

Date: 13/02/2025

**REQUEST FOR PROPOSAL (RFP)
FOR
SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF
CUSTOMER RELATIONSHIP MANAGEMENT PLATFORM**

Reference Bid Document

GeM BID NO: GEM/2024/B/5766107 Dated 30/12/2024

NOTICE-III

Addendum / Corrigendum - II

S. No.	Pg. No	Para No. / Clause No.	Existing Clause	Revised Clause
1	50	Cloud Infrastructure, Point No. 8	The response time at server end should be always be less than 200 milli second. During the agreement period, if at any stage, it is found that the Platform provided by the Bidder is not able to give the requisite performance as per the sizing parameters (i.e., up time above 99.50% and response time < 1 seconds), the Bidder shall have to provide additional resources without any additional cost to the Bank.	The response time at server end should always be less than 200 milli second and the response time for end-user accessing CRM application should be less than 4 seconds for 90% of the requests. The specified server-side response time refers to the time taken for the system to process a request and generate a response within the cloud environment. if at any stage, it is found that the Platform provided by the Bidder is not able to give the requisite performance as per the sizing parameters (i.e., up time above 99.50% and response time < 4 seconds for 90% of the requests), the Bidder shall have to provide additional resources without any additional cost to the Bank.
2	51	Cloud Infrastructure, Point No. 17	As and when Bank requests, bidders should provide the following certificates/proof from third party vendor/ bidder / CSP providers for their systems:	As and when Bank requests, bidders should provide the following certificates/proof from third party vendor/ bidder / CSP providers for their systems:

S. No.	Pg. No	Para No. / Clause No.	Existing Clause	Revised Clause
			<ul style="list-style-type: none"> ▪ Regular VAPT, API Assessment, customized Source Code (related to Bank) audit certified by a CERT-IN empanelled auditor. ▪ A Secure Software Development Lifecycle (Secure SDLC) must be followed by the bidder for all applications throughout their lifecycle, with a security assurance certificate provided accordingly. ▪ All security controls of the CSP should be monitored/ audited by bidder/OEM and report of the same to be shared with the bank. ▪ Regular Hardening of System preferably CIS Benchmark, System & Application Patching to latest release patches and security updates. ▪ Adhering to NIST (especially 800-53) and CSF (Cyber Security Framework) standard best practices. ▪ Monitoring CERT-IN released advisories and fixing applicable vulnerabilities. ▪ Certified for PCI DSS (For Applications wherever Card Data and Transactions are involved). ▪ SOC-II and SOC-III Compliance. ▪ Perform routine penetration tests and submit the reports to Bank for identifying security vulnerabilities present in the cloud infrastructure. <p>The CRM application should be OWASP and PCI-DSS complaint.</p>	<ul style="list-style-type: none"> ▪ Regular VAPT, API Assessment, customized Source Code (related to Bank) audit certified by a CERT-IN empanelled auditor. ▪ A Secure Software Development Lifecycle (Secure SDLC) must be followed by the bidder for all applications throughout their lifecycle, with a security assurance certificate provided accordingly. ▪ All security controls of the CSP should be monitored/ audited by bidder/OEM and report of the same to be shared with the bank. ▪ Regular Hardening of System preferably CIS Benchmark, System & Application Patching to latest release patches and security updates. ▪ Monitoring CERT-IN released advisories and fixing applicable vulnerabilities. ▪ Certified for PCI DSS (For Applications wherever Card Data and Transactions are involved). ▪ SOC-II and SOC-III Compliance. ▪ Perform routine penetration tests and submit the reports to Bank for identifying security vulnerabilities present in the cloud infrastructure. <p>The CRM application should be OWASP and PCI-DSS complaint.</p>
3	51	Cloud Infrastructure, Point No. 18	<p>The cloud service to be availed by the bidder for Bank shall have the following latest certifications, in addition to MEITY accreditation or System Audit Report (SAR) for Data Localisation conducted by</p>	<p>The cloud service to be availed by the bidder for Bank shall have the following latest certifications, in addition to MEITY accreditation or System Audit Report (SAR) for Data Localisation conducted by</p>

S. No.	Pg. No	Para No. / Clause No.	Existing Clause	Revised Clause
			<p>CERT-IN Empanelled Auditors for Cloud Service Provider</p> <ul style="list-style-type: none"> ▪ ISO 27001, ISO 22301 certification. ▪ ISO 27017 (Cloud Security Management Certified) ▪ ISO/IEC 27018 (Personal Data in Cloud Certified) or similar certification ▪ ISO/IEC 27701 PIM (Privacy Information Management) certified or similar certification ▪ ISMS (Information Security Management System) ▪ ISAE (International Standard on Assurance Engagements) 3402. ▪ Meet the Cloud Security Alliance Cloud Controls Matrix and compliance with CSA Star CCM. ▪ RBI and Government of India guidelines and mandates on Cloud Computing GDPR compliance ▪ CERT-In guidelines as and when they are released and become applicable 	<p>CERT-IN Empanelled Auditors for Cloud Service Provider</p> <ul style="list-style-type: none"> ▪ ISO 27001, ISO 22301 certification. ▪ ISO 27017 (Cloud Security Management Certified) ▪ ISO/IEC 27018 (Personal Data in Cloud Certified) or similar certification ▪ ISO/IEC 27701 PIM (Privacy Information Management) certified or similar certification ▪ ISMS (Information Security Management System) ▪ Meet the Cloud Security Alliance Cloud Controls Matrix and compliance with CSA Star CCM. ▪ RBI and Government of India guidelines and mandates on Cloud Computing GDPR compliance ▪ CERT-In guidelines as and when they are released and become applicable
4	52	Cloud Infrastructure, Point No. 24	<p>The Bidder or Bidder's CSP must ensure the presence of Runtime Application Self-Protection (RASP) or an equivalent control, along with strong data security practices. Data must be encrypted at rest and in transit, using the strongest encryption standards, such as AES-256 for data at rest and TLS 1.2 or higher (preference on TLS 1.3) for data in transit. The CSP must support end-to-end encryption, ensuring data is protected during transmission. Encryption protocol should also be backward compatible. The Bidder must provide detailed information on how data is protected at</p>	<p>The Bidder or Bidder's CSP must ensure the presence of Runtime Application Self-Protection (RASP) or an equivalent control, along with strong data security practices. Data must be encrypted at rest and in transit, using the strongest encryption standards, such as AES-256 for data at rest and TLS 1.2 or higher (preference on TLS 1.3) for data in transit. The CSP must support end-to-end encryption, ensuring data is protected during transmission. Encryption protocol should also be backward compatible. The Bidder must provide detailed information on how data is protected at</p>

S. No.	Pg. No	Para No. / Clause No.	Existing Clause	Revised Clause
			each stage – in transit, in use , and at rest – specifying the encryption standards, versions, and ciphers used. Necessary encryption tool also to be provided by the bidder. Bidder to provide details on how data is protected in cloud environment at various layers (i.e. perimeter, host/endpoint, VPC/network, database)	each stage – in transit and at rest – specifying the encryption standards, versions, and ciphers used. Necessary encryption tool also to be provided by the bidder. Bidder to provide details on how data is protected in cloud environment at various layers (i.e. perimeter, host/endpoint, VPC/network, database)
5	53	Cloud Infrastructure, Point No. 30	Bidder to provide dedicated Leased line from two different service providers from CSP DC and DR sites to Indian Bank DC and DR sites. Bidder to provide link up to Bank’s DC and DR router including CPE (Customer Premises Equipment), cross connect, SFP and cable laydown.	Bank will provide dedicated Leased line from two different service providers, connecting Bank’s DC and DR sites to CSP’s DC and DR sites up to Telecom service provider’s MUX. Connectivity beyond this point is responsibility of the bidder which should be enabled by the bidder at no additional cost to the bank.
6	53	Cloud Infrastructure, Point No. 31	The link should be of minimum 500Mbps capacity. The successful bidder has to maintain link uptime in line with application uptime of 99.50%. In case of link uptime below 95.00% Bank reserves the right to invoke the Performance Bank Guarantee (PBG).	The management of the leased line as mentioned in point 30 under Cloud Infrastructure to be done by the bidder. Therefore, the application up-time will be measured at the Bank’s end, irrespective of its status within the cloud environment and the penalties would be calculated accordingly.
7	53	Cloud Infrastructure, Point No. 32	At any point in time, during the contract period, utilization of link should not cross 70%. In case link is utilized more than 70%, bidder to upgrade the link and associated hardware at no additional cost to the Bank.	Existing Clause stands deleted .
8	55	Cloud Infrastructure, Point No. 40	The Bidder must ensure that the solutions listed below are provided and meets the minimum security standards specified. However, during the contract period, if enhanced security levels or additional solutions are required, due to changes in regulatory, statutory, or Bank policies, the Bidder shall upgrade and implement the necessary security measures at no additional cost to the Bank	The Bidder must ensure that the solutions listed below are provided and meets the minimum security standards specified. However, during the contract period, if enhanced security levels or additional solutions are required, due to changes in regulatory, statutory, or Bank policies, the Bidder shall upgrade and implement the necessary security measures at no additional cost to the Bank

S. No.	Pg. No	Para No. / Clause No.	Existing Clause			Revised Clause		
			Sl. No.	Security Solution		Sl. No.	Security Solution	
			1	WAF	Web Application Firewall	1	WAF	Web Application Firewall
			2	SIEM	Security Information and event management	2	SIEM	Security Information and event management
			3	DAM	Database Activity Monitoring	3	DAM	Database Activity Monitoring
			4	Antivirus Solution & EDR/XDR		4	Antivirus Solution & EDR/XDR	
			5	PIM (Privileged Identity Management)		5	PIM (Privileged Identity Management)	
			6	Data Discovery and Classification of Data in Cloud (to enable Bank to classify the data) This service to create a catalogue of data and assign classification based on the data sensitivity This service to continuously monitor the usage and access patterns of data.		6	Data Discovery and Classification of Data in Cloud (to enable Bank to classify the data) This service to create a catalogue of data and assign classification based on the data sensitivity This service to continuously monitor the usage and access patterns of data.	
			7	DLP (Data Loss Prevention) The DLP should be able to understand the Data Classification and monitor accordingly (e.g PII and PCI Data)		7	DLP (Data Loss Prevention) The DLP should be able to understand the Data Classification and monitor accordingly (e.g PII and PCI Data)	
			8	Host Intrusion Prevention System (HIPS)		8	Host Intrusion Prevention System (HIPS) or Host Intrusion Detection System (HIDS)	
			9	File integrity monitoring (FIM)		9	File integrity monitoring (FIM)	
			10	API Gateway in case of SaaS hosting APIs for consumption for the Bank		10	API Gateway in case of SaaS hosting APIs for consumption for the Bank	
9	55	Cloud Infrastructure, Point No. 41	Encryption keys which are used for encryption in cloud should support BYOK (Bring Your Own Keys) and use along with KMS (Key management Service). The solution should integrate with Bank's Hardware Security Module (HSM) for secure key management, ensuring that encryption			The bidder shall provide a Hardware Security Module (HSM) certified at FIPS 140-2 Level 3 or higher, enabling the Bank to generate its own Master Key(s) for encryption. The HSM must also support key management functions, such as resetting, revoking, or restoring the key according to the Bank's requirements.		

S. No.	Pg. No	Para No. / Clause No.	Existing Clause	Revised Clause
			keys are generated, stored, and accessed securely.	In case in future the Bank requires to utilise the BYOK (Bring Your Own Keys) capability by integrating its own (Bank's) HSM, the solution should capable to support such requirements.
10	56	Monitoring and Incident Response Point No. 8	The alerts from CRM Application should be able to integrate with Bank's incident response process by automatically ingesting the alerts/logs offloaded to the Bank's SIEM or IDS solutions.	Any security incidents within the CRM Application or its underlying infrastructure must be reported to the Bank immediately, with the incidents automatically forwarded to the Bank's SIEM or ticketing solutions for integration into the Bank's incident response process.
11	83	14) Payment Terms	a) Payment for PMO, License Fee and Implementation cost	Revised Payment terms for PMO, License Fee and Implementation cost is enclosed as Annexure-A.
12	94	38) Signing of Contract Form, NDA, SLA and Submission of Proof of Customized Source Code Audit	Successful bidder has to submit the proof of customized source code (related to Bank) audit (Annexure-XII) within 30 days from the date of acceptance of purchase order that the code developed is free from any known vulnerabilities and standard coding practice including proper version control is followed during development of the code.	Successful bidder has to submit the proof of customized source code (related to Bank) audit (Annexure-XII) as per timeline and periodicity defined by the Bank that the code developed is free from any known vulnerabilities and standard coding practice including proper version control is followed during development of the code.
13	161	ANNEXURE-XII - Declaration of Customized Source Code (related to Bank) Audit	Declaration of Customized Source Code (related to Bank) Audit	Revised ANNEXURE-XII - Declaration of Customized Source Code (related to Bank) Audit enclosed.
14	131	SECTION-V / PART I - Technical and Functional Requirements	We comply with all requirements, specifications, terms and conditions mentioned in the Bid Document except for the deviations mentioned above.	We comply with all requirements, specifications, terms and conditions mentioned in the Bid Document.
15	132	PART-II Commercial Bid	PART-II Commercial Bid	Revised Commercial Bid Format enclosed.
16	144	ANNEXURE-V Manufacturers' Authorization Form (MAF)	Manufacturers' Authorization Form (MAF)	Revised ANNEXURE-V Manufacturers' Authorization Form (MAF) enclosed.



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S. No.	Pg. No	Para No. / Clause No.	Existing Clause	Revised Clause
17	179	Annexure-XXVI Checklist of Mandatory Certifications / Audit Report	Checklist of Mandatory Certifications / Audit Report	Revised Annexure-XXVI Checklist of Mandatory Certifications / Audit Report enclosed.

Authorized Signatory

Annexure-A
a. Payment for PMO, License Fee and Implementation cost:

Deliverables	Expected Timelines	Eligible Amount
Setting up of Project Management Office (PMO) and deployment of required manpower	Within 7 days from date of signing of contract form or SLA, whichever is later.	5% of Implementation Cost
Gap Analysis of the existing functionalities and Sign-off on the Functional Specification Document (FSD) by Bank and Successful Bidder	Within 45 days from date of contract form or SLA, whichever is later.	5% of Implementation Cost
Subscription based License fee for the respective year	Within 15 days from date of signing of contract form or SLA, whichever is later.	100% License fee for the count of user licenses availed during the particular year. The payment will be made based on actual license consumption by the Bank.
Installation & integration of CRM Software Solution.	Within 90 days from date of signing of contract form or SLA, whichever is later.	10% of Implementation Cost
UAT sign off for MVP-I & MVP-II	Within 120 days from date of signing of contract form or SLA, whichever is later.	20% of Implementation Cost
Go-Live of MVP-I & MVP-II	Within 150 days from date of signing of contract form or SLA, whichever is later.	10% of Implementation Cost
UAT sign off for MVP-III, IV & V	Within 270 days from date of signing of contract form or SLA, whichever is later.	30% of Implementation Cost



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Go-Live of MVP- III, IV & V	Within 300 days from date of signing of contract form or SLA, whichever is later.	15% of Implementation Cost
After completion of Training and completion of other deliverables as per RFP/SLA.	Within 30 days from Go-Live of all MVPs.	5% of Implementation Cost



ANNEXURE-XII

Declaration of Customized Source Code (related to Bank) Audit

To,

Date

General Manager,
Indian Bank, Head Office,
ACoE Department, 2nd Floor
66 Rajaji Salai, Chennai - 600001

Dear Sir,

Sub: Request for Proposal for Supply, Installation, Customization and Maintenance of Customer Relationship Management Platform

Ref: RFP No. GEM/2024/B/5766107 dated 30/12/2024

We further declare that if we become successful bidder, we will submit the proof of customized Source Code Audit by **CERT-IN empanelled auditor**, to the Bank, **as per timeline and periodicity defined by the Bank.**

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:



PART – II

Commercial Bid

(Price bid along with Breakup to be submitted with Technical Bid in a separate envelope)

Date:

To

General Manager,
Indian Bank, Head Office
ACoE Department, 2nd Floor
66 Rajaji Salai, Chennai - 600001

Dear Sirs,

Sub: Request for Proposal for Supply, Installation, Customization and Maintenance of Customer Relationship Management Platform.

Ref: Your RFP No. GEM/2024/B/5766107 dated 30/12/2024

We submit hereunder the price breakup details.

Price Schedule

A. CRM Solution Cost (License Subscription Model):

Sl. No	Year	Indicative Quantity * (a)	License Cost per User per Year (Rs.) [Exclusive of Taxes] (b)	Taxes @ 18% (c)	Total Cost (d)=[ax(b+c)]
A1.1	Year-1	2,500 users			

A1.2	Year-2	5,000 users			
A1.3	Year-3	10,000 users			
A1.4	Year-4	15,000 users			
A1.5	Year-5	15,000 users			
Total license cost for 5 years [A]					

* The Year-1 starts from the date of acceptance of purchase order. Cost of licenses will be paid upfront yearly in advance based on the actual number of licenses procured on delivery of licenses. The solution cost (License subscription model) comprises of application subscription cost, application support cost (ATS), application warranty and cloud Hosting charges.

Above year wise number of licenses are indicative only. Licenses will be subscribed in phased manner as per Bank's requirements, at its discretion with minimum subscription of 2,500 licenses (initially) which will be scaled up as per the Bank's requirement during the contract period. In case licenses are procured mid-year, payment will be made on pro-rata basis to maintain annuity of licenses.

Successful bidder has to provide required licenses in the name of Bank either through OEM or through OEM's licensing partners, however, payment will be made by Bank to successful bidder only.

B. Cost of Implementation of Customer Relationship Management Platform:

S. No.	Item Details	Price Details [Excl. of Tax]	Tax %	Tax Value	Total Cost for implementation [Incl. of Tax]
		a	b	c	d=(a+c)
1.	One-Time CRM Implementation – Deployment on Cloud (installation, configuration, Integration of source systems / interface, Customization, user configuration Training, Testing, Acceptance, Data Migration etc.)				
2	Total [B]				

C. Cost of manpower for onsite support:

The selected bidder should provide two (2) dedicated onsite resources for undertaking L1 and L2 activities on 24x7x365 basis (3 shifts per day) [2 resource per shift x 3 shift per day] during contract period post go-live. However, charges for resources will be paid from the date of acceptance of the solution of the Bank. The bidder to deploy required number of resources to maintain the defined SLA and ensure that the minimum count of personnel per shift per day is maintained. For 1st year, payment will be made on pro-rata basis for the period from which the support engineers are available in Bank's site post go-live of MVP-1.

S. No.	Item	Total Resources cost per month (Rs.) (a)	Total cost per annum (Rs.) (b)=(a)x12	Taxes @ 18% (c)=(b)x18%	Total Cost (d)=(b)+(c)
1	Cost of manpower for onsite support for 1 st year				
2	Cost of manpower for onsite support for 2 nd year				
3	Cost of manpower for onsite support for 3 rd year				
4	Cost of manpower for onsite support for 4 th year				
5	Cost of manpower for onsite support for 5 th year				
	Total onsite support cost (C)				

D. Cost of any additional customization:

Description	Charges per Man day [Excl. of Tax]	Tax %	Tax Value	Charges per Man Day [Incl. of Tax]	No. of man days #	Total Cost [Incl. of Tax]
	a	b	c	d=(a+c)	f	g=(d x f)
Cost of any additional requirements / additional customization/ enhancement [D]					1,000	

#The price quotes by bidder is fixed for entire contract period and number of man days mentioned above is indicative only. Bank at its discretion may raise request for additional customization (not covered under MVP) based on the requirement at the same rate during the



contract period. The payment will be made on pro-rata basis for the actual man-days utilized based on the commercials quoted in the bid for customisations.

E. Total Cost of Ownership (TCO) of the Project:

Total Cost of Ownership (TCO) without taxes= Table[A] + Table[B] + Table[C] + Table[D] (Exclusive of Taxes): (X)	Rs.
Total Taxes (Y)=(Tax of A + Tax of B + Tax of C +Tax of D)	
Total Cost with taxes(H)=(X+Y)	
In words (inclusive of taxes): Rupees	

PRICE STATEMENT:

Bank reserves the right to re-negotiate the price for any of the line items furnished above, in case the rates offered are arbitrary and not as per market prices.

Total Cost of Ownership (TCO) for CRM Platform is for the entire contract period (inclusive of all duties, levies, freight, insurance, warranty, etc., is Rs. (in figures) Rupees (in words). (Octroi/ Entry Tax if any, will be reimbursed on submission of original receipts.)

We submit that we shall abide by the details given above and the conditions given in your above tender.

For

Office Seal
Place:
Date:

(Authorised Signatory)
Name:

Designation:
Mobile No:
Business Address:
Telephone No:
E-mail ID:



ANNEXURE-V

Manufacturers' Authorization Form (MAF)

(To be provided on Letter-Head of OEM duly signed & stamped by their Authorized Signatory)

No.

Date :

To

General Manager,
Indian Bank, Head Office,
ACoE Department, 2nd Floor
66 Rajaji Salai, Chennai – 600001

MAF for your RFP No. GEM/2024/B/5766107 dated 30/12/2024

Dear Sir,

We who are established and reputable manufacturers/ developer of *(name of product offered)* do hereby authorize M/s..... *(name and address of Agent)* to submit a Quote, and sign the contract with you for the solution offered by us against the above RFP (Request for Proposal).

We hereby extend our full warranty/support as per Conditions of Contract for the goods and services offered for supply by the above firm against this RFP (Request for Proposal). We duly authorize the said firm to act on our behalf in fulfilling all installation, technical support and Annual maintenance obligations required by the Contract.

We, M/s _____ have the IP (intellectual property) rights for the offered application software. The bidder may enter into a source code escrow agreement directly with the Bank only for the custom developments made on the proposed solution by the Bidder specifically for the Bank on the application software for the offered RFP for Supply, Development, Installation and Maintenance of Customer Relationship Management (CRM) Solution.



In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.

Yours faithfully,

(Name)

(Name of OEM)

Designation:

Email ID:

Telephone/Mobile No:

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the OEM. It should be included by the Bidder in its bid.



Annexure-XXVI

Checklist of Mandatory Certifications / Audit Report

General Manager
Indian Bank, Head Office,
ACoE Department, 2nd Floor
66 Rajaji Salai, Chennai - 600001

Phone: 044-25269703 / 25269701

Dear Sir,

Sub: Request for Proposal (RFP) For Supply, Installation, Customization and Maintenance of Customer Relationship Management Platform

Ref: Your RFP No. GEM/2024/B/5766107 dated 30/12/2024

We, M/s _____ (name of the bidder) undertake that all mandatory certifications / audit report detailed below will be submitted by us as per the periodicity mention therein.

S. N o.	Particulars	Frequency	Certified-by	Submission Status
1	ISO 27001 Certification	As and when it is due for renewal.	Entities licensed by accreditation bodies	
2	PCI-DSS Certification	As and when it is due for renewal.	PCI Security Standards Council	
3	Application Audit Certification	Quarterly or as per Bank's requirements	CERT-IN empanelled auditor	
4	MeitY empanelled Cloud Service Provider Certificate (or) System Audit Report (SAR) for Data Localisation conducted by CERT-IN Empanelled Auditors for Cloud Service Provider with two data centre locations.	As and when it is due for renewal.	MeitY (or) CERT-IN empanelled auditor, whichever is applicable	

S. N o.	Particulars	Frequency	Certified-by	Submis sion Status
5	Assess the compliance level of SaaS based application vis-à-vis guidelines stipulated by Bank / regulatory / statutory body, through a CERT-IN certified auditors and submit assessment report/ audit certificate to Bank on quarterly basis or as per Bank's requirements.	Quarterly or as per Bank's requirements	CERT-IN empanelled auditor	
6	PII data security standards - ISO 27018 or equivalent/similar Certification	As and when it is due for renewal.	Entities licensed by accreditation bodies	
7	Regular VAPT, API Assessment, customized Source Code (related to Bank) audit certified by a CERT-IN empanelled auditor.	Quarterly or as per Bank's requirements	CERT-IN empanelled auditor	
8	ISO 22301 certification	As and when it is due for renewal.	Entities licensed by accreditation bodies	
9	ISO 27017 (Cloud Security Management Certified)	As and when it is due for renewal.	Entities licensed by accreditation bodies	
10	ISO/IEC 27701 PIM (Privacy Information Management) certified or similar certification	As and when it is due for renewal.	Entities licensed by accreditation bodies	
11	compliance with Cloud Security Alliance (CSA) Star Cloud Controls Matrix (CCM)	As and when it is due for renewal.	Certified CSA STAR Auditors	
12	Audit of Cloud Service Provider's Data Centre	As and when it is due for renewal.	STQC or auditors empanelled by STQC/CERT-In	
13	Penetration Testing Report on SaaS application and supporting infrastructure	Quarterly or as per Bank's requirements	Independent Assessment through external agency	
14	Security Architecture diagram	As and when there is any change/ updation in security architecture	OEM/CSP	
15	Security assurance certificate for ensuring adherence to Secure Software Development Lifecycle (Secure SDLC)	As and when it is due for renewal.	Independent Assessment through external agency/ compliance organizations	
16	Bidder must provide a certificate of assurance to the Bank every quarter, confirming that the latest patches have been applied and the infrastructure is secure	Quarterly or as per Bank's requirements	OEM/CSP	



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S. N o.	Particulars	Frequency	Certified-by	Submis sion Status
17	SOC-II and SOC-III Compliance	Annually or as per Bank's requirements	Independent Assessment through external auditor/ compliance organizations	
18	Certificate of Solution/Software being deployed	Whenever material changes to the code, including upgrades, occur.	OEM (Format as per Annexure-XXIV)	

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company