

REQUEST FOR QUOTES [RFQ 036/2024-25]

for

Conducting SWIFT Customer Security Program (CSP) mandated by M/s Swift-Customer Security Controls Framework v2024 for the year 2024.

**Issued by: Canara Bank
Centralized Procurement & Vendor Management Wing, HO (Annexe)
1st Floor, Naveen Complex
14, M G Road
Bengaluru-560 001
Phone No:080-25584873
Email: singletender@canarabank.com**

BID SCHEDULE

Sl. No.	Description	Details
1.	RFQ No. and Date	RFQ 036/2024-25 dated 13/09/2024 to Conduct SWIFT Customer Security Program (CSP) mandated by M/s Swift-Customer Security Controls Framework v2024 for the year 2024.
2.	Location Address for submission of Bid/s [Address for Communication]	The Senior Manager Canara Bank, Centralized Procurement & Vendor Management Wing, Head Office (Annexe) 1 st Floor, Naveen Complex 14, M G Road Bengaluru -560 001 Karnataka Tel - 080-25584873 Email: singletender@canarabank.com
3.	Date of Issue	13/09/2024, Friday
4.	Last Date of Submission of Bids	03/10/2024, Thursday up to 03:00 PM
5.	Date and Time of Opening Bids	03/10/2024, Thursday at 03:30 PM

Dear Vendor,

The Bank intends to Conduct SWIFT Customer Security Program (CSP) mandated by M/s Swift-Customer Security Controls Framework v2024 for the year 2024.

1.	Details of the Hardware/Software/IT Service	To Conduct SWIFT Customer Security Program (CSP) mandated by M/s Swift-Customer Security Controls Framework v2024 for the year 2024.
2.	Scope of Work	As per Annexure-II
3.	Technical Specification of the Item	NA
4.	Time Lines for Delivery/ installation/Implementation	On or before 31/12/2024.
5.	Warranty Period (If applicable)	NA
6.	Payment Terms & Conditions	As per Annexure -IV
7.	Bill of Material	As per Annexure -III
8.	Mode of Submission of Bid/Quote	Hard copy or Softcopy (Digitally Signed PDF file of the bid which is Password protected should be send to the below mentioned Email ID: singletender@canarabank.com) (The bid should be submitted in sealed cover addressed to the Bank at the below mentioned address within the date and time specified).
9.	Bid Submission Due Date & Time	03/10/2024, Thursday at 03:00 PM
10.	Other Terms and Conditions	As per RFQ 036/2024-25
11.	Any Other Information	NA

Yours Faithfully,

Authorized Signatory

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

The Senior Manager
Canara Bank,
Centralized Procurement & Vendor Management Wing,
Head Office (Annexe)
1st Floor, Naveen Complex
14, M G Road
Bengaluru -560 001
Ph. No: 080- 25584873.

ANNEXURE-I

1. Objective:

The Bank is looking at a highly professional relationship with the auditor who shall Conduct SWIFT Customer Security Program (CSP) mandated by M/s Swift-Customer Security Controls Framework v2024 for the year 2024 along with Annexure I & II in Canara Bank. The Auditor shall conduct/complete Assessment activities.

2. Requirement Details:

Bank invites online submission of bids from Cert-In empaneled auditors for conducting SWIFT Customer Security Program (CSP) mandated by M/s Swift-Customer Security Controls Framework v2024 for the year 2024 along with all Annexures in Canara Bank as per the Terms & Conditions, Technical Requirements and Scope of Work described elsewhere in this document.

3. Project Timelines:

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

- The complete activity (Conduct SWIFT Customer Security Program (CSP) mandated by M/s Swift-Customer Security Controls Framework v2024 for the year 2024 and submission of Final report) has to be completed on or before 31/12/2024 from the date of issue of 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 penalty @0.50% on delay per week or part there of on the total cost of the Assessment. However, the total Penalty/LD to be recovered shall be restricted to 5% of total cost of the Assessment (exclusive of Taxes).

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:

- i. Mandatory reports should be provided to Bank after completion of the subject assessment in PDF & Excel format along with Two hard copies (optional, if required).
- ii. Email and Phone support till final closure report is to be provided by the Auditor.

We comply with each point mentioned above without any deviations.

Date:	Signature with seal Name: Designation:
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ANNEXURE- II

SCOPE OF WORK

SUB: To Conduct SWIFT Customer Security Program (CSP) mandated by M/s Swift-Customer Security Controls Framework v2024 for the year 2024.

Ref: RFQ 036/2024-25 dated 13/09/2024.

Sl. No.	Control No. and Description	Mandatory/Advisory
	1. Restrict Internet Access and Protect Critical Systems from General IT Environment	
1	1.1 SWIFT Environment Protection	Mandatory
2	1.2 Operating System Privileged Account Control	Mandatory
3	1.3 Virtualization or Cloud Platform Protection	Mandatory
4	1.4 Restriction of Internet Access	Mandatory
5	1.5 Customer Environment Protection	Mandatory
	2. Reduce Attack Surface and Vulnerabilities	
6	2.1 Internal Data Flow Security	Mandatory
7	2.2 Security Updates	Mandatory
8	2.3 System Hardening	Mandatory
9	2.4 Back Office Data Flow Security	Advisory
10	2.5 External Transmission Data Protection	Advisory
11	2.6 Operator Session Confidentiality and Integrity	Mandatory
12	2.7 Vulnerability Scanning	Mandatory
13	2.8 Outsourced critical activity protection	Mandatory
14	2.9 Transaction Business Controls	Mandatory
15	2.10 Application Hardening	Mandatory
16	2.11 RMA Business Controls	Advisory
	3. Physically Secure the Environment	
17	3.1 Physical Security	Mandatory
	4. Prevent Compromise of Credentials	
18	4.1 Password Policy	Mandatory
19	4.2 Multi Factor Authentication	Mandatory
	5. Manage Identities and Segregate Privileges	
20	5.1 Logical Access Control	Mandatory
21	5.2 Token Management	Mandatory
22	5.3A Staff Screening Process	Advisory
23	5.4 Password Repository Protection	Mandatory
	6. Detect Anomalous Activity to Systems or Transaction Records	
24	6.1 Malware Protection	Mandatory
25	6.2 Software Integrity	Mandatory
26	6.3 Database Integrity	Mandatory
27	6.4 Logging and Monitoring	Mandatory
28	6.5A Intrusion Detection	Advisory
	7. Plan for Incident Response and Information Sharing	

29	7.1 Cyber Incident Response Planning	Mandatory
30	7.2 Security Training and Awareness	Mandatory
31	7.3 A Penetration Testing	Advisory
32	7.4 A Scenario Risk Assessment	Advisory

Locations details are as mentioned below: Location for conducting audit is from onsite only at the following location of the Bank.

Sl. No	Section / Wing	Location
1.	TM Section, Integrated Treasury Wing	Canara Bank TM Section Integrated Treasury Wing 5 th Floor, B Wing Plot No: C-14, G Block Bandra Kurla Complex Bandra (E), Mumbai - 400 051

We comply to all the points mentioned in Scope of work, without any deviation.

Date:	Signature with seal:
	Name :
	Designation :

ANNEXURE-III

Bill of Material

SUB: To Conduct SWIFT Customer Security Program (CSP) mandated by M/s Swift-Customer Security Controls Framework v2024 for the year 2024.

Ref: RFQ 036/2024-25 dated 13/09/2024.

[Amount in INR]

Sl. No	Audit	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.	RFQ 036/2024-25 dated 13/09/2024 for Conducting SWIFT Customer Security Program (CSP) mandated by M/s Swift-Customer Security Controls Framework v2024 for the year 2024.	-	-	-	-

ANNEXURE-IV

Payment Terms & Conditions

SUB: To Conduct SWIFT Customer Security Program (CSP) mandated by M/s Swift-Customer Security Controls Framework v2024 for the year 2024.

Ref: RFQ 036/2024-25 dated 13/09/2024.

1. 100% payment should be released on submission of invoice, Confirmation of work completion from IS Audit Section, Inspection Wing, HO.
2. There won't be any advance payment for the procurement or implementation.
3. Audits are to be conducted onsite only and Remote access cannot be provided.
4. Bidder should employ the resources for the audit of SWIFT Customer Security program (CSP) mandated by M/s SWIFT.
5. The payments will be released through NEFT/RTGS and the selected bidder has to provide necessary bank details like account number, bank's name with branch name, Correct IFSC code etc.

Date:	Signature with seal:
	Name :
	Designation :