केनरा बैंक Canara Bank

Corrigendum-2 to GeM Bid ref: GEM/2022/B/2649347 dated 20/10/2022 for providing Anti-Phishing, Anti-Pharming, Anti-Malware, Anti-Trojan, Rogue attacks, Website defacement and Dark Web Monitoring managed services for Period of 3 years.

It is decided to amend the following in respect of the above GeM bid:

a. GeM Bid Document, Bid Details (Bid End Date/Time, Bid Opening Date/Time, Page no. 1 of 6):

Description	Existing details	Amended details
Bid End Date/Time	14-11-2022, 15:00:00	18-11-2022, 15:00:00
Bid opening Date/Time	14-11-2022, 15:30:00	18-11-2022, 15:30:00

Sl. No.	Section/ Annexure/ Appendix of the GeM bid	Clause No.	Existing	Amended
b.	Additional Qualification/Data Required. Special Terms and Conditions (STC) of the Contract	Annexure-1 Scope of Work	6. Rogue Mobile Application Protection: 6.3.Remove fraudulent mobile applications targeting Bank's customers to capture their credential hosted on popular app stores provided by companies such as Google, Apple and Microsoft etc.	6. Rogue Mobile Application Protection: 6.3.Remove fraudulent applications (Web/Mobile) targeting Bank's customers to capture their credential hosted on popular app stores provided by companies such as Google, Apple and Microsoft etc.
c.	Additional Qualification/Data Required. Special Terms and Conditions (STC) of the Contract	Annexure-1 Scope of Work	14.Followings are the important terms of SLA but not limited to: 14.4. Take down of Phishing Site, fraudulent mobile apps within 6 hours of incident.	14.Followings are the important terms of SLA but not limited to: 14.4. Take down of Phishing Site shall be completed within 6 hours of incident and fraudulent mobile apps within 24 Hours.
d.	Additional Qualification/Data Required.	Annexure-1 Scope of Work	14.Followings are the important terms of SLA but not limited to:	14.Followings are the important terms of SLA but not limited to:

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	Special Terms and Conditions (STC) of the Contract		14.7 Phishing site in web on all major browsers such as Internet explorer, Google chrome, Mozilla firefox, Safari, Opera etc. should be blocked within 3 hours of detection of such site.	14.7. Phishing site in web on all major browsers such as Internet explorer, Google chrome, Mozilla firefox, Safari, Opera etc. should be blocked within 6 hours of detection of such site.
e.	Additional Qualification/Data Required. Special Terms and Conditions (STC) of the Contract	Annexure-1 Scope of Work	7.Dark Web/Deep Web Scanning for sensitive information pertaining to Bank: 7.5 The vendor needs to perform Dark Net/Deep Web forum monitoring for bank registered brand. The vendor should Monitor underground forums, IRC chat rooms, the open web (OSINT) and other communication channels like WhatsApp, Telegram etc where cybercriminals congregate to sell/buy services and tools and exchange knowledge for banks brand.	7.Dark Web/Deep Web Scanning for sensitive information pertaining to Bank: 7.5. The vendor needs to perform Dark Net/Deep Web forum monitoring for bank registered brand. The vendor should Monitor underground forums, IRC chat rooms, the open web (OSINT) and other communication channels like Telegram etc., where cybercriminals congregate to sell/buy services and tools and exchange knowledge for banks brand.
f.	Additional Qualification/Data Required. Special Terms and Conditions (STC) of the Contract	Annexure-1 Scope of Work	3.Early Phishing Detection: 3.4. Implementation of tools for detecting anti - phishing	3.Early Phishing Detection: 3.4. Implementation of watermark or any other

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			mechanisms such as referrer logs, watermarks etc.	means/techniques for each website.
g.	Additional Qualification/Data Required. Special Terms and Conditions (STC) of the Contract	Annexure-1 Scope of Work.	3.Early Phishing Detection: 3.6 Track hosting of phishing sites through implementation of watermark and other Means.	3.Early Phishing Detection: 3.6. Track hosting of phishing sites through implementation of watermark <u>or any</u> other Means.
h.	Additional Qualification/Data Required. Special Terms and Conditions (STC) of the Contract	13.Penalties& Liquidated damages	13.Penalties& Liquidated damages 13.5. Delay in Takedown of phishing sites and fraudulent mobile apps specifically targeting Canara Bank (Standalone attacks) Resolution time Penalty amount Within 4 hours No penalty More than 4 hours, but less than 8 hours 0.25% on Basic invoice value More than 8 hours, but less than 24 hours 0.50% on Basic invoice value More than 24 hours, but less than 48 hours 1.00% on Basic invoice value More than 48 hours, but less than 72 hours 2.00% on Basic invoice value	13.Penalties& Liquidated damages 13.5. Delay in Takedown of phishing sites specifically targeting Canara Bank (Standalone attacks) <u>Resolution time Penalty amount</u> <u>Within 4 hours No penalty</u> <u>More than 4 hours, but less than 8 hours 0.25% on Basic invoice value</u> <u>More than 8 hours, but less than 24 hours 0.50% on Basic invoice value</u> <u>More than 24 hours, but less than 48 hours 1.00% on Basic invoice value</u> <u>More than 48 hours, but less than 72 hours 2.00% on Basic invoice value</u> <u>More than 72 hours 10.00% on Basic invoice value</u>

			More than 72 hours 10.00% on Basic invoice value.	Delay in Takedown of fraudulent mobile apps specifically targeting Canara Bank (Standalone attacks) Resolution time Penalty amount Within 24 hours No penalty More than 24 hours, but less than 48 hours 1.00% on Basic invoice value More than 48 hours, but less than 72 hours 2.00% on Basic invoice value More than 72 hours 10.00% on Basic invoice value
i.	Additional Qualification/Data Required. Special Terms and Conditions (STC) of the Contract	Annexure-2 Technical Evaluation Criteria	Existing clause	The amended Technical Evaluation Criteria is attached to this corrigendum as amended Annexure-2.

All the other instructions and terms & conditions of the above GeM bid shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

Date: 09/11/2022
Place: Bengaluru

Deputy General Manager

केनरा बैंक Canara Bank

Amended Annexure-2

Technical Evaluation Parameters

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Providing Anti-Phishing, Anti-Pharming, Anti-Malware, Anti-Trojan, Rogue attacks, Website defacement and Dark Web Monitoring managed services for Period of 3 years.

Ref: GEM/2022/B/2649347 dated 20/10/2022.

A. TECHNICAL EVALUATION PARAMETERS

Sl. No.	Criteria	Evaluation Parameters	Max Marks	Documents to be submitted	Bidders response
	Credentials (please refer Note a to c)				
1.	No. of years of experience of Bidder in proposed managed services in India.	For each year of experience	2	Copies of Work order in the relevant year along with a. Invoices of the subject order OR b. Satisfactory work completion certificate	
		Maximum marks	10		
2.	Number of clients for whom the services have been provided by Bidder in India	For each client experience	2	Copies of Work order in the relevant year along with a. Invoices of the subject order OR b. Satisfactory work completion certificate	
		Maximum marks	10		
3.	Number of organization in BFSI presently using the proposed services in India.	2-5 customers 6-10 customers >10 customers	10 20 25	Copies of Work order in the relevant year along with a. Invoices of the subject order OR b. Satisfactory work completion certificate	
		Maximum marks	25		
	No. of years of experience of OEM in proposed managed services in India.	For each year of experience	4	Copies of Work order in the relevant year along with c. Invoices of the subject order	
		Maximum marks	20		

				OR Satisfactory work completion certificate	
	Number of clients for whom the services have been provided by **OEM** in India	For each client experience	2	Refer note "g" for relevant document submission.	
		Maximum marks	10		
	Sub-total (Credentials)	75			
	Manpower/Facilities (please refer Note "d")				
4.	The number of CISA/ CISSP/ CEH certified personnel employed by **OEM/Bidder.**	For 5 to 10 employees	2	Copy of relevant Certificate along with undertaking letter.	
		For more than 10 employees	5		
		Maximum mark			
5.	The **OEM/Bidder** has ISO 27001 Certified Security Operations Centre.	For own SOC	5	Copy of relevant Certificate	
		Additional marks for SOC in India	5		
6.	Methodology & Approach	Presentation and Demonstration of the proposed Managed services and capabilities of the Bidder to monitor and takedown the phishing sites within the SLA time.	10	Evaluation based on technical proposal and presentation	
	Total marks		100		

<u>Note:</u>

a. Only last 5-years' experience will be counted.

b. Only those experiences will be counted which have duration of at least 1 year.

c. For repeat order/renewal order from the client, only one experience will be counted in Technical evaluation.

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d. For manpower consideration, the Employee should be on the payroll of the OEM/Bidder. For this proof in the form of employment letter duly accepted by the employee or suitable declaration jointly signed by the Employer and Employee stating date of joining on the Bidding Company's letterhead should be submitted.

e. Based on the technical evaluation criteria, each Bidder will be given certain marks. Only those Bidders scoring 70% (70 marks out of 100) or above in the technical evaluation will be short-listed for commercial evaluation.

f. In case OEM and bidder are same, the self-declaration on the company letter head has to be submitted as part of bid document.

g. OEM has to submit reference letter from the client/back to back agreement with the SI supported by relevant Invoice and PO specifying that the services has been utilised through the bidder/SI with the mention of specified period.

<u>Declaration:</u>

1. We hereby confirm that we have various certificates/bench mark testing standards for the items quoted to meet the intent of the Bid.
2. We hereby confirm that we have back to back arrangements with third party hardware /software for providing continuous and un-interrupted support to meet SLAs obligations as per bid terms
3. We hereby confirm 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 with seal:

Date

Name :

Designation :

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