



# Karnataka Gramin Bank

(A scheduled Bank established by Govt of India- Sponsored by Canara Bank)

Head Office : Ballari

**AMENDMENT – 1 to RFP No: KaGB: Project Office: RFP: 01/2020-21 dated 31.12.2020  
“Selection of Vendor for 24/7 Monitoring and Managed Services towards Anti-Phishing,  
Anti-Malware, Anti-Pharming, Anti-Web Defacement, Anti-Trojan, Rogue Attacks and  
Dark Web Scanning”**

The Amendments/Addendums to the above referred RFP are covered in this document.

All other instructions, terms & conditions of the above RFP remain unchanged other than the modifications / amendments done along with replies to Pre-bid queries. Please take note of the below amendments and also responses to Pre-bid queries and the amendments/addendums/ revised appendices and annexures, if any, thereon while submitting your response to subject to RFP.

**Date: 21-01-2021**

**General Manager**

The last date of the bid submission has been extended as below:-

<b>Addendum Item 1</b>		
<b>Last Date of Submission of Bids</b>	<b>Original Date 28-01-2021 (Thursday) before 3:00 PM</b>	<b>Revised Date 09-02-2021 (Tuesday) before 3:00 PM</b>

<b>Addendum Item 2</b>		
<b>RFP Page 57</b>	<b>Annexure 1 – Eligibility Criteria Declaration</b>	<b>SI No 13</b>
<b>Original Clause</b>		<b>Revised Clause</b>
The bidder should have a Primary and Backup Data Centre for providing 24*7*365 monitoring of Bank websites and Public facing applications for in-scope services.		The Bidder/OEM should have a Primary and Backup Datacenter for providing 24*7*365 monitoring of Bank websites and Public facing applications for in-scope services.

<b>Addendum Item 3</b>		
<b>RFP Page 56</b>	<b>Annexure 1 – Eligibility Criteria Declaration</b>	<b>SI No 7</b>
<b>Original Clause</b>		<b>Revised Clause</b>
The bidder should have presence in India and should have support centres in both Bengaluru and Mumbai		The bidder should have presence in India and the bidder or OEM should have support center in Bengaluru.

<b>Addendum Item 4</b>		
<b>RFP Page 6</b>	<b>Schedule of Activities, Events and Timeline</b>	<b>SI No 12</b>
<b>Original Clause</b>		<b>Revised Clause</b>
Earnest Money Deposit (Refundable): <b>Rs. 2,00,000 (Rupees Two Lakh only)</b>		Earnest Money Deposit (Refundable) : <b>Waived Off</b>

<b>Addendum Item 5</b>		
<b>RFP Page 74</b>	<b>Appendix 02 – Bid Undertaking/Covering Letter (Revised Document enclosed)</b>	<b>SI No 5</b>
<b>Original Clause</b>		<b>Revised Clause</b>
We enclose a DD/Bank Guarantee in lieu of EMD for Rs.2,00,000/- in favor of Karnataka Gramin Bank as EMD. We also agree to keep the EMD/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in		We have enclosed BID Security declaration as per Appendix 18. However if we withdraw our offer within the said validity period, you shall have the right to suspend us from participating in the contract offers/tenders for a period of 3 years, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender.

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 the tender.	
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<b>Addendum Item 6</b>		
<b>RFP Page 91</b>	<b>Appendix 14 – Checklist of Documents</b>	<b>SI No. 2</b>
<b>Original Clause</b>		<b>Revised Clause</b>
Whether EMD/Bank Guarantee submitted in the Part I – Eligibility Bid Cover		Whether EMD/Bid Security Declaration (Appendix 18) submitted in the Part I – Eligibility Bid Cover

<b>Addendum Item 7</b>		
<b>RFP Page 96</b>	<b>Bid Security Declaration</b>	<b>Appendix 18</b>
<b>New insertion - Appendix 18</b>		

<b>Addendum Item 8</b>		
<b>RFP Page 31</b>	<b>21.7 Other terms of the RFP</b>	<b>Clause 21.7.18</b>
<b>Original Clause</b>		<b>Revised Clause</b>
The Selected Bidder shall install and commission the equipment/services, in terms of this RFP, at locations designated by Bank or at such Centers as Bank may deem fit and the changes, if any, in the locations will be intimated to the Bidder		The Selected Bidder shall provide the services from the Data Centers as per the terms of this RFP. However, Bidder need to communicate the address detail of Data Centers for the services availed, to the Bank during the project implementation period. Any change in the Data Center during the period of contract shall be intimated to the Bank then and there.

<b>Addendum Item 9</b>		
<b>RFP Page 56</b>	<b>Annexure 1 – Eligibility Criteria Declaration</b>	<b>SI No.4</b>
<b>Original Clause</b>		<b>Revised Clause</b>
The Bidder should have a minimum Turnover of Rs. 5 (Five) Crores per annum from IT sales in each of the last three financial years, i.e. 2017-18 2018-19 2019-20		The Bidder should have a minimum Turnover of Rs. 5 (Five) Crores per annum from IT sales/business in each of the last three financial years, i.e. 2017-18 2018-19 2019-20

<b>Addendum Item 10</b>		
<b>RFP Page 19</b>	<b>Penalty for Delay in takedown of Phishing sites and fraudulent mobile apps</b>	<b>Clause 19.7, Point 3</b>
<b>Original Clause</b>		<b>Revised Clause</b>
The Phishing site, mobile app should not appear		The Phishing site, mobile app should not appear

again within the contract period of taking down. In case the Phishing site and/or mobile app reappear, then, the bidder must take down the same at no extra cost to the Bank.	again within 12 months from the date of taking down. In case the Phishing site and/or mobile app reappear, then, the bidder must take down the same at no extra cost to the Bank.
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<b>Addendum Item 11</b>		
<b>RFP Page 58</b>	<b>Annexure 02 – Minimum Technical Specifications</b>	<b>Clause B - Anti Malware and Anti Website Defacement - SI No 2</b>
<b>Original Clause</b>		<b>Revised Clause</b>
The solution should support Authenticated scanning with different authentication methods including Form, HTTP basic, NTLM and digest.		The solution should support Authenticated scanning with different authentication methods including Form, htaccess and HTTP basic.

<b>Addendum Item 12</b>		
<b>RFP Page 60</b>	<b>Annexure 02 – Minimum Technical Specifications</b>	<b>Clause G Brand Protection and Monitoring – SI No 2</b>
<b>Original Clause</b>		<b>Revised Clause</b>
Any newly launched websites and Mobile Application by the Bank in future to be scanned without any cost incurred to the Bank		Any newly launched websites and Mobile Application by the Bank in future to be scanned as per the unit rates finalized in BoM.

<b>Addendum Item 13</b>		
<b>RFP Page 59</b>	<b>Annexure 02 – Minimum Technical Specifications</b>	<b>Clause C Early Phishing Detection: - SI No 4,5,6</b>
<b>Original Clause</b>		<b>Revised Clause</b>
4. Implementation of watermark and other means/techniques for each website. 5. Performing the services for detecting anti - phishing mechanisms such as referrer logs, watermarks etc. 6. Track hosting of phishing sites through implementation of watermark and other Means.		For the purpose of detection bidder may use any technique or combination of techniques such as but not limited to scanning of web server logs and / or Digital watermarking/ or monitoring chat rooms used by hackers/ Signature Approach/ Logo Matching etc. without compromising the detection of phishing sites.

**Addendum Item 14 – List of Clauses/Appendices deleted from the Master RFP**

<b>Clause No.</b>	<b>Page No</b>	<b>Section Description/Annexure/Appendix</b>
<b>6.7</b>	<b>10</b>	<b>Pushing the bait details and countermeasures (like login through many dummy users to identify the source and try to shutdown) in the fraudulent sites</b>
<b>6.14</b>	<b>11</b>	<b>Service provider should also purchase 3-4 samples if desired by the Bank to ascertain the genuineness of the data without any additional cost to the bank.</b>
<b>6.22.7</b>	<b>12</b>	<b>The bidder to provide the comprehensive SLA in their proposal.</b>
<b>21.6.1</b>	<b>26</b>	<b>Bid Security / Earnest Money Deposit</b>
<b>Appendix 11</b>	<b>85/86/87</b>	<b>Proforma for Bank Guarantee in lieu of EMD</b>

**Note:- Refer Appendix 02, Appendix 14 and Appendix 18 furnished below:**



**Appendix 02 – Bid Undertaking/Covering Letter**

To

Date: DD/MM/YY

General Manager

Karnataka Gramin Bank

Canara RRBs CBS Project Office, 19-19/1,

IIIrd Floor, Above Canara Bank Regional Office, Southend Road, Basavanagudi,

Bengaluru - 560 004

**Dear Sir,**

**SUB: RFP for Selection of Vendor for “24/7 Monitoring and Managed Services towards Anti-Phishing, Anti-Malware, Anti-Pharming, Anti-Web Defacement, Anti-Trojan, Rogue Attacks and Dark Web Scanning”**

**REF: Your RFP No.: 01/2020-21 dated 31.12.2020**

Over and above all our earlier conformations and submissions as per your requirements of the RFP, we confirm that,

1. Having examined the tender documents including all annexures and appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer implementation of ALL the services mentioned in the ‘Request for Proposal’ and the other schedules of requirements and services for your organization in conformity with the said tender documents in accordance with the Bill of Materials and made part of this Tender.
2. If our Bid/Offer is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Document. We agree to abide by the offer validity for 180 days from last date of opening of commercial bid and our offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
3. We have quoted for all items as requested by the Bank in the RFP and stand committed to deliver to the highest standards and quality as required by the Bank to meet the timelines of the project. Our bid submission is in line with the requirements of the Bank as stated in the RFP.
4. We confirm that we have factored in all costs and expenses for meeting the complete scope and deliverables of the RFP.
5. We have enclosed BID Security declaration as per Appendix 18. However if we withdraw our offer within the said validity period, you shall have the right to suspend us from participating in the contract offers/tenders for a period of 3 years, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender.
6. We are completely aware of the Service Level requirements (SLA) and timelines specified by the Bank and are committed to adhering to the same. We have also clearly taken note of the service level requirements of the Bank and expectations from us and wish to confirm that we have taken care of every aspect to meet the same.

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7. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988"
  8. We undertake that we have not have been blacklisted by any Government department/PSU/PSE/Bank/Financial Institution in India
  9. We have clearly understood the Bank's requirements and wish to confirm that we abide by the terms and conditions of the RFP and addendums issued thereafter.
  10. We confirm and understand that all arithmetical totaling errors will be corrected for the purpose of evaluation only and the consideration of that error for payment would be completely according to Bank's discretion. We also confirm and understand that for all other errors which we have made in the bid, the Bank for the purpose of evaluation will take the corrected amount based on the price quoted by us in the price sheets but the payment of such amounts would be completely according to the Bank's discretion.
  11. We confirm that the prices and values quoted by us encompass the complete scope of the project and we will ensure that the quality of deliverables for the project is not affected due to any pricing pressures.
  12. We will be the single point of contact/reference to the Bank. Our consortium partners confirm that they are willing to enter into back-to-back agreement that is in conformity with the deliverables and other service/uptime commitments we make to Bank as per the RFP. If requested we will share the copy of the back-to-back agreement with our consortium partner to the Bank.
  13. We agree that Bank is not bound to accept the lowest or any Bid the Bank may receive without assigning any reason whatsoever.
  14. We certify that we have provided all the information requested by Bank in the format requested for. We also understand that Bank has the exclusive right to reject this offer in case Bank is of the opinion that the required information is not provided or is provided in a different format.

Dated this.....by .....21

Authorised Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

(This letter should be on the letterhead of the Vendor duly signed by an authorized signatory)

**Appendix 14 – Checklist of Documents**

<b>S No</b>	<b>Particulars</b>	<b>Bidder Response [YES/NO]</b>
1	Whether Cost of Tender document (DD payable at Ballari) is submitted along with the Part I – Eligibility Bid Cover	
2	Whether EMD/Bid Security Declaration (Appendix 18) submitted in the Part I – Eligibility Bid Cover	
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 Part I – Eligibility Bid Cover.	
4	Whether all pages are authenticated with signature and seal (Full signature be affixed and not initials). Erasures/Overwriting/Cutting/Corrections authenticated Certification/Undertaking is authenticated?	
5	Whether Escalation matrix, Preventive and Breakdown/Corrective maintenance is provided?	
6	Whether address of Office on which order has to be placed is indicated in Appendix -15 ( Applicant's Profile)	
7	Whether ensured that, the separately sealed envelopes containing Part I – Eligibility Bid, Part II – Technical Bid and Part III – Indicative Commercial Bid for the subject tender are placed and sealed in another big envelope superscribed as per RFP instructions. The Name of the Bidder and Due date of the RFP is to be specified on the top of the envelope.	
8	Whether ensured Indexing of all documents submitted with page numbers?	
9	Whether replica of Price Bid (Masked price Bid) – as per Bill of Material is submitted in Part-B Technical Proposal.	

Vendors to verify the above checklist and ensure accuracy of the same before submission of Bid.

Checked for accuracy:

Date: xx-xx-xxxx

Signature with Seal

Name

Designation



**Appendix 18 – BID SECURITY DECLARATION**

(To be submitted in Company's letterhead by all the Bidders)

To

**General Manager**

**Karnataka Gramin Bank**

**Canara RRBs CBS Project Office, 19-19/1,**

**IIIrd Floor, Above Canara Bank Regional Office, Southend Road, Basavanagudi,**

**Bengaluru - 560 004**

Dear Sir,

**SUB: RFP for Selection of Vendor for "24/7 Monitoring and Managed Services towards Anti-Phishing, Anti-Malware, Anti-Pharming, Anti-Web Defacement, Anti-Trojan, Rogue Attacks and Dark Web Scanning"**

**REF: Your RFP No.: 01/2020-21 dated 31.12.2020**

**DECLARATION**

We declare that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security/guarantee before the deadline defined in the RFP, we note that we will be suspended for the period of 3 years from being eligible to submit Bids for contracts with Karnataka Gramin Bank.

Signature of the Authorised Signatory with company seal

Place:

Name of the Authorised Signatory –

Date:

Company / Organization –

Designation within Company / Organization –

Address of Company / Organization –