW ALL MEN by these presents that we, \_\_\_\_\_ (name of the issuing Bank), a body corporate constituted under the \_\_\_\_\_ having its Head Office at \_\_\_\_\_ amongst others a branch/office at \_\_\_\_\_ (hereinafter called "the Bank" are bound unto the employer for the sum of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_ only) for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents;

THE CONDITION of this obligation is:

If the bidder withdraws or amends their offer of empanelment before finalization of empanelment by the employer,

We undertake to pay to the Employer up to the above amount upon receipt of his first written demand without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence the above condition.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only)
- ii) This Bank Guarantee is valid up to \_\_\_\_\_ and
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before \_\_\_\_\_ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

SIGNATURE OF THE BANK



SCORING MATRIX

SL. NO.	CRITERIA	MAXIMUM MARKS ALLOTTED	MARKS SECURED
1.	REGISTERED COMPANY A. WITH 3 YEARS EXISTIANCE B. MINIMUM ANNUAL TURNOVER OF RS.25 CRORES DURING THE LAST THREE FINANCIAL YEARS VIZ., 2008-09, 2009-10, 2010-11	10	
2.	CONDUCTING SUCCESSFUL COMPLETION OF ISMS PROJECT CERTIFICATION (10 MARKS PER EACH COMPLETED PROJECT)	30	
3.	ONGOING ISMS PROJECTS ON HAND (5 MARKS PER EACH PROJECT ON HAND)	10	
4.	NUMBER OF QUALIFIED ISO 27001 LEAD AUDITORS/IMPLEMENTORS IN THE BIDDING COMPANY (5 MARKS PER EACH AUDITOR)	20	
5.	NUMBER OF CISA/CISSP/CEH/CCNA CERTIFIED PROFESSIONALS IN THE BIDDING COMPANY (2 MARKS PER EACH PROFISSIONAL)	20	
6.	NUMBER OF CERTIFIED SECURITY CONSULTANTS WORKED AS PROJECT MANAGER FOR ISMS PROJECT (5 MARKS PER EACH PROJECT MANAGER)	10	
	<b>TOTAL MAX. MARKS</b>	<b>100</b>	

*Handwritten signature/initials*

Compliance Statement

Sl. No	Description	Complied Yes/No
1	Scope of the Project / Roles & Responsibilities	
2	Scope of Empanelment	
3	Empanelment procedure	
4	Conflict of Interest	
5	Instructions to the Applicants	

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

Signature of the Authorized Signatory with date & seal

