



**REQUEST FOR EXPRESSION OF INTEREST**

**FOR**

**EMPANELMENT OF VENDORS FOR ADVANCED THREAT DETECTION SOLUTION**

Issued by: Canara Bank,  
Asset Procurement & Management Group,  
Department of Information Technology Wing,  
1<sup>st</sup> Floor, Naveen Complex,  
14, M G Road,  
Bengaluru - 560 001.

Email : [hoditapm@canarabank.com](mailto:hoditapm@canarabank.com)  
Phone No: 080-25590070





Bid Details in Brief Description

Sl. No.	Description	Details
1.	EOI No.	EOI 01/2018-19 dated 13/04/2018
2.	Brief Description of the EOI	Request for Expression of Interest for Empanelment of vendors for advanced threat detection solution
3.	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, AP&M Group, DIT Wing, 1 <sup>st</sup> Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001 Tel - 080-25590070, 25584873 Fax- 080-25596539 Email: <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a> Senior Manager, Asset Procurement & Management Group
4.	Date of Issue	13/04/2018, Thursday
5.	Last Date of Submission of Queries for Pre Bid Meeting	21/04/2018, Saturday, 11:00 AM
6.	Date of Pre Bid Meeting	23/04/2018, Monday, 03:00 PM
7.	Last Date of Submission of Bids	04/05/2018, Friday up to 03:00 PM
8.	Date of Opening of Bid	04/05/2018, Friday at 03.30 PM
9.	Application Fees (Non Refundable)	Rs. 5,900/- (Inclusive 18% GST)
10.	Earnest Money Deposit(Refundable)	Rs. 50,000/-
<p>This document can be downloaded from Bank's website <a href="http://www.canarabank.com/english/announcements/expression-of-interest">http://www.canarabank.com/english/announcements/expression-of-interest</a>. In that event, the bidders should pay the Application Fee for EOI document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bengaluru and submit the same along with the EOI.</p>		



Disclaimer

The information contained in this Expression of Interest ("EOI") 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 EOI document and all other terms and conditions subject to which such information is provided. This EOI 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 EOI is to provide the Bidders with information to assist the formulation of their proposals. This EOI does not claim to contain all the information each Bidder require. 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 EOI. 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 EOI. The information contained in the EOI document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the EOI 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 EOI and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website <https://canarabank.com/english/announcements/expression-of-interest/> and it will become part and parcel of EOI.

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





Abbreviations used in this Document

S.No	Abbreviation	Description
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.	EOI	Expression of Interest
8.	EMD	Earnest Money Deposit
9.	GST	Goods and Service Tax
10.	HO	Head Office
11.	HTTP	Hyper Text Transfer Protocol
12.	HTTPS	Hyper Text Transfer Protocol Secure
13.	ITSM	Information Technology Service Management
14.	SIEM	Security Information and Event Management
15.	VLAN	Virtual Local Area Network
16.	LAN	Local Area Network
17.	LD	Liquidated Damage
18.	MAF	Manufacturer Authorization Form
19.	MSME	Micro Small & Medium Enterprises
20.	MTBF	Mean Time Between Failure
21.	MTTR	Mean Time To Restore
22.	NEFT	National Electronic Funds Transfer
23.	OEM	Original Equipment Manufacturer
24.	OS	Operating System
25.	PERT	Project Execution and Review Technique
26.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
27.	RTGS	Real Time Gross Settlement
28.	CBS	Core Banking Solution
29.	CVC	Central Vigilance Commission
30.	DC	Data Centre
31.	DRC	Disaster Recovery Centre
32.	IFSC	Indian Financial System Code
33.	IT	Information Technology
34.	RFQ	Request for Qualification





CONTENTS

Sl. No	Details	Sl. No	Details
1	About Canara Bank	16	Preparation of Bids
2	Definitions	17	EMD
3	About EOI	18	Erasures or Alterations
4	Objective	19	Submission of Bids
5	Eligibility Criteria	20	Bid Opening
6	Application Money & EMD	21	Evaluation of EOI
7	Scope of Empanelment	22	Clarifications of Offers
8	Empanelment Procedure	23	Modification/Cancellation of EOI
9	De-empanelment of Bidders	24	Responsibility for Completeness
10	Scope of Work	25	Intimation to successful Bidders
11	Participation Methodology	26	Issuance of RFP
12	Bid Document & Cost		
13	Pre bid queries		
14	Pre bid Meeting		
15	Amendment to EOI		





No	ANNEXURES
1)	Checklist
2)	Covering Letter Format
3)	Eligibility criteria declaration
4)	Bidder's Profile
5)	Authorization Letter Format
6)	List of major customers
7)	Office Details
8)	Bank Guarantee Format For Earnest Money Deposit
9)	Compliance Statement
10)	Scope of Work



1. **About Canara Bank:**

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others is having Department of Information Technology Wing at Naveen Complex, No.14, M G Road, Bengaluru-560001. The Bank is having Pan India presence of more than 6200 Branches, 21 Circle Offices & 118 Regional Offices situated across the States and presence in abroad. The Bank is working on Core Banking System using Flex cube solutions. As part of initiatives, the Bank has also deployed various IT applications / products like ATMs, Internet & Mobile Banking, UPI, Financial Inclusion, RTGS/NEFT, Depository Services, and Online Trading etc. In addition to these, the Bank proposes to implement several new IT Projects on an on-going basis depending upon the needs. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers.

2. **Definitions:**

- 2.1. 'Bank' means, unless excluded by and repugnant to context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Expression of Interest (EOI) and shall be deemed to include its successors and permitted assigns.
- 2.2. 'EOI' means this Expression of Interest for Empanelment of vendors for advanced threat detection solution for our Bank.
- 2.3. The firms, institutions & companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'.

3. **About EOI:**

- 3.1. Bank intends to empanel vendors for advanced threat detection solution who can provide suitable and appropriate services for the solution intended.
- 3.2. The EOI document is not a recommendation or invitation to enter the contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to compliance to selection process and appropriate documentation being agreed between the bank and selected vendors as identified by the bank after completion of the selection process.

4. **Objective:**

- 4.1. Canara Bank invites application from reputed Bidders to submit their "Expression of Interest" who fulfills the eligibility criteria as given in **Clause-5** for empanelment of Vendors for Advanced Threat Detection in Canara Bank.





4.2. The bidders satisfying the Eligibility Criteria as per the EOI having experience in Advanced Threat Detection may respond.

**5. Eligibility Criteria:**

5.1. A vendor submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder' and Supply, Installation, Integration and Implementation of Advance Threat detection Solution in the Bank shall hereinafter be referred as "Solution".

5.2. Interested Bidders, who can Supply, Install, Integrate and Implement of Advanced Threat detection Solution in the Bank and meeting the Eligibility Criteria as per Annexure-3 may respond.

**6. Application Money and EMD:**

6.1. The following amount shall be payable towards Application money and EMD.

Application fees for Rs.5,900/- (Non Refundable) (Includes GST @18%)	By way of DD favoring "Canara Bank" payable at Bengaluru.
Non Interest EMD for Rs.50,000/- (Refundable)	By way of DD favoring "Canara Bank" payable at Bengaluru/ Bank Guarantee in lieu of EMD as per Annexure-8.

6.2. MSEs are exempted from paying Application Fee/Cost & EMD.

6.3. MSEs should submit relevant documentary proof for claiming the exemptions.

6.4. Further, all bidders shall have to comply the following:

6.4.1. Failure to produce the documents as necessary proof along with the EMD and Application fee while submission of EOI proposal shall render the applicant ineligible for empanelment.

6.4.2. The Bidder should submit separate DDs one each for EMD and Application Fee, if DDs are submitted.

6.4.3. The Bidder should not provide any commercial proposal with the response to this EOI.

**7. Project Scope of Empanelment:**

7.1. The advanced threat detection is implemented in view of applicable Regulatory requirements/ Industry best practices/ Bank's internal policies as to secure the existing environment. The solution deployed should be industry approved with latest version, preferably those meeting the requirements of specific relevant standards.







- 7.2. Empanelment would be for the vendors for the advanced threat detection solution for the Bank
- 7.3. Geographical scope of project: Bengaluru and Mumbai
- 7.4. Empanelment would be for a period of one year. However, the Bank reserves the right to cancel or extend the validity period of empanelment. Bank's decision will be final in this regard.
- 7.5. During Empanelment period, Bank will float limited tenders amongst the qualified empanelled bidders and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions, location details and scope of work. Such limited tenders shall be floated by Bank. Selected Bidder to submit KYC document.
8. **Empanelment Procedure:**
- The vendors will be empaneled as per the following process:
- 8.1. The advanced threat solution vendors satisfying the eligibility criteria will be shortlisted after due scrutiny of documents submitted by the bidder.
- 8.2. All the shortlisted intending bidders have to make a presentation before a panel of Bank Officials at the discretion of the Bank. The date of presentation shall be intimated to the short listed bidders in advance.
- 8.3. Based on the documents submitted, and the presentations made and the expertise, the panel shall select the vendors for empanelment.
9. **De-empanelment of bidders:**
- 9.1. During empanelment period, the Bank reserves the right to de-empanel any vendor. The Bank's decision will be final in this regard.
- 9.2. Bank should retain with themselves the authority to blacklist or bar a bidder for a specified period of the time from participating in its procurement process where the Bank has authentic information the bidder has been debarred from participating in the procurement process by a foreign country, international organization or by a local organization on ground of fraud or corruption or for some other reason which, in the opinion of the Bank is not compatible with its procurement policy and ethical standard.
- 9.3. If the service provided by the vendor 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 Bidders from the empanelled list without giving any notice to the vendor in advance.



**10. Scope of Work:**

- 10.1. The Brief Scope of Work is detailed in **Annexure-10**.
- 10.2. Bank will float limited tenders amongst the qualified empanelled vendors and seek responses for the requirements. Individual tender/s will contain detailed terms and conditions, instructions, location details and detailed scope of work. Such limited RFP/RFQ shall be floated by Bank.

**11. Participation Methodology:**

- 11.1. In a tender either the partner/distributor/System Integrator on behalf of the OEM or OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 11.2. If a partner/distributor/System Integrator bids on behalf of the OEM, the same partner/distributor/System Integrator shall not submit a bid on behalf of another OEM in the same tender for the same item/product.

**12. Bid Document & Cost:**

- 12.1. This document can be downloaded from Bank's website <https://canarabank.com/english/announcements/expression-of-interest/>. In that event, the bidders should pay the Application Fee of **Rs.5,900/-** (inclusive of GST) for tender document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bengaluru and should be kept along with the bid cover. Submission of the cost of the bid document in other than the bid cover is liable to be rejected on grounds of non-payment of the cost of the bid document. MSEs are exempted from payment of Application cost on submission of relevant documentary proof.
- 12.2. The Bidder shall bear all costs associated with the preparation and submission of the bid and the Bank will not be responsible for the costs, regardless the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the bidder in replying to this EOI. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

**13. Pre-Bid Queries:**

- 13.1. The bidder should carefully examine and understand the scope and, terms and conditions of EOI and may seek clarifications, if required. The bidders in all such cases seek clarification in writing in the same serial order of that of the EOI by mentioning the relevant page number and clause number of the EOI.
- 13.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, Canara Bank, DIT Wing, HO (Annexe), 14, M G Road, Bengaluru - 560 001 or an

email can be sent to [hoditapm@canarabank.com](mailto:hoditapm@canarabank.com) by the intending bidders before 11:00 AM on 21/04/2018 (Saturday).

13.3. No queries will be entertained from the bidders after the above date and time.

13.4. No oral or individual consultation shall be entertained.

**14. Pre-Bid Meeting:**

14.1. A pre-bid meeting of the intending bidders will be held as scheduled below to clarify any point/doubt raised by them in respect of this EOI.

Date	Day	Time	Venue
23/04/2018	Monday	03.00 PM	Canara Bank, DIT Wing, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bengaluru - 560001.

No separate communication will be sent for this meeting. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow a maximum of TWO (2) representatives from each Bidder to participate in the pre-bid meeting.

14.2. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

14.3. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the EOI and it will be binding on the bidders.

14.4. Non receipt of reply to the queries raised by any of the Bidders shall not be accepted as a valid reason for non submission of Bid. In addition, non reply to any query may not be deemed the version of the Bidder as reflected in the query has been accepted by the Bank

**15. Amendment to EOI:**

15.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by way of an amendment.





- 15.2. Notification of amendments will be put up on the Bank's website ([www.canarabank.com](http://www.canarabank.com)) and will be binding on all bidders and no separate communication will be issued in this regard.
- 15.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

**16. Preparation of Bids:**

- 16.1. All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order. The response should be submitted in a structured format as per the checklist appended.
- 16.2. All pages of EOI should be stamped and signed by Authorized Signatory of the Bidder. All pages of the bid document should be serially numbered and shall be signed by the authorized person/s only. The person/s signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page. The bidder should submit a copy of Board Resolution or power of attorney document showing that the signatory has been duly authorized to sign the bid document.
- 16.3. The bid must contain EMD/ Bank Guarantee in lieu of EMD as per Annexure-8 of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per Annexure-1.

**17. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:**

- 17.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.50,000/- (Rupees Fifty Thousand Only) by way of Demand Draft drawn on any scheduled bank in favour of Canara Bank, payable at Bengaluru and should be kept along with the bid.
- 17.2. In Case the EMD is submitted in the form of Bank Guarantee, the same should be valid for the minimum period of 12 months from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per ANNEXURE-8.
- 17.3. The EMD of bidders will be returned upon the finalization of Empanelment.
- 17.4. The EMD may be forfeited/ Bank Guarantee may be invoked, if the bidder withdraws or amends the bid during the period of bid validity which is six months from the date of Expression of Interest or date of finalization of the empanelment whichever is later.





**18. Erasures or Alterations:**

The Offers containing erasures or alterations or overwriting will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

**19. Submission of Bids:**

19.1. The sealed envelope containing the response to EOI along with the required documents shall be super scribed on the top of the envelope “Empanelment of vendors for advanced threat detection solution in response to EOI 01/2018-19 dated 13/04/2018. The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The EOI response should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned below:

Last Date of submission of Bid	Day	Time	Venue
04/05/2018	Friday	Upto 3.00 PM	Canara Bank, DIT Wing, First Floor, Naveen Complex, 14 M.G Road, Bengaluru - 560 001.

19.2. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the last day for submission of the EOI. The Bid/s which is/are deposited after the said date and time shall not be considered.

19.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.

19.4. If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid’s misplacement or premature opening.

19.5. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Mr. G S V Babu Senior Manager Canara Bank AP & M Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001.	Mr. K S Satyanarayana Assistant General Manager Canara Bank AP & M Group, DIT Wing, First Floor Naveen Complex, 14 M G Road, Bengaluru - 560 001.





19.6. In case bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated above.

19.7. The bidder shall bear all costs associated with the preparation of and submission of the bid including cost of preparation/presentation etc. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

## 20. Bid Opening:

20.1. EOI will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per following schedule.

Date	Day	Time	Venue
04/05/2018	Friday	3.30 PM	Canara Bank, Conference Hall, 2 <sup>nd</sup> Floor, Naveen Complex, 14 M.G Road, Bengaluru 560001.

20.2. Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this EOI, as per the format (Annexure-5) enclosed and sign in Register of Attendance during opening of EOI.

20.3. Note: Authorization letter should be carried in person and shall not be placed inside in any of the bid covers

20.4. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time and venue of opening, it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the EOI in their absence.

20.5. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

## 21. Evaluation of EOI:

21.1. The Bank will evaluate the bid/s submitted by the bidder/s under this EOI by the officers of the bank. The Bank may engage an external agency for evaluation of the bid. It is Bank's discretion to decide at the point of time.





- 21.2. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of EOI, whether the documents have been properly signed and whether items are offered as per EOI requirements, whether technical documentation as required to evaluate the offer has been submitted. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid which does not constitute a material deviation. 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.
- 21.3. EOI submitted by the bidder will be evaluated based on the format mentioned in Annexure-1. Bidders who will qualify under Eligibility Procedure as per clause no 8 of EOI will be empanelled. Period of empanelment will be decided by the Bank. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the limited RFP/RFQ. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

## **22. Clarifications Of Offers:**

- 22.1. 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 request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.
- 22.2. The Bank may go through a process of evaluation and normalization of the bids to the extent possible and feasible, to ensure that shortlisted bidders are more or less on the same footing by seeking incremental bid submission in part of the requested clarification by the Bank OR Revised submissions of the entire bid in the whole.
- 22.3. 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 EOI, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 22.4. The shortlisted bidders, by submitting the response to this EOI, agree to the process and conditions of the normalization process.

## **23. Modification/Cancellation of EOI:**

- 23.1. The EOI is not an offer by Canara Bank but an invitation to get the response from the interested bidders for short listing the bidders for Bank's requirements. No contractual obligations whatsoever shall arise from the Expression of Interest process.





23.2. The Bank reserves the right to cancel EOI process at any time, without thereby incurring any liabilities to the affected bidder[s]. Reasons for cancellation, as determined by the Bank in sole discretion include but are not limited to, the following:

- 23.2.1. Services contemplated are no longer required
- 23.2.2. Change in the scope of work or due to unforeseen circumstances and/or factors and or/or new developments
- 23.2.3. The project is not in the best interest of the Bank
- 23.2.4. Any other reason

23.3. The Bank also reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

#### **24. Responsibility for completeness:**

24.1. The Bidder shall be responsible for any discrepancies, errors and omissions in the bid, or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies, error and omissions in the bid and other information as mention above within the time schedule.

24.2. Willful misrepresentation of any fact within the Bid will lead to the disqualification of the Bidder without prejudice to other actions that Bank may take. All the submission, including any accompanying documents, will become property of Canara Bank.

24.3. The Bank reserves the right to verify the validity of bid information and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI or even after the award of contract.

#### **25. Intimation to the selected Bidders:**

The Bank will prepare the list of Bidders on the basis of evaluation. The short listed applicants will be notified on the Bank's website ([www.canarabank.com](http://www.canarabank.com)) /Notice Board. No separate intimation will be sent to individual Bidders.

#### **26. Issuance of RFP:**

26.1. Only shortlisted applicants will be invited to participate in the limited RFP/RFQ Process. The shortlisted applicants will be provided with tender documents through E-mail or hand delivery. The vendors are required to respond accordingly.







- 26.2. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.
- 26.3. 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.
- 26.4. The Bank may issue limited RFP/RFQ to the shortlisted bidders as part of EOI. The Bank reserves the right to issue limited RFP/RFQ based on the responses and the requirement of the Bank.
- 26.5. The Bank reserves the right to avail services independently on its own without reference to shortlisted bidders of EOI.

DEPUTY GENERAL MANAGER





## ANNEXURE-1

CHECKLIST

The bidder shall confirm whether following are submitted in their bid. The bidder shall indicate the page no. where the details are furnished; otherwise, bid is liable for rejection.

Sl No	Details	Reference/ Clause Nos	Complied & Submitted (Yes/No)	Page No. at which details are enclosed
1.	Covering Letter.	ANNEXURE-2		
2.	A Demand Draft of Rs.5,900/- (Non-Refundable) favouring Canara Bank payable at Bengaluru towards Application Fee.	Clause No.6		
3.	EMD for Rs.50,000/- by Demand Draft favouring Canara Bank payable at Bengaluru/Bank Guarantee as per ANNEXURE-8 is enclosed.	Clause No.6		
4.	Two (2) Years Audited Balance sheet, P&L account or CA Certificate for the past two years i.e. 2015-16, 2016-17 should be enclosed.	Clause No.5		
5.	The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.	Clause No.5		
6.	Copy of Power of Attorney or Authorization letter from the Company designating the authorized representative of the company for signing the bid document should be furnished along with the bid document.	ANNEXURE-5		
7.	Bidder's Profile.	ANNEXURE-4		
8.	List of Major Customers of the Bidder in Last 3 Years and References in Security products provided in Commercial Banks/ Financial Institution in India.	ANNEXURE-6		
9.	Compliance Statement	ANNEXURE-9		
10.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	ANNEXURE-5		

Note: Failure to produce the necessary proof may render the applicant in-eligible for empanelment.

Date

Signature with seal

Name :

Designation :





No.	Annexure-1: Other Clauses	Vendor Response [Yes/No]	Page No. at which details are
1	Whether Cost of the Tender document (Demand Draft payable at Bengaluru) is submitted? If exemption is sought under MSEs, relevant certificate enclosed.		
2	Whether EMD / Bank guarantee in lieu of EMD Submitted? If exemption is sought under MSEs, relevant certificate enclosed.		
3	Whether the Bid is authenticated by authorized person? Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Conformity to Eligibility Criteria?		
4	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials). Erasures / Overwriting / Cutting / Corrections authenticated Certification / Undertaking is authenticated?		
5	Whether address of Office on which communication has to be placed is indicated in ANNEXURE-4.		
6	Whether ensured that the offer is in sealed envelope and superscribed as "Empanelment of vendors for advanced threat detection solution", The EOI No., Name of the Bidder firm and Due date of the EOI is specified on the top of the envelope.		
7	Whether ensured Indexing of all Documents submitted with page numbers?		

Bidders to verify the above checklist and ensure accuracy of the same before submission of the bid.

Checked for accuracy

Date

Signature with seal

Name :

Designation :

The Authorization letter as per format ANNEXURE-5 is to be carried in person and shall not be placed inside any of the bid covers.	Ensure
--	--------





## ANNEXURE-2

Covering Letter Format

(Covering Letter has to be submitted in company's letter head)

Offer Reference No:

Date: \_\_\_\_\_

To

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

Dear Sir,

Sub: Empanelment of vendors for advanced threat detection solution.

Ref: EOI 01/2018-19 Dated 13/04/2018.

Having examined the EOI document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to get short listed as bidder for advanced threat detection solution under the said EOI.

If our offer is accepted, we undertake to participate in the RFP/RFQ process for advanced threat detection solution.

We enclose a Demand Draft favouring 'Canara Bank payable at Bengaluru'/Bank Guarantee as per ANNEXURE-8 for Rs.50,000/- as Non-interest Earning refundable deposit/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 accept all the Instructions and Terms and Conditions of the subject EOI.

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 Bid is liable to be rejected.

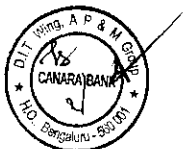
Date :

Place :

Signature with seal:

Name :

Designation :





ANNEXURE-3

Eligibility Criteria Declaration

(Eligibility Criteria Declaration has to be submitted in Company's letter head)

**Sub: Empanelment of vendors for advanced threat detection solution for Information Technology Security.**

**Ref: EOI 01/2018-19 Dated 13/04/2018**

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

Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI	Bidders Response
1.	The bidder should be a Registered Company under the Companies Act 1956/2013 / Partnership Firm/ LLP in India and should be in existence for minimum period of three (3) years as on the date of RFP.	Copy of Certificate of Incorporation / Certificate of Commence of Business (in case of Companies) and Partnership Deed ( in case of Partnership / LLP) to be submitted by the bidder.	
2.	The Bidder should be an OEM (Original Equipment Manufacturer) of Advance Threat detection Solution or An authorized partner/Distributor of OSD	If the applicant is a OEM, an Undertaking Letter has to submitted in this effect. Or If the bidder is an Authorized Dealer/Distributor, an Authorization letter from their OEM to deal/market their product in India and it should be valid for a minimum period of 5 years from the date of submission of the Bid.	
3.	The IT Turnover of the Bidder should be minimum Rs.10 Crores each year during last two financial years (i.e. 2015-16 and 2016-17)	1) Audited balance Sheet for last Three (3) Years (i.e. 2014-15, 2015-16, 2016-17). 2) The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	
4.	The Bidder must have positive net as on 31/03/2017.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	





5.	Bidder and OEM should have direct support office in Bangalore.	The Bidders and OEM to furnish their details such as Office address, Contact person name, Phone No, Mobile No, Email. Number and Level of Technical working at Bengaluru Office.
6.	Bidder should have implementation experience with any of the Security products in Commercial Banks/ Financial Institution in India	The Bidders/OEM must produce Order copy /Reference Letter duly mentioning solution name from their Customers.
7.	Bidder/OEM should have implemented the proposed Solution in at least 2 BFSI organizations, one out of which should be Commercial Banks in India or Global Bank Overseas in last 3 years (i.e. from 01/1/2015 to 30/12/2017).	The Bidders/OEM must produce Order copy /Reference Letter duly mentioning solution name from their Customers.
8.	The proposed solution must be listed by the Gartner either in the magic quadrant or as a cool vendor	The bidder must produce the related and relevant documentary proof.
9.	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) as on the date of RFP.	Bidder should submit an undertaking letter to this effect in Letter Head.

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

Date:

Signature with seal

Place:

Name :

Designation :





ANNEXURE-4

Bidder's Profile

(Bidder's Profile has to be submitted in company's letter head)

Sl. No.	Particulars	Details
a.	Name of the Bidder	
b.	Name of the OEM	
c.	Name of the proposed Solution	
d.	Constitution	
e.	Date of Establishment/ Incorporation	
f.	Number of Years in the Business	
g.	Number of years of experience in Security products.	
h.	Address for Correspondence:  Registered Office:  Corporate Office:	
i.	Single Point of contact for this EOI and upcoming RFP Name: Designation: Mobile No.: Landline No.: Fax: Email-ID (any changes in the above should be informed in advance to Bank)	
j.	Annual Turnover during the last two financial years.  2015-16:  2016-17:  Net worth as on 31/03/2017.	





k.	Domestic Customer Base (Number of Clients where Security Products have been provided in India).	
l.	<p>Our PAN number for Income Tax is _____.</p> <p>We are registered with the GST authorities and our registration numbers are as follows. GST Registration Number is _____.</p> <p><u>Our Bank Details</u> Name and Style of Bank Account</p> <p>Name of the Bank and Branch address</p> <p>Account Number</p> <p>RTGS / NEFT (IFSC) Code</p>	

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 Bid is liable to be rejected.

Date :  
Place :

Signature with seal:  
Name :  
Designation :







## ANNEXURE-5

Authorization Letter Format

(Authorization Letter Format has to submitted in Company's Letter Head)

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

Date: \_\_\_\_\_

Dear Sir,

**Sub: Empanelment of vendors for advanced threat detection solution.**

**Ref: EOI 01/2018-19 Dated 13/04/2018**

This has reference to your above EOI for Empanelment of vendors for advanced threat detection solution in your Bank.

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

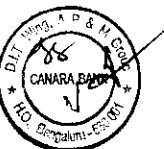
The specimen signature is attested below:

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

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

\_\_\_\_\_  
Name & Designation of Authorizing Authority

Place:



## ANNEXURE-6

List of Major Customers of the Bidder in Last 3 Years and References in Security products provided in Commercial Banks/ Financial Institution in India or globally

Sl. No.	Name complete Address of the Customer	and Postal of the	Name, Designation, Telephone, e-mail address of the contact person (customer)	Nature and Description of the assignments/audit conducted during last 3 years	Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed
1	2		3	4	6

(Enclose necessary documentary proof)

Date :

Place :

Signature with seal:

Name :

Designation :



## ANNEXURE-7

Office Details

(Office Details has to be submitted In Company's Letter Head)

Sl. No.	Name of the Office	Address and Telephone No's	E-mail ID of office	Number of Consultant
1.	Head Office			
2.	Bengaluru			
3.	Others(specify)			

Date :  
Place :Signature with seal:  
Name :  
Designation :



ANNEXURE-8

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 "Beneficiary";

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 Beneficiary for the sum of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_ only) for which payment well and truly to be made to the said Beneficiary, 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 Beneficiary.

We undertake to pay to the Beneficiary up to the above amount upon receipt of his first written demand without the Beneficiary having to substantiate his demand, provided that in his demand the Beneficiary 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 \_\_\_\_\_ 2018

SIGNATURE OF THE BANK





Annexure-9

Compliance Statement

(Compliance Statement has to submitted in Company's Letter Head)

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

Date: \_\_\_\_\_

Dear Sir,

**Sub: Empanelment of vendors for advanced threat detection solution.**

**Ref: EOI 01/2018-19 Dated 13/04/2018.**

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject

Sl. No.	Description	Complied Yes/No
1	Scope of Empanelment	
2	Empanelment procedure	
3	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.

Date

Signature with seal

Name :

Designation :





Annexure-10

Scope of Work

**Technical Specification**

Sl.No.	Features - Honeypot Service	Compliance (Yes/No)	Reason of Non-Compliance
1	Honeypot service be the look like similar to actual critical infrastructure. So that attackers can try to attack on these systems.		
2	Honeypots should run to gather information about the motives and tactics of the attackers targeting different networks to protect the organization against these attacks.		
3	Honey Pot service may use Public IP Schema, domain name, MX records provided by the Bank.		
4	The service need not to have actual data of the Bank		

- ❖ Supply, Delivery, installation, configuration and management of Honeypot service as specified in Technical Specification & in the RFP.
- ❖ Providing intelligence to Bank and its System Integrator in protecting the system against present, potential and future threat.
- ❖ Sharing the threat research report generated based on data garnered through Honeypot solution
- ❖ Report and intelligence report should be submitted on regular interval like daily, weekly, monthly and quarterly interval.
- ❖ Provide necessary support to Bank and its auditors/regulators in inspecting/auditing system.

