



(HEAD OFFICE: BANGALORE)

**RFP FOR**  
**ENGAGEMENT OF IT AUDITOR FOR EVALUATION OF IT**  
**INFRASTRUCTURE & APPLICATION SOFTWARE IN CANARA**  
**BANK**

TENDER REFERENCE NO : RFP- 20 / 11-12

DATE OF EOI DOCUMENT : 30-09-2011  
DATE OF PRE BID MEETING : 10.10-2011 AT 3.00 PM

LAST DATE FOR SUBMISSION OF RFP : 02-11-2011 UPTO 3.00PM  
DATE OF OPENING OF RFP : 02-11-2011 AT 3.30PM

NO. OF PAGES : 27

**ISSUED BY : DEPUTY GENERAL MANAGER**

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ASSET PROCUREMENT & MANAGEMENT GROUP  
DIT-WING, HEAD OFFICE  
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(Senior Manager, Asset Procurement & Management Group)

The cost of EOI document is Rs.5000/- 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.5000/- in favour of Canara Bank, payable at Bangalore and enclose the same to EOI

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**CALENDER OF EVENTS**

Sr No	EVENT	DATE
1	Date of Issue	30-09-2011 FRIDAY
2	Date of Pre Bid Meeting	3.00PM, 10-10-2011 MONDAY
3	Date of Submission of RFP	3.00PM, 02-11-2011 TUESDAY
4	Date of Opening of RFP	3.30PM, 02-11-2011 TUESDAY

**RFP FOR ENGAGEMENT OF IT AUDITOR FOR EVALUATION OF IT INFRASTRUCTURE & APPLICATION SOFTWARE**

**INTRODUCTION**

**CANARA BANK**, a premier Indian Public Sector Bank (hereinafter referred as “Bank”) having Pan India presence, invites RFP from reputed Institutions, Professional Firms, and Companies for Evaluation of IT Infrastructure & Application Software. As part of IT initiatives, the Bank has already deployed various IT applications / products like Core Banking, ATMs, Internet & Mobile Banking, Financial Inclusion, RTGS/NEFT, Depository Services, 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. This RFP seeks to engage a Bidder firm, which has the capability and experience, to conduct a comprehensive systems audit of its critical IT infrastructure and to make appropriate recommendations, as covered under scope of work.

The firms, institutions & companies submitting the proposal in response to this RFP shall hereinafter be referred to as ‘Bidder’.

Interested Bidders who are dealing in similar Services and meeting the following Eligibility Criteria may respond.

**A. ELIGIBILITY CRITERIA**

Sl. No	Eligibility Criteria	Documents to be submitted with this RFP
1	The Bidder should be a registered firm / company / trust / government owned.	In case of Firm, Partnership Deed to be submitted. In case of Companies, Certificate of Incorporation / Certificate of commencement of Business to be submitted. In case of trust, copy of trust deed to be submitted. In case of govt owned company, proof of document to be submitted.
2	The Bidder should have minimum 3 years’ experience in IT infrastructure & Application Software evaluation audit assignments to reputed business organizations/banks (as on date of RFP) independently.	<p>a. Copies of orders placed on Bidders. The order copies / letters should prove that the Bidder has experience of 3 years. The order copies submitted should not be older than 1-1-2008.</p> <p>b. Reference letters from clients (minimum 2 clients) for whom IT infrastructure audit services with reference to the above orders.</p> <p>c. Names &amp; addresses along with contact person name, phone no/mobile no and email id of the clients to whom IT Infrastructure Audit services provided</p>

3	The bidder should have provided IT AUDIT Services on IT Infrastructure & Application Software to any PSU Bank in India.	Copy of Purchase Order / Reference letter from the Bank mentioning that the bidder has provided IT-AUDIT Services to them.
4	The bidder should have local office in Bangalore.	The bidders to furnish their existing Bangalore office details like contact details with postal address.
5	The Bidder should not be involved as consultant / Service provider for existing IT infrastructure & Application Software in our Bank in the Past and present.	Since audit is to be conducted on IT Infrastructure & Application Software, firms involved as consultant / service provider for IT infrastructure & Application Software projects for Canara Bank are not eligible.

Further, all bidders will have to submit the following :

1	Application fess for ₹ 5,000/- Non Refundable	By way of DD favouring “Canara Bank” payable at Bangalore.
2	Non-interest bearing EMD / Bank Guarantee in lieu of EMD for ₹ 50,000/- Refundable	By way of DD favouring “Canara Bank” payable at Bangalore or a Bank Guarantee in lieu of EMD as per Annexure E. If the EMD is in the form of Bank Guarantee, the same should be valid for a minimum period of 6 months from the last date of submission of offer.

\* Failure to produce the documents to prove Eligibility Criteria along with EMD/ Bank Guarantee in lieu of EMD and application fee while submission of RFP proposal shall render the applicant ineligible for empanelment.

\* The Bidder should submit separate DDs one each for EMD and application fee, if DDs are submitted.

## **B. INSTRUCTIONS.**

### **1. TWO BID SYSTEM OFFER**

There should be two separate bids (Technical Bid and Commercial Bid). Both Technical and Commercial Bids shall be submitted in English language in font size 12 point in separate sealed envelopes, superscribing “**Technical Bid for Engagement of IT Auditor for Evaluation of IT Infrastructure & Application Software in Canara Bank** “ on the top of the cover of Technical Bid and “**Commercial Bid for Engagement of IT-Auditor for Evaluation of IT Infrastructure & Application Software in Canara Bank**” on the top of the cover of Commercial Bid. The sealed envelopes containing Technical and Commercial Bid shall be submitted in another sealed envelope superscribing “**Offer for Engagement of IT Auditor for Evaluation of IT Infrastructure & Application Software in Canara Bank** (includes separately sealed Technical Bid and Commercial Bid)” on the top of the envelope. The Name of the Bidder and the last date for submission of the RFP are to be specified on the top of the envelope.

The bid/s 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 Tuesday, 02nd November 2011, 03:00 pm**. If last day of submission of bids is declared a holiday under NI Act by the Government subsequent to issuance of RFP the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered. No offer will be accepted directly.

The Technical Bid/s will be opened in the presence of the bidder's representative on the offer due date **Tuesday, 2<sup>nd</sup> November 2011, 03:30 pm** at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bangalore-560 001. Bidder's representative may be present in the venue well in time along with an authorization letter, as per the format attached (Annexure -B) and should sign in Register of Attendance.

If any of the bidders or all bidders who submitted the tender are not present during the specified date and time 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 technical bids in their absence.

In case the Proposal is not received from any bidder/s as required above on or before the said date and time, it will be presumed that they are not interested in participating in this RFP and Bank shall proceed further.

#### **ENVELOPE - I -Technical Bid. (One Copy)**

The Technical Bid should be complete in all respects and contain all information sought for, as per Annexure G. Masked Commercial offer should be enclosed to the Technical offer as per Annexure I. The technical Bid should not contain any price information. The Technical Bid should be complete in all respects to indicate that all products and services sought for are quoted. EMD or Bank Guarantee in lieu of EMD and cost of tender document by way of DD should be enclosed along with Technical Bid.

Technical bids without EMD and cost of tender document shall be liable for rejection.

#### **ENVELOPE - II -Commercial Bid. (One Copy)**

The Commercial Bid should give all relevant price information as per Annexure I.

Envelope I and Envelope II (Technical & Commercial) should be placed in a third envelope and superscribed "**Offer for Engagement of IT Auditor for Evaluation of IT Infrastructure & Application Software in Canara Bank (includes separately sealed Technical Bid and Commercial Bid)**"

#### **2.NON- TRANSFERABLE OFFER.**

This tender document is not transferable.

#### **3.OFFER VALIDITY PERIOD.**

The Offer submitted shall be valid for 6 months from the last date for submission of the offer (BID).

#### **4.MODIFICATIONS AND WITHDRAWAL OF BID/S.**

No offer can be modified or withdrawn by a bidder after submission of Bid/s.

## **5.PRE-BID MEETING**

- 5.1. A pre-tender meeting of the intending bidders will be held at **03.00 PM on Monday, 10 th October 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 RFP. 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 **2.00 PM IST on Friday , 7 th October 2011**.
- 5.2. Authorized representatives of interested bidders shall be present during the scheduled time.
- 5.3. The Bank shall clarify the queries during the pre-bid meeting and the replies along with the queries shall be uploaded in the Bank's website and no individual correspondence shall be made. No individual consultation other than the pre-bid meeting shall be entertained. Bank will not consider any other queries raised by the bidder's representative during the pre-bid meeting without prior notice as specified in 5.1 above.

## **6.ADDENDUM TO RFP**

The Bank may modify the RFP by issuing addenda for any reason, at any time prior to final date to submission of RFP. Any addenda to RFP shall be part and parcel of original RFP document. The addenda shall be uploaded in the Bank's website and the same will be binding on the bidders.

## **7.PRELIMINARY SCRUTINY.**

The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether technical documentation as required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per the tender requirements.

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

## **8.CLARIFICATION OF OFFERS.**

During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all bidders/any of the bidders on the offer made by them. The request for such clarifications and the bidder's response will necessarily be in writing and it should be submitted within the time stipulated by the Bank. In the event of any of the bidder fails to submit the response for clarification sought within the time stipulated, his bid is liable to be rejected.

## **9.NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER**

- 9.1. The Bank is not bound to accept the lowest or any tender or to assign any reason for non-acceptance. It also reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.

- 9.2. The Bank will not be obliged to meet and have discussions with any bidder and /or to entertain any representations in this regard.
- 9.3. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

#### **10. SUBMISSION OF TECHNICAL DETAILS.**

- 10.1. It is mandatory to provide the details in the exact format as mentioned in Annexure G of this tender.
- 10.2. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- 10.3. The Bank shall not allow / permit changes in the technical specifications once it is submitted.

#### **11. PRICING & PAYMENTS.**

- 11.1. The Price offered to the Bank must be in Indian Rupees, exclusive of taxes in the commercial bid. The vendor should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
- 11.2. The fees quoted by the bidder shall include all expenses including travel, accommodation, out of pocket expenses etc. If the bidder fails to include any other expenditure/item in the tender, no claim thereof will be considered by the bank afterwards.
- 11.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract.
- 11.4. Bank shall place the Orders on the selected Bidder at cost price excluding tax. Applicable taxes shall be paid by the bank separately.

#### **12. FORMAT FOR TECHNICAL AND COMMERCIAL BID**

The Technical Bid and Commercial Bid should be made in an organized, structured and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory. The format for Technical Bid and Commercial Bid is furnished in **Annexure G, H, I & J**.

#### **13. ERASURES OR ALTERATIONS**

The Offers containing erasures or alterations 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.

#### 14. EARNEST MONEY DEPOSIT(EMD)/BANK GUARANTEE IN LIEU OF EMD

- 14.1. 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 Bangalore and should be kept along with the Technical Bid only.
- 14.2. No interest will be payable on EMD.
- 14.3. In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for **minimum period of 6 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 D.
- 14.4. Submission of EMD in other than Technical Bid Envelope-I is liable to be rejected on grounds of non submission of EMD.
- 14.5. The EMD of the Bidders not qualified under Technical Bid will be returned within 15 days after opening of the commercial bid of the technically qualified bidders. The EMD of other bidders will be returned upon the selected bidder accepting the order.
- 14.6. The EMD may be forfeited/ Bank Guarantee may be invoked:
- 14.6.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.
- 14.6.2. If the selected bidder fails to accept the purchase order within 7 days or fails to furnish performance guarantee in accordance with the terms of the RFP.

#### 15. Scope of Work

The selected bidder has to undertake all the works mentioned in the Scope of Work as per Annexure J.

#### C. TERMS AND CONDITIONS.

##### 1. Acceptance of Order

The selected bidder has to accept the purchase Order within 7 days from the date of receipt of Order.

##### 2. Delivery of Service:

Delivery of service should be completed within 15 days.

##### 3. Payment Terms.

Payment terms will be 100% on completion of the work on production of relevant documents.

##### 4. Liquidated Damages

The selected Bidder is requested to adhere to the timelines mentioned in the Scope of Work.



Bank shall recover 0.50% of the total Cost of the Project payable to the selected Bidder for each week of delay or part thereof if the selected Bidder does not comply with the timelines specified for Stage one and two mentioned in the Scope of Work. The recovery shall be made out of the payments due to the Bidder.

## 5. CONFLICT OF INTEREST

- 5.1. The Bidder shall not receive any remuneration in connection with the assignment except as provided in the contract. The Bidder and its affiliates shall not engage in activities that conflict with the interest of the employer under the contract.
- 5.2. The Bidder and any of its affiliates/consortium members will not be eligible to work in any of the projects as IT implementation agency where the Bidder has provided their services.
- 5.3. The Bidder shall not get associated as 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 Bidder is appointed.
- 5.4. Participation by the Bidder with a conflict interest situation will result in the disqualification.

## 6. Security Deposit / Performance Bank Guarantee

- 6.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 10 % value of the order within **Seven Working days** from the date of the order.
- 6.2. If the Security Deposit /Performance Guarantee are not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee.
- 6.3. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Bangalore /Bank Guarantee may be obtained from any of the Scheduled Banks.
- 6.4. Security deposit shall be retained till completion of Project. Similarly Bank guarantee is to be valid / extended till completion of Project. The guarantee should also contain a claim period of three months from the last date of validity.
- 6.5. 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.
- 6.6. The security deposit / Bank guarantee will be returned to the vendor on completion of the Project.
- 6.7. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.

## 7. ORDER CANCELLATION.

The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions:

- i) Failure of the Bidder to accept the order within the time stipulated.
- ii) Failure to furnish a performance Bank Guarantee / security deposit within the time stipulated.
- iii) Delay in completing either any activity or the project in time.
- iv) Breaches in the terms and conditions of the Order.

In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or forfeit the Security Deposit given by the selected bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate the damages.

## 8. Indemnity

The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

- i. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;
- ii. Any contravention or Non compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;

Further, the bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the Hardware and Software items supplied by them.

- Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.
- The limits specified in the above said clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss of or damage to real property and tangible personal property and for bodily injury or death.

## 9. NON-DISCLOSURE INFORMATION

The bidder shall not, without the Bank's written consent, disclose any specification or information furnished by or on behalf of the Bank, to any person other than a person employed by the bidder in the performance of the work assigned to them. The bidder shall be required to sign a Non Disclosure Agreement with the Bank as per the prescribed format provided in Annexure F.

## 10. NON SOLICITATION

During the pendency of the Contract and for a period of two years after any expiration, termination or cancellation of the Contract, neither Party shall employ or solicit for employment, directly or indirectly, any employee(s), who is / are in the Project, of the other Party, unless the other has either terminated the employment

of the employee or granted written permission for the employment, or the employee has not been in the employment of the other for more than one year.

#### **11. Publicity.**

Any publicity by the vendor in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.

#### **12. FORCE MAJEURE.**

The Bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the vendor, i.e. Force Majeure.

For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the vendor, resulting in such a situation.

In the event of any such intervening Force Majeure, the bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Vendor.

#### **13. RESOLUTION OF DISPUTES**

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this offer (whether during course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration.

The venue of arbitration shall be Bangalore, INDIA.

#### **14. The jurisdiction of the court.**

The jurisdiction of the court is at Bangalore.

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

**ANNEXURE - A**

**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,

**Ref: RFP 20/11-12 dated 30.09.2011**

Having examined the RFP document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Bid for IT Audit of IT Infrastructure & Application Software in Canara Bank in conformity with the said RFP.

If our offer is accepted, we undertake to provide the service as mentioned in the RFP.

We enclose a Demand Draft for Rs. 50,000/- 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 RFP 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 RFP.

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**

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 RFP 20/11-12 dated 30.09.2011

This has reference to your above RFP for IT Audit for IT Infrastructure & Application software.

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. )
A	Profile	
1	Name of the Applicant firm / company	
2	Status of Applicant (Company, Partnership, Trust, Government Owned Company etc)	
3	Year of Establishment & Details of Registration (attach Documentary Proof)	
4	Number of years experience in IT Audit Services for IT Infrastructure & Application software	
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 RFP	
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 two years Year 1 Year 2	
17	Enclose copies of last Income Tax return.	

<b>B</b>	<b>Technical Experience and Expertise</b>	
1	Write up on the Company's experience/expertise in IT Audit of IT Infrastructure * Application software (max 5 pages)	
2	Details of Global standards/Quality certifications achieved by the firm/ company	
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**

Annexure -D

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, IT Audit of IT infrastructure & application software 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 E

**BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT**

To

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

WHEREAS \_\_\_\_\_(Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated \_\_\_\_\_ (Date) for the execution of (Name of Contract) \_\_\_\_\_(hereinafter called "the Tender") 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 CONDITIONS of this obligation are:

- (a) If the Tenderer withdraws its Tender during the period. of Tender validity specified in the Tender; or
- (b) If the Tenderer having been notified of the acceptance of his Tender by the Employer during the period of Tender validity;
  - (i) Fails or refuses to execute the Agreement, if required; or
  - (ii) Fails or refuses to furnish the performance security, in accordance with clause \_\_\_\_\_ of conditions of Contract.

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 of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything herein contained,

- (i) Our liability under this 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 the Guarantee as found under clause (ii) above plus claim period)

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

SIGNATURE OF THE BANK

**Annexure - F  
Non-Disclosure Agreement**

WHEREAS, we, \_\_\_\_\_, having Registered Office at \_\_\_\_\_, hereinafter referred to as the Bidder, are agreeable to provide IT Audit services, for Evaluation of IT Infrastructure & Application Software, to Canara Bank, having its registered office at 14,Naveen complex, HO(annex), M.G Road Bangalore -1 hereinafter referred to as the BANK and,

WHEREAS, the COMPANY understands that the information regarding the Bank's IT Infrastructure & Application Software shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for ENGAGEMENT OF BIDDER FOR IT AUDIT FOR EVALUATION OF IT INFRASTRUCTURE & APPLICATION SOFTWARE IN CANARA BANK and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK's property/information. The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK's written Authorisation to do so.

The COMPANY agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to the BANK for the said Mobile banking Solution, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The COMPANY shall not, without the BANKs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Authorised Signatory

Name:

Place: Designation:

Date: Office Seal:

Annexure G

Technical Specifications

1. Covering Letter as per **Annexure A**.
2. Applicant's Profile - **Annexure C**.
3. Write up on the Firm/Company's experience / expertise in Audit in IT related areas, especially, in Bank/s. (max 5 pages).
4. List of major clients and the quantum of orders with approximate value executed to various organisations including scheduled commercial Banks for the last 2 years. - **Annexure D**
5. 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.
6. Application cost by way of DD for Rs.5,000/-.
7. A Non-interest bearing refundable deposit of Rs. 50,000/- by Demand Draft favouring Canara Bank payable at Bangalore or Bank Guarantee in lieu of EMD (Bank Guarantee Format as per Annexure E)
8. The documents in support of Eligibility Criteria, wherever required as mentioned in this RFP.
9. Non disclosure agreement is to be given as per Annexure- F.
10. Bio Data with qualifications and experience of Banking professionals who are on the permanent rolls of the organization.
11. Bio data of IT Professionals on the pay rolls of the organization on permanent basis with similar Audit experience

**Annexure - H**

**A.Format for Technical Bid**

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

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

1. Index of all the documents submitted with page numbers.
2. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD as per **Annexure E**.
3. Cost of Tender document by way of DD payable at Bangalore.
4. Vendor's Covering letter. This should be as per **Annexure A**.
5. Technical Offer as per Specifications given in **Annexure G** should be complete.
6. The masked Commercial Offer should be enclosed to the Technical Offer as per **Annexure I**.
7. Terms and Conditions compliance Table in the following format as under. **This table must cover bidder's response to all the terms and conditions specified in the offer document i.e. Part C (Terms and Conditions) and Scope of Work as per Annexure J.**

Sl. No.	Term No.	Short Description of Term	Complied (Yes or No)
1			
2			
3			

**B.Format for Commercial Offer**

The Commercial offer must not contradict the Technical Offer in any manner. The suggested format for submission of commercial offer is as follows:

1. Commercial Bid shall be submitted as per Bill of Materials and other terms and conditions of RFP on prices. This annexure must contain all Price information, including taxes. ( Please refer annexure I)

**Annexure - I**  
**Bill of Material**

Amount in Rupees

The fees for providing services as per the scope of work	Nature of Tax	% of Tax	Total Tax	Total fees inclusive of Tax
A	B	C	D	E=A+D
<b>Total Fees</b>				

Date:  
Place:

Signature  
(Name)  
On behalf of  

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(Name of the Bidder)

**Annexure - J**  
**Scope of Work**

The Scope of Work of Bidder includes but not limited to the following which are divided into different stages as below:

Sl.No	Scope of Work	Deliverables	Time line	Bidders Response
1	<p>a. Perform a current state assessment and diagnostic study of the current IT infrastructure in Canara Bank Data Center, as specified in the scope and also suggest the effective deployment of existing systems, wherever possible in the</p> <ul style="list-style-type: none"> <li>•Data Center environment and Infrastructure</li> <li>•Network equipment and network architecture in the Data Center</li> <li>•Security architecture in the Data Center</li> <li>•Utilisation levels for the deployed infrastructure in the Data Center</li> </ul>	<b>Document</b>	<b>Total time line for all the activities including deliverables 15 days.</b>	
2	<p>Study of existing business and future business expansion for next 3-5 years across the Hardware, Network &amp; Security and Application in the Data Center.</p>	<b>Document</b>		
3	<p>Verify and validate any upgrade, replacement and modification for future expansion and requirements for upgrade, replacement and modification.</p> <ul style="list-style-type: none"> <li>•Hardware requirements</li> <li>•Database and operating system requirements</li> <li>•Data Center requirements and infrastructure</li> <li>•Network, security and bandwidth requirements</li> </ul>	<b>Document</b>		

4	<p>a. Review Bank's existing technology with that of peers across the industry. Identify gaps, if any and assist in defining methodology for bridging those gaps to ensure that the Bank is at par with peers in the industry.</p> <p>b. Review</p> <ul style="list-style-type: none"> <li>•Uptime of critical systems</li> <li>•Maintenance downtime parameters</li> <li>•Expected service levels and desired service level parameters.</li> </ul> <p>c. Assess and advice the current domestic / global banking technology environment and the technology impact of the emerging trends like e-commerce etc. on the bank.</p> <p>d. Assess the various statutory and regulatory compliance requirements under Basel - II / III norms, Anti Money Laundering, IT Vision of RBI 2011-17 etc., and other requirements as informed by the regulator or as per fiscal policy of the country and recommend the technology requirements to the bank for such compliances.</p> <p>e. Study the existing IT infrastructure and identify the various information technology requirements which will provide strategic direction in the next 5 years, and how IT can be aligned with the bank's business strategies, duly outlining the approach to</p>	<p>Document</p> <p>Document</p> <p>Document</p> <p>Document</p> <p>Document</p>		
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	<p>be adopted by the bank for implementation of the technological requirements of CBS Branches and Data Warehouse.</p>	Document		
	<p>f. Identify various products &amp; services which can be supported by the suggested IT strategies and suggest methods to integrate / streamline existing and new delivery channels.</p>	Document		
	<p>g. Study the IT Annual Action Plans/Targets/Achievements and IT infrastructure investments of the bank for the last 3 years and recommend actionable points for maximizing return on investments in IT.</p>	Document		
	<p>h. Evaluate the current network infrastructure in the Bank, identify gaps or overlapping, if any and suggest appropriate strategies to streamline the network infrastructure so as to put in place a secure and unified enterprise wide network infrastructure.</p>	Document		
	<p>i. Evaluate the existing MIS framework and propose a view of the desired IT applications' solutions and Data Collection strategies.</p>	Document		
	<p>j. Suggest ways of leveraging existing technology deployments to bring enhanced products and services to customers and to</p>	Document		

	<p>improve the quality of customer service.</p> <p>k. Based on such assessments / evaluations, draft technology plan covering the various information technology strategies to be adopted by the bank during next 5 years.</p> <p>l. Identify the approximate cost of each product by suitable price discovery mechanism.</p>			
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**Annexure - K**

**Confirmation to be submitted with masked bill of materials - AMC /ATS Charges**

We understand that The Commercial Bid will be evaluated based on the Total Cost of Fees including taxes. Basing on the same, Ranking of the Bidders will be determined

We understand that Bank shall be placing Order to the Selected Bidder exclusive of taxes only and that all applicable Taxes like Service Tax will be paid at actual against production of invoice / bills.

We understand that Bank will pay VAT only for Goods Component of Hardware/ Software and Service Tax for Services Component of Hardware/Software. We also understand that the Goods Component + Services Component should be limited to 100% of the Cost Price.

We agree to the Payment Schedule as per the terms of RFP.

**Date:**  
**Place:**

**Signature of the Authorised Signatory with date**