



**Request for Quotes [RFQ 063/2024-25]**

**For**

**Conducting IS Audit of Canara Bank's Corporate Website (www.canarabank.com) as mandated by RBI CSITE 2023-24.**

**Issued by: Canara Bank  
Single Tender Enquiry Processing Section,  
CP&VM Wing, HO (Annex)  
1st Floor, Naveen Complex  
14, M G Road  
Bengaluru-560 001  
Phone No:080- 25584033  
Email:singletender@canarabank.com**

**BID SCHEDULE**

Sl. No.	Description	Details
1.	RFQ No. and Date	RFQ 063/2024-25 dated 29/11/2024
2.	Name of the Wing	CP&VM Wing
3.	Brief Description of the RFQ	Conducting IS Audit of Canara Bank's Corporate Website (www.canarabank.com) as mandated by RBI CSITE 2023-24.
4.	Location Address for submission of Bid/s [Address for Communication]	The Senior Manager Canara Bank, Single Tender Enquiry Processing Section, CP & VM Wing Head Office (Annex) 1 <sup>st</sup> Floor, Naveen Complex 14, M G Road Bengaluru -560 001 Karnataka Tel - 080-25590070 Email: <a href="mailto:Singletender@canarabank.com">Singletender@canarabank.com</a>
5.	Date of Issue of RFQ	29/11/2024, Friday
6.	Last Date and Time for Submission of Bids	20/12/2024, Friday up to 3:00 PM  Venue: Canara Bank, First Floor, Single Tender Enquiry Processing Section, CP&VM Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
7.	Date and Time of Opening Bid	20/12/2024, Friday, at 03:30 PM

Dear Vendor,

The Bank intends to Conduct IS Audit of Canara Bank's Corporate Website (www.canarabank.com) as mandated by RBI CSITE 2023-24. Find the details below:

1.	Details of the Assessment	To Conduct IS Audit of Canara Bank's Corporate Website (www.canarabank.com) as mandated by RBI CSITE 2023-24
2.	Technical Specification of the Item to be procured	NA
3.	Scope of Work	As per Annexure-II
4.	Time Lines for Delivery/ installation/ Implementation	15 days
5.	Warranty Period (If applicable)	NA
6.	AMC /ATS/ Support Charges as Applicable	NA
7.	Payment Terms	As per Annexure-IV
8.	Bill of Material	As per Annexure-III
9.	Mode of Submission of Bid/Quote	Soft copy (Digitally Signed PDF file of the bid which is Password protected should be send to the below mentioned mail ID Email ID: - <a href="mailto:singletender@canarabank.com">singletender@canarabank.com</a> OR Hard copy (The bid should be submitted in sealed cover addressed to the Bank at the below mentioned address within the date and time specified)
10.	Bid Submission Due Date & Time	20/12/2024, Friday up to 3:00 PM
11.	Other Terms and Conditions	<ul style="list-style-type: none"> <li>Should be CERT-In Empaneled Auditor</li> <li>Technical requirements- CEH, CISA, CISSP, CISM etc. along with knowledge of respective standards, frameworks and technical skills.</li> </ul>
12.	Any Other Information	Nil

Yours faithfully,

Authorized Signatory

Note: For further clarification, if any, please contact us.

Address:  
The Senior Manager,  
Canara Bank  
Single Tender Enquiry Processing Section, CP&VM Wing  
First Floor, Naveen Complex,  
#14, MG Road,  
Bangalore-560001  
Phone No.: 080-25584033

## ANNEXURE-I

### 1. Objective

The Bank is looking at a highly professional relationship with the auditor who shall conduct IS Audit of Canara Bank's Corporate Website (www.canarabank.com) as mandated by RBI CSITE 2023-24 in Canara Bank. The Auditor shall conduct/complete Assessment activities.

### 2. Requirement Details

Bank invites online/offline submission of bids from empaneled vendors for Conducting IS Audit of Canara Bank's Corporate Website (www.canarabank.com) as mandated by RBI CSITE 2023-24 as per the Terms & Conditions, Technical Requirements and Scope of Work described elsewhere in this document. This tender consists of requirement as given below:

Sl. No.	Item Details	No. of Assessments
1.	IS Audit of Bank's Corporate Website (www.canarabank.com)	1

### 3. Project Timelines

3.1. Bidders are requested to keep the following timelines with regard to the completion of Assessment.

- Audit Report, Risk Assessment Matrix, Recommendations and Remediation Plan, Compliance Checklist and a presentation of key findings and recommendations to Canara Bank's management team to be submitted within 15 days from the date of acceptance of the Purchase Order.

### 4. Penalties & Liquidated damages on delay in completion of Assessment:

If the assessment is not completed within the timelines, Bank may be entitled to charge delay penalty @2% per week delay and part there of on the total cost of the Assessment. However, the total Penalty/LD to be recovered shall be restricted to 10% of total cost of the Assessment (exclusive of Taxes) plus GST.

### 5. Subcontracting

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.

**6. Deliverables:**

Main Report: Final report with approval of the bank after discussing draft report.

We comply with each point mentioned above without any deviations.

Date:

Signature with seal

Name :

Designation :

## Annexure- II

### SCOPE OF WORK

**SUB: To Conduct IS Audit of Canara Bank's Corporate Website (www.canarabank.com) as mandated by RBI CSITE 2023-24**

**Ref: Your RFQ 063/2024-25 dated 29/11/2024.**

#### **1. Introduction:**

Canara Bank intends to hire an external, independent audit firm to conduct an Information Systems (IS) audit of its corporate website (www.canarabank.com). The primary objective of the audit is to evaluate the website's security, functionality, compliance, and resilience against vulnerabilities, ensuring it meets regulatory and industry standards. This audit will help Canara Bank to identify risks, potential areas for improvement, and strengthen the website's overall security and performance.

#### **2. Objectives of the Audit:**

The primary objectives of this IS audit include:

- Ensuring the website complies with applicable regulations, guidelines, and standards.
- Assessing the website's security posture, identifying vulnerabilities, and recommending security enhancements.
- Verifying the website's functionality, performance, and availability to ensure optimal user experience.
- Evaluating the controls for data protection and user privacy on the website.
- Assessing disaster recovery and business continuity preparedness related to the website.

#### **3. Scope of Work:**

The IS audit for www.canarabank.com will encompass the following domains:

##### **3.1 Security Assessment: To cover the website's entire security posture, mainly –**

- **Vulnerability Assessment & Penetration Testing (VAPT):** Conduct internal and external VAPT on the website to identify security gaps, assess exposure to threats, and determine the exploitability of vulnerabilities.
- **Application Security:** Evaluate the website's application security, focusing on common vulnerabilities like injection flaws, cross-site scripting etc.
- **Network Security:** Assess the network security controls implemented to protect the website, including firewall configurations, intrusion detection/prevention systems (IDS/IPS), and secure network architecture.
- **Access Control:** Review user access controls and authentication mechanisms, including multi-factor authentication (MFA), password policies, and session management.
- **Data Encryption:** Verify that sensitive data (both in transit and at rest) is encrypted using industry-standard algorithms and protocols.

### 3.2 Compliance & Regulatory Requirements:

- **RBI Compliance:** Assess -the website for compliance with the Reserve Bank of India (RBI) guidelines and mandates related to information security, data privacy, and IT governance.
- **Legal and Regulatory Compliance:** Verify the presence of privacy policies, terms of use, and disclaimers on the website, and ensure compliance with relevant national and international laws.

### 3.3 Functional & Performance Assessment:

- **Website Functionality:** Test the functionality of the website's core features, such as navigation, forms, transaction processing, and content management, to ensure they function as intended.
- **Load Testing and Stress Testing:** Assess the website's performance under various load conditions, simulating real-world usage scenarios to evaluate responsiveness, reliability, and resilience.
- **Availability and Uptime:** Review uptime and availability metrics and assess the implementation of high availability (HA) and redundancy features.
- **Third-Party Integrations:** Evaluate. the security and functionality of third-party integrations, plugins, or APIs used on the website.

### 3.4 Data Protection and Privacy:

- **User Data Protection:** Assess the controls for data protection, including the management of Personally Identifiable Information (PID) and adherence to data minimization principles.
- **Cookies and Tracking:** Review the use of cookies, web beacons, and other tracking technologies to ensure user consent and data privacy.
- **Logging and Monitoring:** Evaluate the website's logging and monitoring capabilities for detecting and responding to suspicious activities and incidents.

### 3.5 Business Continuity & Disaster Recovery:

- **Backup and Recovery:** Review backup mechanisms for the website, ensuring that backups are regularly performed and securely stored.
- **Incident Response:** Assess the incident response plan related to the website, including protocols for detecting, reporting, and mitigating incidents.
- **Disaster Recovery Plan:** Evaluate the disaster recovery (DR) plan to ensure that website services can be restored in case of a major disruption or cyberattack.

### 3.6 Accessibility and Usability:

- **Website Accessibility:** Assess the website for accessibility compliance with standards, ensuring usability for all users, including those with disabilities.
- **Usability Testing:** Conduct usability testing to ensure the website's design is user-friendly, navigation is intuitive, and critical information is easily accessible.

### 4. Deliverables:

The audit firm will provide the following deliverables at the end of the audit:

- **Audit Report:** A comprehensive report detailing the findings of the audit, including an executive summary, scope, methodology, identified risks, vulnerabilities, and non-compliances.
- **Risk Assessment Matrix:** A risk matrix categorizing vulnerabilities by their severity, potential impact, and likelihood.
- **Recommendations and Remediation Plan:** Practical recommendations for addressing identified risks, improving security, enhancing functionality, and ensuring compliance.
- **Compliance Checklist:** A checklist of compliance requirements met and those that need further attention.
- **Presentation:** A presentation of key findings and recommendations to Canara Bank's management team.

### 5. Audit Methodology:

The audit firm shall use a mix of automated tools and manual testing techniques. The methodology should be aligned with industry best practices and standards.

### 6. Timeline:

The Final Audit Report, Risk Assessment Matrix, Recommendations and Remediation Plan, Compliance Checklist and a presentation of key findings and recommendations to Canara Bank's management team to be submitted within 15 days from the date of acceptance of the audit.

### 7. Confidentiality:

The audit firm will adhere to strict confidentiality agreements and not disclose or misuse any sensitive information obtained during the audit process.

**Date:**

**Signature with seal**

**Name:**

**Designation :**



Annexure-III

Bill of Material

Sub: RFQ 063/2024-25 dated 29/11/2024 for Conducting IS Audit of Canara Bank's Corporate Website (www.canarabank.com) as mandated by RBI CSITE 2023-24.

[Amount in Rupees]

Sl. No	Assessment	Cost Price			
		Price (Excl. of Tax)	Tax for Column A		Price (Incl. of Tax)
		A	B % of tax	C Tax Amt	D =A+C
1.	IS Audit of Bank's Corporate Website (www.canarabank.com)	-	-	-	-

Date :

Signature with seal

Name:

Designation:

**Annexure-IV**

**Payment Term**

**Sub: RFQ 063/2024-25 dated 29/11/2024 for Conducting IS Audit of Canara Bank's Corporate Website (www.canarabank.com) as mandated by RBI CSITE 2023-24.**

**Payment: : Payment schedule will be as under:**

<b>Sl. No.</b>	<b>Payment Stage</b>	<b>% of Payment</b>
<b>1.</b>	After completion of Assessment of verification and submission of final report (as per Annexure-II) and submission of Payment recommendation format duly signed by IS Audit Section, Inspection Wing, Head Office for payment to the vendor.	<b>100 %</b>

Date :

Signature with seal  
Name:  
Designation: