

Corrigendum-2 to GeM Bid ref. no GEM/2025/B/6253494 dated 20/05/2025 for Selection of Service Provider for Enhancements / Redesigning, Hosting & Maintenance of Canara Bank Websites & Intranet and Domain / DNS Management for a period of 5 Years.

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

a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7):

Description	Existing details	Amended details
Bid End Date/Time	20/06/2025, 15:00:00	<u>27/06/2025, 15:00:00</u>
Bid opening Date/Time	20/06/2025, 15:30:00	<u>27/06/2025, 15:30:00</u>

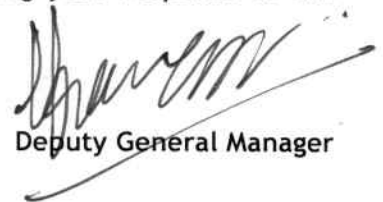
b.

Sl. No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
1.	Annexure-8 Scope of Work	Website Design/ Enhancement for www.canarabank.com website & Hosting and maintenance	Scope of Work	<u>Amended Scope of Work</u>
2.	Annexure - 9 / Technical Evaluation Criteria	Technical Evaluation Criteria	Technical Evaluation Criteria	<u>Amended Technical Evaluation Criteria</u>
3.	Annexure-2 Pre-Qualification Criteria	Clause No.13	The bidder should support office at Bengaluru for 24x7 support.	The bidder should have support office <u>in India</u> for 24x7 support.

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: 16/06/2025
Place: Bengaluru


Deputy General Manager





Annexure-8
Scope of Work

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

SUB: Selection of service provider for Enhancements / Redesigning, Hosting and Maintenance of Canara bank Websites and Intranet and Domain / DNS management for a period of 5 years

Ref: GEM/2025/B/6253494 dated 20/05/2025

PRESENT SET-UP :

The existing corporate website of Canara Bank (www.canarabank.com) is presently being maintained by the vendor M/s Planet E-Com Solution Pvt. Ltd. Brief technical details of the website are as given below:

Website Platform	Details
Web Servers	2 * Window Server 2016 (4 Cores)
Database	MSSQL 2019 on (4 Cores)
Content Management System	ASP.NET Core
Technology	.NET 6.0
Analytics and Tracking	Google Analytics
JavaScript Libraries	jQuery V3.7.1, Bootstrap V5.2.3
Hosting	M/s NTT Global Data Center & Cloud Infrastructure India Private Limited.

The existing Canara Bank Intranet site is being maintained in-house and hosted on-premise at Bank's Data Centre & Disaster Recovery Centre. Brief technical details of the Intranet website are as given below:

Website Platform	Details
Web Server	Window Server 2016
Content Management System	Microsoft Expression web4
Technology	.NET 2.0



Analytics and Tracking	NA
JavaScript Libraries	jQuery V1.12.4, Bootstrap V3.3.6
Hosting	In-house Standalone Server

*The above-mentioned technical details are for the DC site of the present website and intranet site of the Bank. The same is indicative and provided for the understanding of the current infrastructure by the Bidder. The Bidder should go through the detailed Scope of Work and other terms and conditions of this RFP before submitting the final proposal. Bank will not be responsible for any omission / changes etc., to the above.

5. SCOPE OF WORK / DELIVERABLES

5.1 Purpose/Objective:

Canara Bank intends to engage a bidder with proven expertise in the field of website development/hosting and Domain/DNS management for a period of 5 years for the following purpose:

- Migrating, Hosting and Maintenance of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud
- Designing, Hosting and Maintenance of new website for Canara Bank IFSC Banking Unit (CBIBU) Website on cloud
- Redesigning and Maintenance of Canara Bank Intranet (on-premise)
- End to end Domain & DNS Management of all the Bank's public Domains and Sub-Domains.

5.2 Scope of Work:

Website Design / Enhancements for www.canarabank.com website:

- Migration of contents of the existing corporate website of Canara Bank www.canarabank.com. The vendor has to implement enhancements such as Artificial Intelligence / Natural Language search etc., before migration.
- The website should be **device** agnostic and capable of being viewed on various devices, i.e. mobiles, tablets, laptops, desktops etc.
- If Bank wishes to revamp the entire website at any point of time during the contract period, the vendor should carry out the activity at mutually agreed rate. However, The Bidder to provide unlimited content updation including changes in design / addition of new pages





- in the website etc., as per business requirement of the Bank without any additional cost to the Bank during the entire contract period.
- iv. The website should be implemented in bilingual format (English and Hindi) from day 1. The home page of the websites should provide option for switching to Hindi version of website with single click. The Hindi website should be developed using Unicode so that the visitor is not required to download any fonts to view the Hindi website.
 - v. Other than Hindi & English, the website should have the functionality of displaying content in majority of the other Indian Languages using advanced Artificial Intelligence (AI) capabilities. Option to be made available to the viewers to select the desired language and the website should be capable of displaying the content in the particular language selected with maximum accuracy.
 - vi. The website should be developed based on a defined information architecture & best practice for UI/UX.
 - vii. The website design and structure should be SEO friendly and optimizable to increase SEO ranking. The vendor should maintain SEO and accessibility scores of the website at 80 - 100 throughout the contract period. Industry best practices for achieving high website SEO score such as Keyword Research and Content Optimization, On-Page Optimization, Backlink Building, XML Sitemap, Mobile Optimization, Broken link fixing, Schema Markup, etc., will be the responsibility of the Bidder. The Bidder should monitor the website SEO Score using industry best tools and share daily report to the Bank on various parameters and scoring.
 - viii. The bidder will be responsible for ensuring that the website meets all the accessibility standards including conversion of webpages / documents etc., wherever required throughout the contract period using best in class tools.
 - ix. The Bidder will be responsible for providing investor relation service to display real time stock share price (BSE/NSE) of Canara Bank in the website. Frequency of updation should be minimum of 15 minutes.
 - x. The navigation should be clutter free with good internal linking and visitors should be able to browse through the websites easily.
 - xi. The websites should have a hierarchical sitemap to facilitate easy navigation for users and search engines.
 - xii. The search feature should enable search based on file names, tags, metadata, and the file's text content regardless of content location and format and support natural language inputs.
 - xiii. There should also be support for text and voice-based search functionality for present, historic, and archived content and the search should be capable of analysing the search input and understand the user requirement using advanced AI/ML algorithms and return suitable reply based on the actual content of the website with atmost accuracy and should have the functionality to provide



- suggestions with options related to the search topic if exact information is not available. End users should be able to search using the language selected for website display for natural interaction.
- xiv. Website should support RAG (Retrieval-Augmented Generation) feature to ensure up-to-date content in the website for key parameters defined by the Bank.
- xv. Web site should have the mechanism of automatic archival of contents on a fixed interval. The interval will be defined by the Bank and should be customizable. The archives should be available in a structured and categorical manner based on the year the information pertains to. Manual archival option should also be there. There should be option to search archived data based on category/date. **Further, Bidder has to adhere to Bank's Backup/Archival policy throughout the contract period. The same shall be shared with the selected bidder.**
- xvi. Separate blog section to be incorporated for highlighting news, latest developments, calendar of events, on-going schemes, etc. and other relevant news related to finance sector for drawing the visitors' immediate attention.
- xvii. Availability of links for Canara Bank portals and applications, related link sites, and various social media sites (Facebook, X, etc.) for easy and quicker references.
- xviii. Various types of content should be delivered through the website. The indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/Video files etc. (In built players to enable previewing before download).
- xix. There should also be a functionality for RSS feeds for allowing users to get dynamically updated information.
- xx. Test site is to be created for updating and testing the content first through CMS, before publishing/updating to production host.
- xxi. The Bank, at its discretion, can conduct a migration audit to ensure all data has been successfully migrated to the new host. The vendor will be required to provide requisite support.
- xxii. The site should be https enabled and the bidder will be responsible for providing / renewing the required SSL certificate/s for the website. Timely renewal of the certificate is to be ensured.
- xxiii. The bidder should support migration of the website to a different domain as per the requirement of the Bank / regulator if required.
- xxiv. The Bidder should ensure proper backup of the entire website as per industry practices.
- xxv. The bidder should ensure compliance to handling of PII data requirements and guidelines issued by the Govt, regulator, Bank etc., including masking of critical fields etc.,
- xxvi. The bidder should ensure compliance to the Escrow guidelines.



Website Design for Canara Bank IFSC Banking Unit (CBIBU) website:

- i. Evaluation of existing webpage for Canara Bank IFSC Banking Unit (CBIBU) and redesigning the website with suitable navigation, having compatibility with major web browsers such as Microsoft Edge/Safari/Chrome/Firefox etc.,
- ii. The Bidder will be required to register a separate domain in the name of Canara Bank for hosting of the website and provision of SSL certificate for the website will also be the responsibility of the bidder. Domain name will be intimated to the selected bidder.
- iii. If Bank wishes to revamp the entire website at any point of time during the contract period, the vendor should carry out the activity at mutually agreed rate. However, The Bidder to provide unlimited content updation including changes in design / addition of new pages in the website etc., as per business requirement of the Bank without any additional cost to the Bank during the entire contract period.
- iv. Migration of all contents of the existing CBIBU website to the redesigned website.
- v. The websites should be capable of being viewed on various devices, i.e. mobiles, tablets, laptops, desktops etc.
- vi. The websites should be implemented in bilingual format (English and Hindi) from day 1. The home page of the websites should provide option for switching to Hindi version of website with single click. The Hindi website should be developed using Unicode so that the user is not required to download any fonts to view the Hindi website.
- vii. The websites should be developed based on a defined information architecture & best practice for UI/UX.
- viii. The website design and structure should be SEO friendly and optimizable to increase SEO ranking. The vendor should maintain SEO and accessibility scores of the website at 80 - 100 throughout the contract period. Industry best practices for achieving high website SEO score such as Keyword Research and Content Optimization, On-Page Optimization, Backlink Building, XML Sitemap, Mobile Optimization, Broken link fixing, Schema Markup, etc., will be the responsibility of the vendor. The Bidder should monitor the website SEO Score using industry best tools and share daily report to the Bank on various parameters and scoring.
- ix. The bidder will be responsible for ensuring that the website meets all the accessibility standards including conversion of webpages / documents etc., wherever required.
- x. The navigation should be clutter free with good internal linking and visitors should be able to browse through the websites easily.



- xi. The websites should have a hierarchical sitemap to facilitate easy navigation for users and search engines.
- xii. The search feature should enable search based on file names, tags, metadata, and the file's text content regardless of content location and format.
- xiii. Web site should have the mechanism of automatic archival of contents on a fixed interval. The interval will be defined by the Bank and should be customizable. The archives should be available in a structured and categorical manner based on the year the information pertains to. Manual archival option should also be there. There should be option to search archived data based on category/date.
- xiv. Availability of links for Canara Bank portals and applications, related link sites, and various social media sites (Facebook, X, etc.) for easy and quicker references.
- xv. Various types of content should be delivered through the website. The indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/Video files etc. (In built players to enable previewing before download).
- xvi. There should also be a functionality for RSS feeds for allowing users to get dynamically updated information.
- xvii. Test site is to be created for updating and testing the content first through CMS, before publishing/updating to production host.
- xviii. The Bank, at its discretion, can conduct a migration audit to ensure all data has been successfully migrated to the new host. The vendor will be required to provide requisite support.
- xix. The site should be https enabled and the bidder will be responsible for providing / renewing the required SSL certificate/s for the website. Timely renewal of the certificate is to be ensured.
- xx. The bidder should support migration of the website to a different domain as per the requirement of the Bank / regulator if required.
- xxi. The Bidder should ensure proper backup of the entire website as per industry practices.
- xxii. The bidder should ensure compliance to handling of PII data requirements and guidelines issued by the Govt, regulator, Bank etc., including masking of critical fields etc.,
- xxiii. The bidder should ensure compliance to the Escrow guidelines.
- xxiv. **Further, if Bank wishes to design/ revamp any other public facing website of the Bank (including that belonging to Foreign Branches), the Bidder should be able to perform the same including Hosting / Maintenance etc., at mutually agreed rates anytime during contract period.**



Content Management System (CMS)

- i. The Content Management System (CMS) for the websites should have a simple user interface and should allow creation and management of various user groups with different levels of control settings.
- ii. The CMS should be licensed and accessible by all types of users without requiring coding or technical knowledge and should have a point and click interface.
- iii. Access to CMS should be highly secured with Multi-Factor Authentication, Hardware token etc., as applicable. Role / Location / Time etc., based Access Control features should be available by default. Access from public internet should be restricted.
- iv. The CMS should be able to display up-to-date content, media reports, including latest event photo-gallery, live feeds, social media contents, if any. The add/remove/modify features should also be available in the CMS.
- v. The CMS should be able to handle omnichannel requirements where a content is to be published to a website, social media etc.
- vi. CMS solution should have ability to automatically generate and maintain a site map.
- vii. CMS solution should have ability to provide site breadcrumb navigation.
- viii. CMS should be responsive in nature i.e. it should be accessible from mobile, tablet and desktop devices.
- ix. Support drag and drop content organization and editing interface through a What You See Is What You Get (WYSIWYG) interface and in-context feature set for content authors.
- x. There should be provision for generating statistics on users' visits on the site, pages visited etc. for administration and monitoring purpose.
- xi. Movement of approved contents and changes should be automatic/ as per planned and stipulated date and time. Rollbacks should be simple with minimal steps.
- xii. CMS should support on demand creation of a "ready to print" copy of the content pages.
- xiii. Before updation, CMS should take backup of previous data/version. It should be possible to restore pages and contents from backups or previous versions. Each such updation needs to be recorded and audit trail to be maintained for any future reference.
- xiv. The CMS should have the ability to schedule content publishing & expiration date/time.
- xv. There should also be a provision for archival of content/section/pages and content filtering by specific date/month/year.



- xvi. All content published via CMS should go through a grammar as well as spelling check. There should be option to select if the spelling is to be picked from British English or American English dictionaries.
- xvii. All content published via CMS should flag inappropriate or objectionable keywords, slangs etc. before getting published on Live site.
- xviii. Application must support various content formats such as HTML, SMTP, XML, JavaScript's, DHTML, EXCEL, Word, audio, Movie, graphics, Icons, psd, ppt, etc. CMS must be compatible for all common browser types.
- xix. CMS should support Role Based Access Control (RBAK) with maker checker facility for content updation.

Security and Compliance

- i. The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, (minimum of 10 Gbps and should be scalable to any volume as and when demanded by the bank), WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.,
- ii. All the cloud infrastructure used for hosting and managing Bank's websites should have strong tenant isolation with Auto-scale capabilities.
- iii. All infrastructure provisioned in the cloud should be micro segmented appropriately to isolate application and workloads and adequate protection to be ensured to prevent noisy neighbors.
- iv. All components used for Hosting, managing, securing, monitoring, updating content etc., of the websites should be supported by the respective OEMs/CSPs and the Bidder should ensure that no end of support / end of life products / components are used.
- v. The Bidder should ensure back-to-back support for all the components used and there should not be any limit to the number of tickets raised for troubleshooting for any of the component during the entire contract period.
- vi. Cloud dashboard for monitoring all the parameters with respect to Canara Bank Websites (including SLA, performance parameters of website and related infrastructure) should be provided to the Bank for real time monitoring of the websites. The dashboard shall have data pertaining to Bank's websites only. If needed, the bidder should customize the dashboard as per Bank's requirement without additional cost to the Bank. Adequate security for dashboard access should be in place.



- vii. Automatic alerts to be configured to Bank team for all websites performance related alerts including security incidents.
- viii. Bidder has to ensure that all the modules being developed for the website are error free and hack proof.
- ix. All the modules being developed for the websites should go through a mandatory QC and QA testing.
- x. The bidder will be responsible for conducting pre-release security / code audit of all the websites before launch and provide a certificate on compliance to all the audit observations. The bidder should conduct such security / code audit whenever major changes are made to the website or at least once in 6 months and submit compliance report to the Bank.
- xi. The websites should conform to the applicable World Wide Web Consortium (W3C), Open Worldwide Application Security Project (formerly Open Web Application Security Project), (OWASP) Top 10 security standards, Accessibility Standards such as IS-17802, GIGW Govt. of India Guidelines for websites and the Web Content Accessibility (WCAG 2.1) Guidelines (with Level A & AA Certification during the contract period as informed by the Bank). The Bidder should ensure Bank's websites are compliant to all of these guidelines and modifications / updations made to these guidelines throughout the contract period.
- xii. The Bidder will also be required to obtain STQC certification for the websites during the contract period as informed by the Bank.
- xiii. The Bidder will be responsible for complying to all Enhanced Access and Service Excellence (EASE) Reforms with respect to Website / Cloud parameters throughout the contract period.
- xiv. The website should be IPv6 compliant from day 1.
- xv. Website design should be compliant to Nielsen and Molich's 10 User Interface Design Guidelines.
- xvi. Vendor should implement the best practices for the websites/ web-servers as per CERT-In/ RBI/ Govt Guidelines throughout the contract period.
- xvii. The website may be subject to audit by various agencies. The vendor will be required to provide assistance and ensure compliance to observations, if any.
- xviii. Provide compliances to all audit observations in time bound manner as per timelines defined by the Bank. Changes required in the site with respect to audit observations has to be done by the vendor without any additional cost to the Bank.
- xix. The cloud service provider (CSP) should be STQC audited and MeiTY empaneled and offer all services from India only as per guidelines of MeiTY and shall at least have the following certifications:
 - ISO 9001



- ISO/IEC 27001
 - ISO/IEC 27017
 - ISO/IEC 27018
 - ISO/IEC 27701
 - PCI DSS Level 1
 - TIA 942/ Uptime Institute Certification
 - CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2, SOC 3
- xx. Bank shall have the leverage of migrating in and out of the Cloud and there shall be no lock-in period either.
- xxi. Bidder / Cloud Service Provider (CSP) should have appropriate and adequate measures to ensure data security and privacy. The Bidder / CSP should ensure compliance to all the legal and regulatory compliance in this regard throughout the contract period.
- xxii. The Bidder shall notify the Bank of legal requests from Government authorities or agencies for Bank's data and insist/ensure that proper legal processes are followed in providing the data. Bank shall be notified of any cyber forensic investigation that is being carried out in the region that also hosts Bank's data.
- xxiii. Bank will be the absolute owner of the websites and Source code of the websites to be provided to Canara Bank as and when the same is requested. Further, Bank may enter into Escrow agreement with any third-party vendor for safekeeping of the Source Code. The vendor should be part of the Escrow agreement and coordinate with Bank and the Escrow agent for submission of Source Code in regular intervals as defined by the Bank in the Escrow agreement.
- xxiv. No part of the Bank's data shall be used by the Bidder/ Cloud Service provider for any purpose including but not limited to marketing / data mining etc., All content and media in the website will be copyrighted material of the Bank.
- xxv. The vendor will be responsible for providing all the required APIs for integration with Bank's other systems such as call centre, SMS, e-Mail, net banking, mobile banking, marketing solutions etc.,
- xxvi. The vendor will be responsible for security of all the APIs provided in the websites.
- xxvii. Regular record keeping and versioning of patch/information upgradation of websites should be ensured.
- xxviii. The bidder should facilitate and maintain Performance Test Reports, Security Test Reports, UI Usability Reports, Deployment Script, etc. Performance reporting of the functioning of the website at monthly intervals.



- xxix. The Bidder shall ensure to abide by Bank's policies including Cloud Policy, Artificial Intelligence Policy of the Bank and other relevant guidelines from RBI, CERT-in, Government of India etc., during the entire contract period.
- xxx. The Bidder shall implement a secure SDLC process, incorporating security best practices at all stages of website development, including secure coding, security testing, and periodic code reviews.
- xxxi. The vendor/bidder shall establish a robust patch management process to ensure timely identification, testing, and deployment of security patches for all application components, operating systems, and third-party dependencies associated with Bank's websites.
- xxxii. The vendor/bidder shall have a Security Operations Center (SOC) setup for continuous monitoring, threat detection, incident response, and security event management for monitoring of Bank's websites hosted on the Cloud.
- xxxiii. The vendor/bidder shall be responsible for deploying and managing essential security solutions for monitoring of the websites hosted in cloud, including but not limited to:
- Security Information and Event Management (SIEM) for logging and threat detection.
 - Database Activity Monitoring (DAM) for securing database transactions and detecting anomalies.
 - Privileged Identity Management (PIM) for securing privileged accounts and access.
- xxxiv. If required by the Bank, Bidder should integrate websites and applicable Cloud infrastructure with Bank's SOC tools for additional monitoring.
- xxxv. The vendor/bidder shall engage with threat intelligence services to proactively detect and mitigate security threats. If the bank shares any Indicators of Compromise (IoCs), the vendor shall ensure immediate blocking and necessary security actions.

Hosting and Maintenance

- i. All the websites including intranet site should be https enabled and the bidder will be responsible for supply and renewal of SSL certificates for the sites. For intranet the bidder to coordinate with Bank's internal team for obtaining the required self-signed certificate. The bidder should ensure that the SSL certificates are renewed in timely manner throughout the contract period.
- ii. Bidder has to host bank's website on a dedicated servers/VMs and cloud service offering shall support network and security with dedicated firewall and load balancer integration for auto-scale functions.



- iii. The websites (including DC /DRC & UAT environment) to be hosted in server/servers located in India (with an uptime of at least 99.99%).
- iv. The bidder should submit detailed architecture diagram for the proposed cloud deployment with all the components including sizing and security deployments to comply with the scope of work of this RFP. The architecture should be vetted by the respective Cloud Service Provider (CSP). The architecture for the Bank's intranet & Domain / DNS management will be reviewed by the Bank team. The Bidder should make necessary changes to the architecture wherever applicable as suggested by Bank's security team before implementation.
- v. The bidder should be Authorized Managed Service Provider (MSP) for the respective Cloud Service Provider (CSP). The Bidder to submit proof of the same.
- vi. It will be the responsibility of the vendor to migrate the website and coordinate with the existing vendor. The contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder.
- vii. Vendor will host production & test websites for Canara Bank and will provide provision to access test/UAT site using CMS mechanism.
- viii. Prompt and proper maintenance of the websites and its frequent updates will be the responsibility of the Bidder. There will not be any cap on the number of updations done on the websites / intranet / Domain / DNS etc.,
- ix. The vendor/bidder shall ensure that only licensed software is used for the development, deployment, and maintenance of the application, including operating systems, third-party libraries, security tools etc.,
- x. Designing, hosting, removal of new flash / banners / links / web pages as required. Any changes should be first carried out in test environment and after its successful testing to be moved to the live environment.
- xi. Updating and publishing of content of all existing pages and designing new pages as per the requirement of the Bank both in English and Hindi version simultaneously.
- xii. Checking and removal of dead and broken links from the website and provide periodic report on the same to the Bank.
- xiii. Bug fixing and ensuring smooth access by browser from / through relevant modes.
- xiv. The bidder should provide end to end comprehensive analytic tool for the websites to provide various data related to the websites. The tool should be able to integrate with Bank's CRM solution for further analysis, leads etc.,
- xv. The analytic tool should have native support for the CSP for better integration and access to all the relevant analytic dashboard should be provided to the Bank.



- xvi. Documenting and handing over of source code, etc.
- xvii. Vendor should provide monthly, half-yearly and yearly status reports to the Bank (regarding content updation, uptime of website, updation of software, Reports of audit conducted by the Bidder, DR drills carried out during the period, if any).
- xviii. Vendor should provide daily report on website performance and other parameters such as hits, response time etc., (page, geographical location wise etc.,)
- xix. Monitoring and tracking of website traffic and undertake data backup/archival process on regular basis and as and when required by the Bank.
- xx. DR setup of the websites should be equivalent to that of DC setup in all parameters including security and compliance and the Bidder should ensure readiness to switch to DR anytime in case of any issue in DC site.
- xxi. The DC and DR Data sites shall be physically located in India and should be at least 250 KM apart from each other.
- xxii. Bidder shall conduct regular DR drills (at least once in a Quarter) and submit report to the Bank. The Bidder should be in readiness to conduct DR drill / switch over as and when intimated by the Bank. The Bidder should ensure to meet the RPO and RTO specified by the Bank. The bidder should ensure no data loss during DC-DR switchover and vice versa.
- xxiii. Bidder should ensure performance of the websites are as per industry standards. The Bidder / CSP should ensure sufficient Bandwidth and IO resources to provide a minimum of 100 Mbps Bandwidth with Auto-Scaling for further enhancement during peak loads for smooth functioning of www.canarabank.com website with a response time of less than 1 second.
- xxiv. Present average hits for the www.canarabank.com website is approximately 2 Lakh users per day. The bidder should propose adequate software, hardware and bandwidth to support the concurrency of minimum of 10,000 users and scale the same automatically to cater requirement of additional concurrent users during peak traffic. Minimum 25% YoY increase in concurrent users may be considered for sizing. If at any point of time Bank feels that the performance of the Website is not up to the mark, the Bidder should enhance the same without additional cost to the Bank during the entire contract period.
- xxv. Use of **Cloud Native** CDN is mandatory with more POP (Point of Presence) should be used for best performance.
- xxvi. For CBIBU website the throughput, Bandwidth and other resources are to be provisioned and scaled (including Auto-scaling) in such a manner that the website response time is less than 1 second and a concurrency of minimum 2500 users.



- xxvii. The Bidder should ensure renewal of Canara Bank domain names as and when the same becomes due. **Bank is presently having 45 Domains & 250subdomains (approximately).**
- xxviii. Dashboard should be available for managing DNS of the domains (and subdomains) including IPV4 & IPV6, MX Records, Txt Records etc.,
- xxix. DNS Security (DNSSEC) to be enabled for all the domains.
- xxx. Adequate redundancy to be ensured for DNS resolution including but not limited to redundant name service. The bidder should provide a minimum of 2 Name Server service for all domains for redundancy and best practice. Name servers should have an uptime of 99.99 Percent.
- xxxi. The Domain / DNS / Name Servers services etc., should be of highest standards and comply to all the regulations of Internet Corporation for Assigned Names and Numbers (ICANN) / The Internet Assigned Numbers Authority (IANA) and NIXI (National Internet Exchange of India).
- xxxii. End to end Domain & DNS Management of all Canara Bank Domains and Sub-Domains **Bank is presently having 45 Domains & 250subdomains (approximately)** will be the responsibility of the vendor including renewal of domains in timely manner before expiry.
- xxxiii. The Bidder should also facilitate registration of new domains/subdomains as and when required by the Bank in the agreed rates during the entire contract period. Further, the Bidder should extend all the support for migration of domain(s) / sites in accordance to any compliance requirement by the regulator / Govt etc., (including but not limited to proposed “.Bank.in”, “.Bank” domains and any other guidelines issued by RBI, Cert-IN, Govt. Of India, NIXI etc., with respect to Domain and DNS).
- xxxiv. The bidder should comply to guidelines issued by RBI, Cert-IN and other regulatory authorities on Software Bill of Materials (SBOM) & Cryptographic Bill of Materials (CBOM) for all the websites.
- xxxv. The Bidder should ensure that the Domain / DNS management portal is highly secured with access control (Roll, Location etc., based access controls) and multi-factor authentication with Hardware Key / token-based access etc.,
- xxxvi. Access to Domain / DNS management portal is to be provide to the Bank personnel also.

Intranet

- i. Redesigning, Maintenance and Hosting of Bank's Intranet site in Bank's Data Centre and Disaster Recovery Centre (On-premise).
- ii. The requisite hardware infrastructure for the same will be provided by the Bank. However, the Bidder should submit all the prerequisites required such as OS/Hardware/Database/Load balancer etc., required for hosting the site in Bank's premises. Tools / Software /



- CMS etc., required for development / maintenance / monitoring / APIs etc., of the site is to be provided by the Bidder.
- iii. If Bank wishes to revamp the entire site at any point of time during the contract period, the vendor should carry out the activity at mutually agreed rate. However, The Bidder to provide unlimited content updation including changes in design / addition of new pages in the website etc., as per business requirement of the Bank without any additional cost to the Bank during the entire contract period.
 - iv. The application should be developed in such a way that it is scalable and accessed by all the employee of the Bank without any lag. Minimum concurrency should be for 10,000 users.
 - v. All tools, software, licenses etc., required for development of the intranet site will be the responsibility of the bidder and Bank will not provide the same.
 - vi. All the above-mentioned CMS, Security and Compliance (other than Cloud related) & accessibility related guidelines including compliance to IS-17802 are applicable for intranet site also and bidder should comply to the same.
 - vii. Intranet should have the facility to assign various user roles based on departments, designations, locations etc. with different control settings for viewing, modifying and publishing the content. Licenses if any required for the same is to be provided by the Bidder.
 - viii. Intranet portal should be designed in such a way so as to support interdepartmental and intra-departmental role-based workflow.
 - ix. Both static and dynamic content is to be created.
 - x. Intranet portal should be accessible through web and the login of the portal should be through Bank's Active Directory. The site should be designed in such a way that generic information can be accessed by all the stakeholders including Bank's Employees / vendors / contract employee etc., Sensitive information should be accessible after authentication through Active Directory. Provision for Multi-Factor Authentication by integrating with Bank's SMS/e-Mail gateways also to be made available.
 - xi. The site should have universal search feature and should enable search based on file names, tags, metadata, and the file's text content regardless of content location and format. There should also be support for search functionality for present, historic, and archived content. The site should support integration with Advanced Artificial Intelligence Tools in the future for various enhancements, if Bank desires, and the Bidder should support the same.
 - xii. The Bidder is expected to do continuous improvement to the Intranet portal to make it more accessible and user friendly for the users.
 - xiii. Intranet portal should also provide the links to Bank's other internal portals/applications as and when required via APIs, direct integration etc.,



- xiv. The vendor will be responsible for information security of the intranet including API security. The security and compliance requirement as mentioned and as applicable for the websites should also be adhered to for the Intranet as well.
- xv. The vendor shall provide compliances to all internal / external audit observations raised by the Bank/Regulators.
- xvi. Intranet should be implemented in bilingual format (English and Hindi) from day 1. The home page of the Intranet should provide option for switching to Hindi version with single click. The Hindi version should be developed using Unicode so that the user is not required to download any fonts to view the Hindi version. The site should support integration with Advanced Artificial Intelligence Tools in the future for displaying contents in various other languages and the Bidder should support the same if Bank desires to implement the same.
- xvii. The site should be https enabled and the bidder will be responsible for providing / renewing the required SSL certificate/s for the site in coordination with Bank's internal team for generating / renewing the internal certificate. Timely renewal of the certificate is to be ensured.
- xviii. The bidder should support migration of the site to different hardware / Platform / Database / Bank's own private / public cloud infrastructure in the future if the Bank desires to do so.
- xix. The Bidder should ensure proper backup of the entire site as per industry practices.
- xx. The bidder should ensure compliance to handling of PII data requirements and guidelines issued by the Govt, regulator, Bank etc., including masking of critical fields etc.,
- xxi. The bidder should ensure compliance to the Escrow guidelines.

On-Site Support

- i. The Bidder has to provide 24*7*365 dedicated on-site support for monitoring, updating content, maintenance of all the 3 sites (2 - Websites and 1 - Intranet) and Domain / DNS management of all Canara Bank Domains and Sub-Domains.
- ii. Support personnel (One junior Content Designer and Website Developer from 8 am to 8 pm on all Bank working days and One Senior Content Designer and Website Developer on 24*7*365) should be placed at Canara Bank's Information Technology Wing, Head Office premises located at Bengaluru, Karnataka for the entire duration of 5 years of contract.
- iii. The payment for onsite support will start from the date of sign off of the solution. However, the selected bidder should deploy required number of resources in Bank's premises for development /



- coordination / migration / testing etc., immediately after project kick off or within two weeks from acceptance of Purchase Order.
- iv. Other than the On-site team, the Bidder should have a highly qualified backend team available to monitor Bank's infrastructure hosted on the cloud 24*7*365 and should support the On-site team in troubleshooting issues, raising ticket with the OEM, CSP etc.,
- v. Minimum Qualifications of junior on-site support resource:
- Bachelor's or Master's degree in Design, Arts, Computer Science, IT, or relevant field. Design related qualifications /certifications from reputed institutes in the field would be desirable.
 - Should have 3+ years of experience in designing UI & UX for fully responsive/adaptive websites and mobile application.
 - Should have knowledge of commonly used design software.
 - Should have knowledge on Domain & DNS Management including DNS security.
 - Should have adequate knowledge on Cloud / Website / server security.
 - Should have good communication skills and be able to work independently.
 - Should be on bidder's payroll.
- vi. Minimum Qualifications of senior on-site support resource:
- B.E/B.Tech/BSc/MCA/MSc (Comp Science/IT). Any other related technical qualifications/certifications from reputed institutes in the field would be desirable.
 - Should have 5+ years of experience in website and mobile application development.
 - Should be well versed with design and implementation of the overall web architecture.
 - Should have in-depth knowledge about the application architecture and latest web design languages and technologies.
 - Should have knowledge on Domain & DNS Management including DNS security.
 - Should have in-depth knowledge on Cloud / Website / server security.
 - Should have good communication skills and be able to work independently.
 - Should be on bidder's payroll.
- vii. If the performance is not up to the mark, the personnel may have to be changed within 30 days, if Canara Bank so requests.
- viii. The support personnel will be responsible for designing, technical support and maintenance of websites and intranet including DR drills,



DNS Management and attending to audit / VAPT observations in timely manner.

- ix. The vendor will also have to provide training to Bank officials.
- x. The vendor shall ensure 24x7 monitoring of the website, applications and infrastructure.
- xi. Escalation Matrix is to be provided by the vendor with at least 3rd Level escalation provision (including the Backend team for Cloud infra)
- xii. The vendor also has to provide the Business Continuity Plan of their organization.

We comply with the above Scope of Work; Non-compliance to any of the scope of work will lead to disqualification in technical proposal.

Date:
Place:

Signature with seal
Name:
Designation:



Annexure-9
Technical Evaluation Criteria

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

SUB: Selection of service provider for Enhancements / Redesigning, Hosting and Maintenance of Canara bank Websites and Intranet and Domain / DNS management for a period of 5 years

Ref: GEM/2025/B/6253494 dated 20/05/2025.

Bank will evaluate the technical proposals of all eligible Bidders based on the documents submitted for the below mentioned criteria:

Sl. No.	Particulars	Scoring methodology	Max Marks	Documents to be submitted For award of mark
1.	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central / <u>State Government Organizations</u> in India with web Content Management Solution (CMS) during the <u>last 5 years</u> as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	No. of Organisations: > 4 organizations: 15 marks 3-4 organisations: 12 marks 2 organization: 7 marks	15	The bidder has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter/ email reference from the Concerned Organization.
2.	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial	No. of public facing websites: >4 websites: 15 marks	15	The bidder has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter/ email reference



	Institutions/PSU/ Central / State Government Organizations in India with web Content Management Solution (CMS) during the last 5 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	3-4 websites: 12 marks 2 website: 7 marks		from the Concerned Organization.
3.	The Bidder must have experience in the field of designing / maintaining website as on the date of submission of bid.	No. of years: >4 years: 15 marks 3-4 years: 12 marks 2 years: 7 marks	15	The bidder/OEM has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter from the Concerned Organization.
4.	The Bidder/OEM should have hosted the websites in MeiTty approved public Cloud for Scheduled Public or Private Sector Bank / Financial Institutions / PSU/ Government Organizations in India during last <u>five</u> years as on the date of submission of bid.	No. of websites hosted in Meity approved public cloud: > 4 Implementation: 15 marks 2-3 Implementation: 10 marks 1 Implementation: 5 marks	15	The bidder has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter/ email from the Concerned Organization clearly mentioning about cloud implementation.
5.	The Bidder should have experience in Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central/State Government Organizations in India as following:	Any one - 5 Marks Any two - 10 Marks All - 15 Marks	15	The bidder has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate / Reference letter/ email from the Concerned Organization



	<p>1. Hosting, Maintaining Public DNS/Domain/DNSSEC - <u>5 Years</u></p> <p>2. GenAI based search/ Translation integration in public website - 2 websites.</p> <p>3. Search Engine Optimisation (SEO) services for websites - <u>5 Years</u></p>			
6.	Bidder's Presentation/ Demonstration	Points will be assigned by an internal committee as per Table P-1	25	Presentation to be conducted as per the schedule provided by Bank.
Total Maximum Marks			100	

Note: The bidder should score minimum 70% of marks out of 100 marks for qualifying under Technical Evaluation. The bidders qualified under Technical Evaluation will be eligible for commercial opening.



Presentation of proposal:

Canara Bank will schedule the presentations and intimate the time and locations to the bidders. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal.

Table P-1

Sl. No.	Presentation Agenda	Maximum Marks
1.	Work plan and methodology covering complete scope of work	5
2.	Cloud Security and Approach	5
3.	Architecture (DC /DR), DNS Name servers & solution scalability capabilities	5
4.	Compliance, Security & Risk Management	5
5.	Technology / Tools / Platform usage	5
	Maximum Marks for Presentation	25

Terms & Conditions

- Bidder to note that all features must be available for demonstration during Presentation/ Product Demonstration. During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank & Bank's decision shall be binding on the bidders. It is mandatory for Bidders to have all functionalities listed. Any non-compliance may lead to bidder's disqualification.
- Bank reserves the right to conduct interviews of the proposed team members.
- In case of absence of the allotted resource, the standby should perform the job of the absentee.
- Bank may reject such manpower if bank is not satisfied with his/her performance.

Declaration: 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 response to this RFP is liable for rejection.

Date:

Signature with seal

Name:

Designation :

