



**REQUEST FOR PROPOSAL [RFP] FOR
“Revamping / Redesigning, Hosting, Development & Maintenance of Company Website on Cloud”
TENDER.REF. NO.: RFP-IT-191/2023-24**

**Issued by: CANFIN HOMES LTD
REGISTERED OFFICE,
29/01, SRI MN KRISHNA RAO ROAD BASAVANAGUDI
BANGALORE - 560004**

Bid Details in Brief

Sl. No.	Description	Details
1.	RFP No. and Date	TENDER.REF. NO.: RFP-IT-191/2023-24 Dated 18/10/2023
2.	Brief Description of the RFP	RFP for engaging agency for Revamping / Redesigning, Hosting, Development & Maintenance of Company Website on Cloud
	Company's Address for Communication and Submission of Tender	Dy. GENERAL MANAGER-IT & CIO CAN FIN HOMES LTD REGISTERED OFFICE, 29/01, SIR M N KRISHNA RAO ROAD BASAVANAGUDI BANGALORE 560 004 Tel - 080 42046075 Fax - 080 26565746 Email: it@canfinhomes.com
4.	Date of Issue	18/10/2023, Wednesday
5.	Last date for receipt of queries on RFP	30/10/2023 (Monday) at 14:00 hrs. Email: it@canfinhomes.com
6.	Pre-bid Meeting Date & Time	1. Pre-bid meeting will be held on 31/10/2023(Tuesday at 14:00 hrs. Venue: Can Fin Homes Ltd, Registered Office, 29/01 Sir M N Krishna Rao Road, Basavanagudi, Bangalore - 560004. Pre-bid queries should be submitted as per Appendix- D
7.	Last Date of Submission of Bids	10/11/2023, Friday up to 15.00 Hrs.
8.	Date and time opening of Part A, conformity to Eligibility criteria.	10/11/2023 (Friday) at 15:30 hrs.
9.	Date and time opening of technical bid Part-B and commercial bid Part-C.	Will be intimated at later date.
10.	RFP Document cost (Non-Refundable)	Rs. 5,000/- in the form of Demand Draft in favour of Canfinhomes Ltd, payable at Bangalore. Same should be submitted at the time of bid submission.

DISCLAIMER

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Can Fin Homes Ltd, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Can Fin Homes Ltd to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Can Fin Homes Ltd makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updation, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Can Fin Homes Ltd does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Can Fin Homes Ltd (CFHL), reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Company's Website (www.canfinhomes.com) and it will become part and parcel of RFP.

Can Fin Homes Ltd in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Can Fin Homes Ltd reserves the right to reject any or all the request for proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Can Fin Homes Ltd shall be final, conclusive and binding on all the parties.

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1. About Can Fin Homes

Can Fin Homes Ltd, was incorporated in the year 1987, "The International Year of Shelter for the Homeless". The main objective of setting up the company was, promoting home ownership and increasing the housing stock in the country. Company is having its Registered office at 29/1, Sir M N Krishna Rao road, Basavanagudi, Bangalore 560004. The company has around 200+ branches/offices spread across various locations of the country and all these branches and satellite offices are linked to the Registered Office through a Core Banking platform. Being a south based company, 70% of its branches are located in southern India and the remaining 30% in Northern India.

2. About RFP

Company invites Proposals from competent and authorized Bidders for CFHL Website Revamping / Redesigning, Hosting, Development & Maintenance on cloud for a period of 6 years post revamping (1 Year warranty period plus 5 years maintenance).

In this connection, Company invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for CFHL Website Revamping / Redesigning, Hosting, Development & Maintenance as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

3. Objective

- 3.1. Company has a corporate web site hosted as www.canfinhomes.com which is developed using ASP .Net technology. It has multiple modules like link to customer portal, Online money transfer, Leads module, Centralized Admin portal for managing CMS (Content Management System), tender, Investor section, branch locator, Career, Auction, Calculators, Grievance Redressal etc.
- 3.2. Company wishes to revamp/redesign/migration of the existing website with additional modules, and to give new look and feel to attract and service existing and New/NewGen customers. The details of which are given in the scope of work.
- 3.3. Company intends for engaging agency for CFHL Website Revamping / Redesigning, Hosting, Development & Maintenance on cloud as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

Requirement Details

Company invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') for CFHL Website Revamping / Redesigning, Hosting, Development & Maintenance on cloud as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. This tender consists of requirement as given below:

Sl. No	Item details
1	CFHL Website Revamping / Redesigning, Hosting, Development & Maintenance on cloud

4. Definitions

- 4.1. 'Company' and 'CFHL' unless excluded by and repugnant to the context or the meaning thereof, shall mean 'Can Fin Homes', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.
- 4.2. 'RFP' means Request for Proposal for CFHL Website Revamping / Redesigning, Hosting, Development & Maintenance.
- 4.3. 'Bidder' means a vendor submitting the Proposal in response to the RFP.
- 4.4. 'Contract' means the agreement signed by successful bidder and the Company at the conclusion of bidding process.

- 4.5. 'Successful Bidder' means the Bidder who is found on completion of evaluation process of Indicative Technical & Commercial bids, contract will be awarded to the lowest bidder post negotiation, subject to compliance to all the Terms and Conditions of the RFP, etc.

5. Eligibility Criteria:

A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder'.

- Interested Bidders, who can undertake CFHL Website Revamping / Redesigning, Hosting, Development & Maintenance on cloud and meeting the Eligibility Criteria as per **Annexure-III**, may respond.
- Can Fin Homes Ltd, reserves the right to verify/evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer.

6. Scope of Work:

- CFHL intends to migrate the CFHL's existing Corporate Website, along with revamping/redesigning, hosting, and maintenance of the websites for a period of 6 years (from the date of go-live), to give new look and feel to attract and service customers from all age-group. The solution should be hosted on a Cloud with DC/DR in India. Data should reside in India.
- The Bidder shall be fully responsible for Website Revamping / Redesigning/ Migration, Hosting, Development & Maintenance including security on cloud as a managed service with adequate security features.
- Scope of work, technical and functional requirement is provided in the **Annexure-VII**. Bidder has to comply with the same.

Scope of Onsite Support Personnel:

- Before onboarding of On-site resource, the Bidder must submit the background verification report conducted by the Bidders company.
- The person deployed should possess the experience of minimum 3 years in website development, management and maintenance.
- The resource deployed will be Single Point of Contact (SPOC) who will understand the requirement of Company and make the necessary changes/ customization on the website. In case, the changes are not possible at resource level, the same to be developed / customized at bidder's location within the defined timelines.
- The Support resource shall publish reports to the Company team/management as per defined frequency regarding real time factual status of website, performance its uptime as per Service Level Agreement. Preparation and submission of other MIS related work assigned by the Company.
- The resource shall co-ordinate with CanFin team and obtain the necessary approval from the Company for downtime, if required, for the patches or upgrades implementation.
- The resource shall follow up and coordinate with OEM/ CanFin team for patch deployment. Root Cause Analysis (RCA) of the incidents and reporting of Security incidents.
- Prepare and maintain Standard Operating Procedure (SOP) document pertaining to the services/Operations.
- The bidder shall provide backup resource in case onsite- resource avails leave more than 3 days. However, it is the bidder's entirely responsible for resource deployment, SLA monitoring and website. The penalty shall be levied on prorata basis if the onsite resource is absent for any number of days.

- In case of exigency, support arrangements should be available during off-hours as a part of the crisis / incident management process.
- The Bidder shall centrally monitor and coordinate with branch/registered office users in collecting the requirements and Website Revamping / Redesigning, Hosting, Development & Maintenance of CFHL website on cloud.
- The Bidder shall be responsible for attending to the issues in coordination with different authorized vendors of the company.
- The Bidder shall provide an Active response / Root cause analysis (RCA) to website related incidents.
- The Bidder shall adhere to all website related response guidelines provided by company from time to time.
- Onsite resource should be made available at Registered office during office hours and on all working days of the company.
- In case of exigencies, even during off business hours / Company holidays/ Drills, the resources may be required to be present onsite.
- The bidder shall provide suitable on-site technical staff during emergencies / contingencies, which might impact the systems, systems and services, covered under this scope during the contract period.
- The penalties/LD shall be recovered out the any payment payable to the bidder.

Project Completion and Management:

- For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as primary point of contact for the Company.
- Project implementation team should be conversant with local rules and condition to resolve the issues, if any.
- Bidder Must submit the **APPENDIX - G (Escalation Matrix)** in PART-B Technical Proposal.

7. Software Version/ Technology Stack:

- The bidder should ensure usage of latest Technology Stack/Enterprise wide Licensed softwares with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software/Solution Version of the items offered. Please note that providing required information by just software name is not enough, all relevant details including versions must be specified. Bidder should not quote software items which are impending End of Life/End of Support. Valid softwares must be used for entire contract period.

8. Documentation:

- Technical information in the form of Brochures / Manuals of the most current and updated version available in English must be submitted in support of the Technical Offer made without any additional charges to the company. The Company is at liberty to reproduce all the documents and printed materials furnished by the Bidder in relation to the RFP for its own use.
- All related documents, manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the bidder shall become the Property of the Company

9. Bidding Process (Three Part Offer):

Bid shall have the following 3 (Three) parts; Eligibility conformity, Technical & Commercial. The three parts must be submitted at the same time but in separate sealed covers, giving full particulars, addressed to the Dy. General Manager - IT & CIO, Can Fin Homes Ltd, 29/01 - Sir MN Krishna Rao Road, Basavanagudi,

Bangalore 560004 and duly super-scribed Part A - "Eligibility conformity for CFHL Website Revamping / Redesigning, Hosting, Development & Maintenance for Can Fin Homes Ltd", Part B - "Technical Proposal for CFHL Website Revamping / Redesigning, Hosting, Development & Maintenance for Can Fin Homes Ltd" and Part C- "Indicative Commercial for CFHL Website Revamping / Redesigning, Hosting, Development & Maintenance for Can Fin Homes Ltd". These covers should also indicate name, address and contacts of the bidder submitting the offers.

- **Part-A - Eligibility Conformity:**

Indicating their compliance to Eligibility Criteria. The format for submission of Conformity to Eligibility Criteria is as per **APPENDIX-A**.

- **Part-B - Technical Proposal:**

Indicating the response to the Technical and Functional requirement specification for Procuring Website Revamping / Redesigning, Hosting, Development & Maintenance for 6 Years for Can Fin Homes Ltd including 1 Year warranty period. The format for submission of Technical Proposal is as per **APPENDIX-B**. Technical proposal will NOT contain any pricing or commercial information at all.

- **Part-C - Commercial Proposal:**

- Furnishing all relevant information as required as per Bill of Material as per **ANNEXURE-XIII**. The format for submission of Commercial bid is as per **APPENDIX-C**.

In the first stage, only Part-A will be opened and evaluated. Those bidders satisfying the eligibility criteria as determined by the CFHL and accepting the terms and conditions of this document shall be short-listed for opening Part-B. Bidders who get qualified in Part B Technical evaluation will be shortlisted for opening Part C- Commercial Bid. Part C Commercial Bid will be evaluated on the cost quoted by the bidders excluding taxes.

The offers should be hand delivered at the given address before the stipulated date and time. In case designated date of bid submission is declared to be public holiday, the same may be extended to next working day at the same time.

10.Evaluation Criterion:

Preliminary Scrutiny:

- The Company will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- Prior to detailed evaluation, the Company will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

Clarification of queries/offers:

- During the process of scrutiny, evaluation and comparison of offers, the Company may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the company and submit the relevant proof /Supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Company.
- The Company may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Company's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Company reserves the right for such waivers.
- The Company may, at its discretion, modify the RFP document depending on queries raised by the applicants.

Evaluation of Bid:

- The Company will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a committee of officers of the CFHL. If warranted, the company, at its discretion, may engage the services of external consultants for evaluation of the bid.

Normalization of Bids

- CFHL may go through a process at its discretion, of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if CFHL feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; CFHL may at its discretion request all the bidders whose bid has been opened in Part-B to re-submit the technical and Commercial Proposals once again for scrutiny. The resubmissions can be requested by CFHL in the following manner:
- Incremental bid submission in part of the requested clarification by CFHL OR Revised submissions of the entire bid in the whole.
- CFHL may repeat this normalization process at every stage of bid submission till CFHL is satisfied. The shortlisted bidders agree that they have no reservation or objection to the normalization process and all eligible bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to CFHL during this process.
- The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

Amendment of bidding documents:

- At any time prior to the date for submission of bids, the company may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP documents by amendments.
- Amendments, if any will be notified through CFHL web site/email to all prospective Bidders, which have received the RFP documents and will be binding on them.
- In order to provide, prospective Bidders, reasonable time to take the amendment into account for preparing their bid, the company may, at its discretion, extend the last date of submission of bid.

Evaluation of Technical Bid Part B:

The Company's evaluation of the technical bids will take into account the following factors and based on such evaluation the technically qualified bidders will be short-listed:

- a) Conformation to pre-qualification criteria.
- b) Compliance of terms and conditions stipulated in the RFP duly supported by certified documentary evidence called for therein.
- c) Review of written reply, if any, submitted in response to the clarification sought by the Company, if any.

Commercial Proposal Evaluation Process

CFHL will open and scrutinize the commercial offers of the technically qualified bidders only.

- i. The commercial proposal must be clearly broken down as per Annexure-XIII (Bill of Material)
- ii. The proposed maintenance and support costs must cover all applications / modules / infra/resources entities specified in this RFP.

- iii. If the software is made up of multiple modules, quotation for each module must be submitted. It is highly preferred that a fixed price per module be quoted although CFHL may decide (based on business needs) to install some of the modules at a later phase.
- iv. The quote should be irrespective of number of installations for CFHL. Also, reinstallation/reconfiguration of applications/technologies in the existing environment or new environment should be done free of cost during entire contract period irrespective of number of reinstallations/reconfigurations.
- v. Any estimated travelling and related Out of Pocket expenses (OPE) required to deliver the project to be borne by Bidder.
- vi. A detailed commercial evaluation process will be conducted by the RFP Evaluation Team across a set of criteria as mentioned in RFP.

Final Selection of the Bidder

The final selection of the Bidder will be based on technical and commercial evaluation process as per Combined Quality Cum Cost Based System. The technical proposals will be allotted weightage of 70% while commercial proposals will be allotted weightage of 30%. A combined score "Score (S)" will be arrived at after considering the nominal commercial quote and the marks obtained in technical evaluation with relative weights of 30 % for commercial proposal and 70 % for technical Proposal according to the following formula:

Evaluation formula

$$S = (C_{min} / C_{quoted}) \times (W_{FIN}) + (T_{scored} / T_{max}) \times (W_{TECOM})$$

S = Final Score of the Bidder

C_{min} = Minimum quoted TCO amongst vendors for the entire scope of work covered in this RFP document.

C_{quoted} = TCO by the vendor for period of 7 years

T_{scored} = Marks scored by the vendor in the technical evaluation

T_{max} = Maximum marks scored amongst vendors in the technical evaluation

W_{FIN} = Weight of the commercial RFP Response for this RFP. W_{FIN} for this RFP is 30%

W_{TECOM} = Weight of the technical RFP Response for this RFP. W_{TECOM} for this RFP is 70%

E.g.

$$\text{Combined Score of A} = \left[70 * \frac{\text{Technical Proposal Score of A}}{\text{Highest Technical Score among Bidders}} \right] + \left[30 * \frac{\text{Lowest Commercial Proposal among bidders}}{\text{Commercial Proposal of A}} \right]$$

CFHL reserves the right to reject an offer under any of the following circumstances:

- a) Offer is incomplete and/or not accompanied by all stipulated documents.
- b) Offer is not in conformity with the terms and conditions stipulated in this document.
- c) Unpriced Commercial Offer is not submitted along with Technical Offer.
- d) Format of Commercial Offer differs from unpriced commercial Offer
- e) Commercial offer submitted in the Technical offer envelope.

11. Pricing & Payments:

- The Price offered to the Company must be in Indian Rupees and inclusive of Duties/Insurance/Freight/charges of road permit but Exclusive of GST etc. The Vendor has to quote the applicable taxes separately.
- Prices payable to the Bidder as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc.

- No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.
- From the date of placing the order till the delivery of the solution, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the solution, the benefit arising out of such reduction shall be passed on to the Company.
- Applicable GST will be paid at actuals.

12 .Performance Bank Guarantee:

- The successful bidder should submit a Performance Guarantee for 10% of total value of the contract within 30 days from the date of acceptance of the Order.
- If the Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% of the total order value.
- Performance Bank Guarantee should be valid for total contract period (Six years) from the date of acceptance of the solution and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of 12 months from the last date of validity.
- The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of delay in completion of the project and warranty period.
- The bank guarantee will be returned to the bidder on completion of Contract Period.
- The Company shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Company shall notify the selected bidder in writing before invoking the Bank guarantee.

13. Execution of Agreement.

- Within 60 days from the date of acceptance of the Purchase Order, the selected bidder shall sign a stamped “Agreement” with the Company at Bengaluru as per the format to be provided by the Company. Failure to execute the Agreement shall result in rejection of the selected Bidder.
- The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Agreement shall be executed in English language in one original, the Company receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.

14.Project Execution:

The entire project to be completed within two months from date of acceptance of the purchase order.

- The Bidder has to deliver and install the solution in UAT within stipulated time from date of acceptance of the Order.
- The installation will be deemed as incomplete if the software/solution is not delivered or is supplied but not installed and/or not operational or not acceptable to CFHL after acceptance testing/examination.
- In such an event, the supply& installation will be termed as incomplete and it will not be accepted. The software/solution will be accepted after complete integration and satisfactory working of the solution.

15. Installation & Integration:

- The required Integration & Interfaces with the Company’s CBS Software Systems, i.e. IBS, has to be provided by the bidder. The solutions should be capable of seamless integration with the Core Banking Solution (CBS) implemented by the Company as per the specification of CBS Interface, i.e. IBS/future state solutions/ others without any additional cost to the Company.

- The bidders have to undertake the integration with the CBS for data flow from CBS to Company's Website and Website to CBS.
- In future, the solution should also be capable of seamless integration with Single authentication System (SAS) for User management / access control/Active Directory etc. without any additional cost to the Company.
- The solution should integrate with Company's SMS/ Mailing and other solutions as desired by the Company without any additional cost.

16. Pilot /UAT Implementation:

- After completing the Presentation & Test in simulated environment, the selected Bidder will port the solution in the live cloud server to take the project forward for pilot/UAT implementation.
- Company will conduct the pilot/UAT testing for the period of 1-2 weeks.
- During the pilot/UAT testing, all the issues reported by the Company have to be fixed/resolved by the Bidder.
- At the end of the successful conclusion of the pilot/UAT implementation phase, the solution shall be accepted by the Company.
- The Bidder will be responsible for hosting, migration, redesigning, developing and maintaining the website on cloud infrastructure with all version controls for all the modifications / enhancements carried out.
- The Bidder will be responsible for providing and updating system & user documentation as per the modifications.

17. Security

- Vendor will ensure the solution delivered is in conformity with security standards and is without any security vulnerability as a part of managed service with adequate security features.
- The solution should confirm to the security requirements of the NHB/RBI, Respective Government Agencies and the Company and provide such regulatory requirements at no additional cost to company during the warranty and ATS period.
- Vendor should conduct Vulnerability Assessment and Penetration Test on a yearly basis of the solution supplied and submit the closure compliance report. The vendor should attend and resolve the all the issues as pointed out in the observations of such VAPT assessment without any additional cost.
- Company at its discretion may conduct IS Audit/VAPT assessment by engaging its internal/external experts. The vendor should attend and resolve the all the issues as pointed out in the observations of such VAPT assessment/IS Audit without any additional cost to the Company.
- Please note any non-compliance to VAPT assessment/IS Audit will leads to holding of payments.

18. Uptime:

- The bidder shall guarantee Monthly uptime of 99.9% for the entire solution provided, during the period of the Contract and also during ATS, which shall be calculated on monthly basis.
- The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the Company unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Company acknowledges the same. The contracted hours for a day is 24 hours (1440 minutes).
- If the Bidder is not able to attend the troubleshooting calls on solution working due to closure of the office/non-availability of access to the solution, the response time/uptime will be taken from downtime report the purpose of uptime calculation. The Bidder shall provide the Monthly uptime reports during the warranty period and ATS period. The Downtime calculated shall not include any failure due to company, third party and Force Majeure.
- The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total contracted hours in a month} - \text{Downtime hours within contracted hours})}{\text{Total contracted hours in a month}} \times 100$$

19. Termination for Default:

- The Company, without prejudice to any other remedy for breach of Contract, by a written notice of default sent to the Bidder, may terminate the Contract in whole or in part:
 - If the **Bidder** fails to deliver any or all of the Products and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Company; **Or**
 - If the **Bidder** fails to perform any other obligation(s) under the Contract.
- In the event the Company terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, Products and Services similar to those undelivered, the Bidder shall continue performance of the Contract to the extent not terminated.
- Company shall serve the notice of termination to the bidder at least 90 days prior, of its intention to terminate services during warranty/ATS period.

20. Bid Validity Period:

- The offer submitted and prices quoted therein shall be valid for 9 Months from the date of submission of Bids. Bid valid for any shorter period shall be rejected by the company.

21. Deliverables & Service Level Agreements (SLAs):

I. Implementation:

- The entire CFHL Website Revamping / Redesigning, Development, Hosting on cloud infrastructure, have to be completed within the specified timelines from the date of acceptance of Purchase Order (PO).
- Entire services have to be provided by the Bidder.

II. Security

- Bidder should take adequate security measures to ensure confidentiality of the information as a part of managed services with adequate security features.

III. Penalties / Liquidated Damages:

Penalties/Liquidated Damages for non-performance:

- If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Company reserves its right to invoke the Bank Guarantee. The liquidated damages shall be deducted / recovered by the company from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Company's right to levy any other penalty where provided for under the contract.
- All the above LDs are independent of each other and are applicable separately and concurrently.
- LD is not applicable for the reasons attributable to the Company and Force Majeure.

In case uptime for website falls below the guaranteed level, company will impose a penalty as given below. Further, if uptime of website during any month is less than 95%, company will not make any payment for that month.

Uptime	Penalty in % of total monthly maintenance payment*
>=99.9	0
> 98 to < 99.9	5
> 97 to 98	10
> 96 to 97	15
> 95 to 96	20
< 95%	100

* The penalty will be adjusted in ensuing payments.

- Company will impose the penalty, as given below for delayed response.

Severity	Section to be updated	Response Time	Resolution time	Penalty Time above resolution time	Penalty in % of Monthly annual maintenance charges*
Critical (P1)	Updation to be done related to Interest Rate, Financial Result, and Directors of the Company, Investor Corner, and Announcement, Service Charges, Regulatory or Ministry of Finance compliance.	30 Min	1 Hour	> 1 Hr	3.0%
High (P2)	Banners, Various Loans/Scheme Rate	1 Hour	2 Hour	> 2 Hrs	2.0%
Medium (P3)	Other Information	2 Hour	8 Hours	> 8 Hrs	1.0%

* The penalty will be adjusted in ensuing payments.

Description	Penalty Time above resolution time	Penalty in % of annual maintenance charges*
Yearly VAPT Compliance	Up to 10 Days	NIL
	11 to 20 days	1.0%
	>20 days	2.0%

* The penalty will be adjusted in ensuing payments.

22. Payment Terms:

Payment schedule will be as under:

Sl. No.	Component	Payment Terms	% of payment
a.	Hosting of Cloud Servers including Security components at DC & DR - Servers, WAF, Firewall, AV, PIM etc. (Enterprise-wide License)	On Delivery of hosting environment including Security components & proposed solution with enterprise-wide License as per Scope of Work and implementation of the same to UAT.	30% of total order value
b.	UAT Sign-off	After Presentation, Customization, Implementation, Integration and UAT Sign-off by the Company officials.	30% of total order value
c.	Acceptance	After roll out of the solution and acceptance by the Company	30 %of total order value
d.	Warranty	5% of the total cost shall be paid only after completion of warranty period of 1 Year (or) On submission of a bank guarantee for equivalent amount by the vendor after releasing 90% payment.	5 %of total order value

e.	VAPT Compliance Report	5% of the total cost shall be paid only after completion of VAPT activities and compliance to reported observations for 1 Year warranty period.	5 %of total order value
f.	Annual Technical Support (ATS) (Maintenance Charges)	Yearly in advance subject to receipt of VAPT compliance report for the previous period.	
g.	On-Site resource	Quarterly in arrears	

- Company will release the payment on completion of activity and on submission of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of implementation/acceptance certificate duly signed by Company officials should be submitted while claiming payment in respect of orders placed.
- Company will not pay any amount in advance.
- Payment shall be released within 30 days of submission of relevant documents as per RFP terms.

The payments will be released through NEFT / RTGS, after deducting applicable TDS, LD/Penalty, if any, and the Selected Bidder has to provide necessary Bank Details like Account No., Company's Name with Branch, IFSC Code etc.

23. Bidders Presentation/Product Demonstration:

- Company at its discretion may call all Bidders, who have qualified under evaluation of Part B-Technical Proposal for presentation/ demonstration for the solution quoted in the RFP.
- Time & date Schedule and venue for demonstration/presentation will be decided by the Company by duly checking the availability of the participants from both the sides (CFHL & Bidder/s).
- All expenses incurred in connection with the above shall be borne by the bidder.
- Setting of evaluation criteria for solution demonstrations/presentation shall be entirely at the discretion of the Company. The decision of Company in this regard shall be final and, in this regard, no correspondence shall be entertained.

24. Award of Contract:

- On completion of evaluation process of indicative Technical & Commercial bids, contract will be awarded to the lowest bidder post negotiation, if required.
- The contract shall, be awarded and the order shall be placed on selected lowest Bidder. Company may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder.
- Company reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.
- The Shortlisted bidder/s will be required to customize the solution as per requirement of the Company at the rates not higher than the agreed rate finalized under this RFP.
- The Company shall be under no obligation to accept the lowest or any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reason whatsoever. Canvassing in any form will lead to disqualification.

The technical evaluation and the commercial evaluation shall have the weightage of 70% and 30% respectively and this weightage shall be considered for arriving at the successful bidder. The evaluation

methodology vis-à-vis the weight-ages are as under:

Technical scoring matrix:

Sl. No	Criteria	Documents Required	
	Sub-Criteria	Criteria Total	
1.	Past experience of the bidder (track record)	30	
	Past experience of projects in Website Revamping / Redesigning, Hosting, Development & Maintenance in BFSI organization/NBFC/ Scheduled Commercial Banks/ Government departments/ PSU organization/Housing Finance/other companies. More than 5 clients in last five years - 30 marks 4 clients in last five years - 20 marks 3 clients in last five years - 15 marks 2 clients in last five years - 10 marks Less than 2 clients - 0 marks		PO / Agreement copies from the clients
2.	Functional and Technical Requirements evaluation	40	As per format enclosed at Annexure -VII
3.	Number of certified professional & their experience in Website Revamping / Redesigning, Hosting, Development & Maintenance. Out of which bidder should have at least 1 Cloud certified resources as on date of submission of bid on their role with the same OEM. No. of resources 5 or more resources - 10 marks 3 resource - 5 marks	10	As per format enclosed at APPENDIX -F (Employee Profiles)
4.	Presentation and Product Demonstration of proposed solution	20	
	Total	100	

25. Order Cancellation/Termination of Contract:

- The Company reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Company in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
 - Delay in delivery beyond the specified period for delivery of the Solution.
 - Serious discrepancies noted in the solution delivered.
 - Breaches in the terms and conditions of the Order.
 - Proven statutory/regulatory/Legal non-compliance which effects the performance of the duties casted by this contract.
- The Company reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the company on the following circumstances:
 - Non-submission of acceptance of order within 7 days of order.
 - Delay in execution of order placed by the Company as per agreed timelines.
 - The selected bidder commits a breach of any of the terms and conditions of the bid.
 - The bidder goes in to liquidation voluntarily or otherwise.
 - An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
 - The progress made by the selected bidder is found to be unsatisfactory.
 - If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

- Company shall serve the notice of termination to the bidder at least 90 days prior, of its intention to terminate services during warranty/ATS period.
- In case the selected bidder fails to deliver the solution as stipulated in the delivery and installation schedule, the company reserves the right to procure the same or similar solutions from alternate sources at the risk, cost and responsibility of the selected bidder by giving 90 days prior notice to the bidder.
- After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Company reserves the right to get the balance contract executed by another party of its choice by giving one months' cure period for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Company may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the company within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- The Company reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.
- In addition to the cancellation of purchase order, the Company reserves its right to invoke the Performance Bank Guarantee given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

26. Warranty:

The warranty period shall be 1 year from the date of acceptance of the solution by the Company. Vendor should provide onsite and off-site/remote warranty support for the Solution for warranty period and ATS and this would commence from the date System is declared ready for Operational Use or the system being used for its intended purpose by Can Fin Homes personnel, whichever is earlier. Warranty on application software should cover bug fixing/Change Requests. Any malfunctioning of vendor's Application Solution/Software due to incorrect interpretation of functionality by vendor would be treated as a bug for this purpose.

27. Annual Technical Support (ATS) :

The Company will enter into Annual Technical Services (ATS) with the Bidder after completion of respective warranty periods. Bidder has to quote ATS % in the Bill of Material without fail. Otherwise, bid will be liable for rejection.

28. GENERAL CONDITIONS:

28.1 Resolution of Disputes:

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Bengaluru, INDIA.

28.2 Legal Disputes and Jurisdiction of the court:

- The Company Clarifies that the Company shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable

relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Company may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages. In addition, notwithstanding the foregoing, claims for preliminary injunctive relief, other pre-judgement remedies and claims for the Company's failure to pay for Service(s) in accordance with the Agreement, may be brought in a court of competent jurisdiction over the parties and the subject matter.

- All disputes and controversies between CFHL and Bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.

28.3 Right to Audit

- In order to conduct the audit, it may be necessary for the Auditors to access to the locations / arrangements of the Bidder, verify records and also to interact with the personnel related to the project. Bidder at request of the Company shall provide access to the Company's Auditors/Representatives in this regard to the resources related to the project.
- Whenever any Government or Regulatory Authority, including RBI or NHB etc. requests for information from the Company for any compliance, regulatory or legal purpose relating to the proposal/project, then upon the Company's request, Bidder shall assist the Company in responding to such a request, by providing the required information to the Company, or such a Government Authority.
- Rights for the Company to ask for the Roles and Responsibilities chart from the CSP/bidder. Rights for the Company to participate in the external audit of the CSP/bidder.

28.4 Limitation of Liability

- In no event shall Can Fin Homes Ltd. be liable for any proven consequential, special, punitive, incidental or indirect damages.

28.5 Confidentiality

Vendor acknowledges that it is, may be or will be privy to Confidential Information (as defined below). Vendor agrees it will use the Confidential Information only in furtherance of its work under this Purchase Order and shall not transfer or otherwise disclose the Confidential Information to any third party except as provided for herein. Vendor shall:

- (i) Give access to such Confidential Information solely to those of its employees with a need to have access thereto in furtherance of or in connection with this Purchase Order or as required by applicable law; and
- (ii) Take the same security precautions to protect against disclosure or unauthorized use of such Confidential Information that Vendor takes with its own confidential information, but in no event shall Vendor apply less than a reasonable standard of care to prevent such disclosure or unauthorized use. As used herein, "Confidential Information" means any and all information relating to Company and any of its respective affiliates that may be received by or be provided to Vendor from time to time, including, without limitation, equipment and business specifications, business records or data, trade secrets, and confidential planning or policy matters, business strategies, internal policies, and procedures, matters subject to attorney-client privilege, and any financial or accounting information, the existence of this or any other agreements or communications between Vendor and Company, and the terms

of any such agreement, and all data, reports, interpretations, forecasts and records containing or otherwise reflecting information concerning any such person or entity, together with analysis, compilations, studies or other documents, whether prepared by Vendor or Company, which contain or otherwise reflect such information. Vendor shall not use the Company's name, or the names of its respective subsidiaries or affiliates, in any sales or marketing publication or advertisement, without the prior written consent of Company.

28.6 Governing Law and Severability:

This Purchase Order shall be governed exclusively by the laws of India and the transaction contemplated herein shall be subject to the exclusive jurisdiction of the competent courts in Bangalore only.

28.7 Indemnity:

The Bidder shall, at its own expense, defend and indemnify the Company against all third party claims for infringement of patent, trademark, design or copyright arising from use of proposed product/products or any part thereof. Bidder will provide infringement remedies and indemnities for third party Products, on a pass-through basis. If the company is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible to pay such compensation along with all costs, damages and attorney's fees and other expenses that a court may finally award, in the event of the matter being adjudicated by a court or that be included in a Bidder approved settlement. The Company will issue notice to the Bidder of any such claim without delay and provide reasonable assistance to the Bidder in disposal of such claim, and shall at no time admit to any liability for, or express any intent, to settle the claim. The Bidder shall also reimburse all incidental costs, which the Company may incur in this regard.

28.8 Force Majeure:

For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidders fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Company in writing of such condition and the cause thereof. Unless otherwise directed by the Company in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

28.9 Data Protection, Security and Use of Information:

Bidder hereby unequivocally agrees to undertake all measures, including security safeguards, to ensure that the information in the possession or control of the Bidder, as a result of operation of this engagement, is secured and protected against any loss or unauthorized access or use or unauthorized disclosure thereof. It is hereby mutually agreed between the parties that Can Fin Homes Ltd., assumes no responsibility or liability for any misuse of the Confidential Information and other data in the control of Bidder. This clause shall survive the termination or expiration of this order.

28.10 Directors and Employees of the Company Not Individually Liable:

No Director or official or employee of the Company shall in any way be personally bound or liable for the acts or obligations of the Company under the Contract or answerable for any default or omission in the observance or performance of any of the acts, matters or things which are herein contained.

28.11 Defense of Suits:

If any action in court is brought against the Company or an officer or agent of the Company, for the failure, omission or neglect on the part of the Vendor to perform any acts, matters, covenants or things under the Contract, or damage or injury caused by the alleged omission or negligence on the part of the Vendor, his agents, representatives or his Sub-Contractor's, or in connection with any claim based on lawful demands of Sub-Contractor's workmen, suppliers or employees, the Vendor, shall in such cases indemnify and keep the Company and/or their representatives harmless from all losses, damages, expenses or decrees arising out of such action.

28.12 Settlement of Disputes

- All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Purchase Order or breach thereof shall be settled amicably.
- If however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of Arbitration and Conciliation Act 1996 or any statutory modifications or re-enactments thereof and the rules made there under and for the time being in force. The Sole arbitrator shall be appointed with the mutual consent of both the parties. The venue of the arbitration shall be Bangalore.
- During the arbitration proceedings the Vendor shall continue to work under the Contract unless otherwise directed in writing by the company or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained.

28.13 Generic Terms & Conditions:

- The Company reserves the right to reject the solution/items, if the supplies are not in conformity with the orders in any manner whatsoever.
- Bidder has to ensure the direction of RBI Master directions on outsourcing policy issued vide Dated 10th April, 2023 (Circular No: RBI/2023- 24/102DoS.CO.CSITEG/SEC.1 /31.01.015/2023-24) and any further amendments issued on time to time by RBI.

29. ANNEXURE-I: Checklist:

Checklist

ANNEXURES (To be submitted with Part A- Conformity to Eligibility Criteria)		
I	Check List	
II	Bid Covering Letter Format	
III	Pre-Qualification (Eligibility) Criteria Declaration	
IV	Bidders Information	
V	Acceptance of Terms and Conditions	
ANNEXURES (To be submitted with Part-B -Technical Proposal)		
VI	Technical Bid Covering Letter format	
VII	Functional / Technical requirements	
VIII	Undertaking of Authenticity	
IX	KYE Undertaking	
X	Non-Disclosure Agreement	
XI	Unpriced commercial offer/Bid (Bill of Material)	
ANNEXURES (To be submitted with Part-C -Commercial Bid)		
XII	Commercial Bid Covering Letter Format	
XIII	Bill of Material (Indicative)	

Bidders to verify the checkpoints and ensure accuracy of the same before submission of the bid.

Date

Signature with seal

Name:

Designation :

30.ANNEXURE -II: Bid Covering Letter Format

Bid Covering letter

Reference No:

Date:

To
THE Dy. GENERAL MANAGER - IT & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Dear Sir,

SUB: RFP for Revamping / Redesigning, Hosting, Development & Maintenance of Company Website on Cloud for Can Fin Homes Ltd.

Ref: Your RFP (RFP-IT-191/2023-24) Dated 18/10/2023

Having examined the tender document including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer. If our offer is accepted, we undertake to complete delivery, Installation, Integration, commissioning and Maintenance of solution as per timelines mentioned in the RFP.

We agree to abide by this offer till 9 months from the date of submission of bids and for such further period as mutually agreed between the Company and successful bidder, and agreed to in writing by the bidder. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or Authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.

We accept all the Instructions, Technical Specifications, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Company is not bound to accept the lowest or any offer the Company may receive without assigning any reason whatsoever.

Date

Signature with seal

Name:

Designation:

31. **ANNEXURE -III: PRE-QUALIFICATION CRITERIA**

A vendor submitting the proposal in response to this RFP for Website Revamping / Redesigning, Hosting, Development & Maintenance of the Company on cloud and meeting the following Eligibility Criteria may respond:

Sl. No.	Eligibility Criteria	Documents to be submitted with this RFP	Compliance (Yes/No)
1.	The bidder must have GST registration number and should be a registered company in India as per Companies Act 1956 / 2013 and must be in existence for the last 5 years on the date of RFP	Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company OR Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
2.	Engaged in revamping of website and provide technical support for existing / newly developed website during the last 5 years as on the date of bid submission, in Banks/Financial Institutions/ Insurance Companies/PSU/Government Organizations.	Client references from organizations Clearly indicating the scope of engagement, period of engagement and name of person in-charge of client side with contact number and email ids.	
3.	The Bidder should have in-house capability to take up assignment on their own. Joint and collative Bids will not be accepted	Undertaking Letter	
4.	The bidder should have successfully completed the implementation of a minimum of 2 website solutions in the last 3 years for Banks/Financial Institutions/Insurance Companies/ PSU/ Government Organizations and the sites should have been live for at least 1 year prior to the date of issue of the RFP.	A self-declaration by the Bidder on Company's letter head	
5.	The bidder should have turnover of Rs.1.00 crores for the last three financial years, and having net profit from Indian Operations in every financial year for the last three financial years (FY 22-23, FY 21-22, FY 20-21)	Certified copies of Audited Financial Statements or certificate from Auditors providing the Turn Over & net profit details for the last three years (FY 22-23, FY 21-22, FY 20-21).	
6.	The Bidder should not be a blacklisted/ debarred company as on date of submission of RFP by any Government entity, Bank or Financial Institutions.	Bidder should submit self-declaration by authorized signatory to this effect in Company Letter Head.	

Signature:

Authorized Signatory:

Seal of company

32. ANNEXURE -IV: BIDDERS INFORMATION

Name _____

Constitution _____

Address _____

Contact Person(s) _____

Telephone, Fax, e-mail _____

Number of years of experience in Website Revamping / Redesigning, Hosting, Development & Maintenance

Please give brief financial particulars of your firm for the last 3 years along with the volume of business handled.

(The information will be kept confidential)

Year	Financial year 2022-23	Financial year 2021-22	Financial year 2020-21
Operating Profit:			
Total Turnover:			

Signature:

Name:

Date:

Seal of company:

33. ANNEXURE -V: ACCEPTANCE OF TERMS AND CONDITIONS

(LETTER TO THE CFHL ON THE BIDDER'S LETTERHEAD)

To
THE Dy. GENERAL MANAGER - IT & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Sir / Madam,

Subject: RFP for Revamping / Redesigning, Hosting, Development & Maintenance of Company Website on Cloud for Can Fin Homes Ltd.

Ref: Your RFP (RFP-IT-191/2023-24) Dated 18/10/2023

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for Revamping / Redesigning, Hosting, Development & Maintenance of Company Website on Cloud for Can Fin Homes Ltd.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information as per Annexures enclosed.

We also confirm that the offer shall remain valid for 9 months from the date of submission of the Bids.

We understand that the Company is not bound to accept the offer either in part or in full and that the Company has right to reject the offer in full or in part without assigning any reasons whatsoever.

Dated at _____ this _____ day of _____ 2023.

Yours faithfully,

Signatory
Authorised Signatory
Seal of company

34. ANNEXURE - VI: - Technical Bid Covering Letter Format

To,

Date:

THE Dy. GENERAL MANAGER - IT & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

SUB: RFP for Revamping / Redesigning, Hosting, Development & Maintenance of Company Website on Cloud for Can Fin Homes Ltd.

Ref: Your RFP (RFP-IT-191/2023-24) Dated 18/10/2023

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Technical Bid/Specification.

Sl No	Particulars	Details to be furnished by the Bidder
1	Technical specification as per ANNEXURE-VII	
2	Name of the Bidder	
3	E-mail address of contact persons	
4	Details of: Description of business and business background Service profile & Client profile	
5	Approach and methodology for the proposed scope of work along with illustrative deliverables.	
6	Details of similar assignments executed by the bidder during the last three years in India (Name of the Company, time taken for execution of the assignments and documentary proof from the Company are to be furnished along with Name and contact details of client for necessary checks)	

Declaration:

- We confirm that we will abide by all the terms and conditions contained in the RFP.
- We hereby unconditionally accept that Company can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.
- All the details mentioned by us are true and correct and if Company observes any misrepresentation of facts on any matter at any stage, Company has the absolute right to reject the proposal and disqualify us from the selection process.
- We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Company will have the right to disqualify us in case of any such deviations.

Date

Signature with seal

Name:

Designation :

35. ANNEXURE - VII: - Functional / Technical Requirements & Scope of Work:

Sl. No	Requirements for Website	Bidder's Compliance	Bidders Remarks, if any
	Appearance		
1.	The bidder is responsible for designing the sitemap. The sitemap shall be designed in a hierarchical visual model. The sitemap should be updated dynamically in case of page addition / removal.		
2.	The sitemap shall show the user a diagram of the entire site content. It shall help users navigate through the website.		
3.	The bidder shall design the website in Compliance with WCAG 2.0, GIGW guidelines and OWASP security guidelines.		
4.	Bidder shall ensure that the font used across the websites shall be consistent.		
5.	It is bidder's responsibility to edit, optimize and incorporate content in the form of texts, photographs, images and videos provided by Company into the website. The texts, photographs, images inserted shall be readable in the print format and print correctly in A4 size paper.		
6.	The bidder shall standardize the buttons and navigation graphics for all the pages, where appropriate for the design.		
7.	Design to be attractive, latest technology based and should facilitate availability of information with minimum clicks with logical and intuitive flow.		
	Web Content Management System		
	Content Editor		
8.	Spell checker in all languages		
9.	Rich Text Editor support for Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, Google Chrome and Opera on all platforms.		
10.	Editing content shall be as easy as editing in Popular Word Editors.		
	Content Management		
11.	Menus and sub-menus shall be dynamic and created, based on the page-tree as pages are added and subtracted. The webpages shall be styled entirely through CSS (Cascading Style Sheets), with clear and appropriate graphs. Once the authorized makes any changes, the system shall be able to record those changes including time, date, user details and section of the site modified.		
12.	The system shall support multiple languages and the content in multiple languages shall be managed from the same control panel. Add/Edit/Delete of content for multiple languages from the same page should be allowed. The following languages need to be supported English. In the initial launch the site will be in English languages. The content for the remaining languages will be set up subsequently as and when provided by Company.		
13.	The system shall provide geo-tagging facility. The system shall display the locations in maps. Co-ordinates of locations will be provided by Company.		
14.	The system shall trace what content is being published, set a schedule for content to be published, and automatically remove outdated content. The system should allow content to be published and unpublished on specified dates.		
15.	Content Integration: System should support consumption of content from third party websites like videos from YouTube/other sources.		

16.	Staging Content: The system should allow tagging content locally to keep changes separate from the live site.		
17.	The descriptive content shall be primarily derived from the existing website and associated sites; however, the bidder shall be responsible for the migration of overall content, including setting up of new content that may be desired. Content and data migration from the existing website into the new website shall be carried out by the bidder. The proposed CMS Solution should be of latest version. Company is entitled to get latest version upgrade whenever released by respective OEM with no additional cost to Company.		
18.	The CMS system shall be integrated with Active Directory in future for authentication and roles based editing. Audit trails of edits, content approval, and session management are necessary.		
19.	The permission system shall be divided into both user administration and group administration, allowing permission levels to be attributed to groups to which users can be added. Provide security options so users may only work on permitted pages.		
20.	Provide virus scanning on all uploaded content.		
	Search		
21.	The system shall provide a full text search for all the content. This shall be able to search in all the links, sub-links, sub sub-links and shall provide links where the searched word or phrase is present. On clicking the link, the content shall be displayed.		
22.	Support for secure search across content and show most relevant search result at the top.		
	Search Engine Optimization		
23.	The website shall be search engine friendly and the bidder shall optimize the website for search engine positioning using keywords relevant to CanFin stakeholders including present and prospective clients.		
24.	The system shall submit the website to the top 4 search engines (depending on the geographical location) including Google, Bing, Yahoo and Live. It is the responsibility of the bidder to rank website in the top five results on search engines mentioned when searched with relevant keywords.		
25.	While designing the website, special care must be taken that the design and structure is SEO friendly and optimization / scalability must be possible to increase SEO ranking of the pages. Unique page definition, proper well defined URL structuring etc to be adopted.		
	Social Media Integration		
26.	The system shall be capable of integration with social media such as Facebook, LinkedIn, Twitter, Google+ and YouTube etc.		
27.	This system shall also include the capability to “Like”, “Share”, “Print” and “E-mail” the relevant page.		
28.	The system should be capable of providing a platform to display industry and site blogs on the website		
	Built-in Survey		
29.	Configuring a new survey		
30.	Set up an opinion poll/ survey on the website homepage to collect feedback on several topics		
31.	Survey administrator can see and export all the responses		
32.	Anonymous users should be able to respond to the survey		
33.	Allow only one response per user		
34.	Ability to get a report of survey responses		

	Web Analytics		
35.	The system shall provide CanFin in analysing the popularity of the website and visitors behaviour pattern on the website.		
36.	The system should facilitate the view of hits separately for bi-lingual website. Analysis of visitor hits on the website should be possible by filtering the data based on certain parameters such as date range, specific page hit. The administrator shall be able to login once to view the number of hits, traffic coming from a specific search engine, keywords used on search engine, repeat and unique visitors and visitor's state and countries. It shall also generate analytics on peak usage time during a particular day/week/month/year.		
37.	The system shall also provide a facility to generate dashboards on the website visitor's behaviour on a weekly, monthly, quarterly and annual basis. It shall also be capable of generating detailed reports which shall be downloadable in multiple formats. The formats in which the reports shall generate shall be in the formats mentioned below but not limited to these: .xls, .pdf, .doc, .html, .csv etc.		
	Workflow		
38.	The system should allow creating workflows that can be associated with content of the website.		
39.	The system shall provide a trigger facility to send a reminder notifying about the expiry date of the content and once the notification is sent, it shall be ensured that either the content is placed in the archive section or the expiry date is extended.		
	Document Viewer		
40.	Out of box content components like document viewer /catalog to be available that helps in previewing content without downloading content.		
	Mobile / Tablet Support		
41.	Should support Adaptive page templates - shows content that is device agnostic.		
42.	Should support responsive page templates		
43.	Mobile Device Preview		
	Other Requirements		
44.	The feedback provided from website visitors shall be emailed to the designated officer mail id. The system shall be designed in such a way that the designated officer or user department shall be able to respond to the visitor in a timely manner on the e-mail id provided. The feedback given by the customer and the response given by the Company user to be time stamped.		
45.	The bidder shall style all the aspects of the core functionality on the website and all the extensions shall be styled through Cascading Style Sheets. The website design shall comply with the web standards i.e. HTML5 and CSS3 and this shall be flexible keeping future development in technology.		
46.	The bidder should ensure compliance with various standards such as ISO 27001:2013, PCI DSS, ISO 22301/ Industry Standard BCP in-place, COBIT5 or higher standards etc.		
	Safe to Host Certificate		
47.	The bidder shall provide security clearance certificate that all the vulnerabilities must be fixed before hosting the website.		
48.	The website must be audited against these guidelines and detailed audit report along with compliance certificates must be presented.		
	Architectural and Design aspects		
49.	The websites should have support for AJAX, JavaScript, JQuery, HTML5, CSS3, Flash.		

50.	The websites shall have image and graphic components in jpeg, png and gif formats and the same shall be compressed without losing on visual quality as far as possible to allow faster downloads.		
51.	consistent page layout should be maintained throughout the site. This means that the placement of navigation and text elements should be uniform across the websites.		
52.	Graphics, Buttons and icons should be properly presented so that it can hold the user's attention, add interest to the websites and clearly convey the meaning.		
53.	The descriptive content shall be primarily derived from the existing websites; however, the bidder shall be responsible for the migration of overall content, including setting up of new content that may be desired. Content and data migration from the existing websites into the new websites shall be carried out by the bidder.		
54.	Graphics used in modernizing the websites shall not be very large in size and the bidder shall ensure that the graphics do not slow down the page load time. The bidder shall also ensure that the websites shall have an acceptable performance on different type of internet connection such as, • Dial-up • Broadband • High speed internet • GPRS		
55.	The websites should be compliant to the latest versions of W3C standards on 'Web Design and Applications' standards available at http://www.w3.org/standards/webdesign/		
56.	The bidder is encouraged to study the existing websites to assess the existing structure, content and user- interface.		
57.	The solution should support tight integration with any Database.		
58.	Bidder will also be responsible to provide necessary documentation such as Project Plan, SRS (Software Requirement Specifications), DSD (Design Specification Document), UAT (User Acceptance Testing), Test Plans, DRP (Data Recovery Plan) & BCP (Business Continuity Plan), Installation / Operational Manual, etc.		
59.	Website must be beta tested to Company's satisfaction before final go live.		
60.	Websites to be developed should have the scalability of integration with Company's Core Business solutions, Email, SMS Systems, Company's file transfer (SFTP) systems and Security Solutions etc.		
61.	Bidder should integrate the solution with Company's SMS gateway/ SMTP services for sending Emails/SMSs to customers like OTP/acknowledgement messages on submission of online request / complaints etc, as and when required by the Company without any additional cost.		
62.	Calculators (EMI/RD/FD/CD all deposit calculators etc.); Calculators such as EMI Calculator for Housing Loan, Non-Housing Loan and Deposits, other products with a graphical representation also should be included; should be developed and implemented by the bidder as per the existing website and also during the contract as per requirement of the Company, without any extra cost to the Company.		
63.	Feedback and Opinion Poll of visitors must also be included in the website. These would be enabled on need basis.		
64.	Provision for landing page pop-ups/banners/display of information on landing page of website, or flashing tickers should be included.		

65.	All existing functionalities, tabs, documents, interfaces, media corner, media files etc. should be considered for migrations.		
66.	Websites to have blog section with various segments to organize and host articles for viewers. The blog section to have features like attractive and interactive display, efficient use of images / infographics / videos, comment section for visitors, directory of articles etc. The same should be managed/ updated by the Bidder during contract period.		
67.	Use of CAPTCHA should be feasible and the same should be implemented for all forms as required by the Company.		
	Proof of Concept (POC)		
68.	The Bidder participating in the RFP process to have readiness of POC setup in vendor's location well in-advance, to demonstrate the proposed solution (along with all features as per scope) within 7 days of written request from Company.		
69.	In case of non-demonstration of POC within 7 days of written request from Company, Company at its discretion will consider accordingly under technical/functional evaluation.		
	Accessibility		
70.	The websites designed shall be in compliance with WCAG (Web Content Accessibility Guidelines) 2.0. http://www.w3.org/TR/WCAG20/		
71.	The websites must be in compliance to all guidelines given by RBI/NHB/statutory authorities during the contract period.		
72.	The websites should be compatible with all major Internet browsers like Internet Explorer, Google Chrome, Mozilla Firefox, Safari. Should support Microsoft Edge and the latest versions for the other mentioned browsers.		
73.	Page load time must be optimized and the bidder ensures that the websites adjust automatically as per the screen resolution of the website visitors from multiple devices (responsive design). The websites shall automatically expand/compress itself as per the screen resolution. There shall be no horizontal scroll in the website structure.		
74.	The URLs of the management server/software of proposed solution should be accessible on HTTPS/TLS 1.3 or latest Protocol with valid certificate		
	Deployment		
75.	The bidder shall deploy the websites on the cloud with DC & DR setup along with security components. Bidder shall be responsible for configuring the servers (Application, Database) and allocating required compute resources based on the scope of work and technical & functional requirements without compromising the performance, as mentioned elsewhere in this document.		
76.	The CSP should have a registered office in India.		
77.	The Cloud Service Provider should comply with Cloud Guidelines as issued from MeitY presently and in future.		
78.	The bidder should comply Data Localization guidelines as issued by GOI, RBI and other authorities.		
79.	As per vendor risk management program of the Company, relevant compliance evidences shall be shared by the vendor with Company for processes like Patching, VA/PT, User access review, application security testing, SCD, DR Drill & fail over testing, CSITE advisory compliances, Awareness trainings etc.		
80.	DC & DR servers should be dedicated to Can Fin Homes Ltd		
81.	DC & DR servers should be protected with Firewall		

82.	The website setup should have protection using Web Application Firewall (WAF) for application layer attacks. Also Anti-DDoS protection should be factored for both volumetric and application layer attacks		
83.	DC & DR servers should be protected with Anti-virus		
84.	DC & DR servers should be configured with Backup solution		
85.	DC & DR servers should be access to PIM (Privilege Identity Management) solution.		
86.	All privileged user activities to be monitored using PIM tool & related logs to be preserved for future investigations.		
87.	Admins to receive SMS/E-mail alerts immediately in case of any emergency or unauthorized access.		
88.	Website should be configured with SSL certificate at both DC & DR. SSL certificate(s) will be procured/renewed and configured by the successful bidder without any cost to the Company throughout the contract period.		
89.	The bidder shall provide a design document describing the above		
90.	Web/Application server should be separated with Database server respectively at DC & DR		
91.	Bidder should also be responsible for creating UAT (DC/ DR Setup) environment setup for multiple users simulating near production functionalities. DC and DR setup to be in sync on real time basis		
92.	The solution should support popular databases like MySQL, SQL Server, etc..		
93.	In case, the CSP provides Database System Software as a Service for the Company, the database shall be a dedicated installation for the Company.		
94.	Post deployment, the bidder has to carried out Cyber Security Audit their internal/external Vendor without any additional cost to the Company and submit report to the Company with compliance. Subsequently on annual basis, the bidder has to carry out Cyber Security Audit through their internal/external Vendor without any additional cost to the Company and submit report to the Company with compliance. All such Audit reports including VAPT Reports to be compiled/ attended by bidder/OEM within the timelines, during the entire period of contract. Along with conduct periodic review of audit of the database and application. The reports shall be shared with the Company with necessary compliance of the observations (if any).		
95.	The proposed website should be integrated with Company existing and future setup/ applications/ APIs without any additional cost.		
96.	Availability		
97.	The Solution shall be highly available via various mechanisms, e.g. data replication and backup configuration.		
98.	The Solution shall support reorganization of databases, indexes and configurations online without the need for any downtime.		
99.	The bidder shall release upgrades and patches that shall be applied with minimal loss of system availability during production hours.		
100.	The website must be available 24 X 7 X 365. The security and integrity of the database and the website has to be maintained under all circumstances		

101.	Scalability		
102.	The Solution shall provide a scalable architecture.		
103.	The Solution shall support both horizontal and vertical scaling based on the needs.		
104.	The Solution should also make use of a distributed cache to enhance the scalability of the system.		
105.	There should be 2FA implementation for accessing data/servers by the Bidder, Company Official		
106.	Bidder needs to share the complete data backup to the Company on monthly basis.		
	Data Privacy and Data Protection		
107.	The Bidder / CSP shall ensure that the data that is stored on the cloud is protected and appropriate policies and controls are put in place to provide data privacy and protection. The bidder / CSP shall adhere to all laws pertaining to data privacy and protection that are applicable as per the Banking Guidelines in India. The bidder / CSP shall also ensure that necessary enhancements are made to the services provided whenever there are changes sought either by the regulators or Government of India		
108.	In case of any breach service provider should notify the Company immediately.		
109.	Bidder should ensure periodic Vulnerability Scanning and Penetration Testing of the Cloud set up as per Company guidelines, regulator/government authorities' prescription in this regard.		
110.	Data should be encrypted and stored in Cloud Server. Data security shall be further enhanced by implementing firewall to isolate confidential information. Secure network protocol shall be used when connecting to a secured information store.		
111.	The bidder shall work with the Company to ensure that Security guidelines issued by industry bodies like CERT-Fin, RBI, NHB etc. are adhered to.		
112.	User Access Review report to be submitted monthly/quarterly.		
	Performance		
113.	Websites response time during peak agency level operations shall be 2 seconds or less for 95 percent of the search and lookup queries (does not include adhoc queries and analytics). Maximum response time shall not exceed 10 seconds except for agreed to exclusions. Response time is defined as the time elapsed after depressing an ENTER key (or clicking on a button that submits the screen for processing) until a response is received back on the same screen		
114.	Websites architecture must comply with 99.90% availability.		
115.	The websites may lose no more than last 15 minutes of the day data in the event of a major incident. (Recovery Point Objective)		
116.	The websites shall be restored within 30 mins of service in the event of a major incident. (Recovery Time Objective)		
117.	Bidder has to conduct successful DR Drill at least quarterly/half-yearly as required by the Company.		
118.	The Solution shall have the ability to support either a Production and hot (real time replication) disaster recovery design or a multi host site Production design that would allow one site to seamlessly be offline and the other site would maintain service without interruption.		

119.	The Solution shall include a disaster recovery plan and provide contingency plans for client lookup capabilities and online collaboration in the event of a disaster.		
120.	The Solution shall provide the ability to recover from data loss due to end user error and end application error.		
121.	The Solution shall provide the ability to perform archival/incremental backups and the ability to perform database backups.		
122.	The Solution shall include the capability to maintain all data according to CanFin defined records retention guidelines (i.e. record schedule).		
123.	The Solution shall provide on-line access of the current and previous financial year data for auditing purposes at any point in time.		
Security			
124.	The websites should comply with the security guidelines published by OWASP(Open Web Application Security Project) - https://www.owasp.org/index.php/Main_Page		
125.	The solution shall adhere to the principle of “Fail Safe” to ensure that a system in a failed state does not reveal any sensitive information or leave any access controls open for attacks.		
126.	The Solution shall support security at the object level (e.g. Table, View, and Index).		
127.	The Solution shall provide protection to maintain the integrity of data during concurrent access.		
128.	The Solution shall be configurable to prevent corruption or loss of data already accepted into the Solution in the event of a Solution failure.		
129.	The Solution shall support protection of confidentiality of all content delivered over the Internet or other known open networks via encryption using triple-DES (3DES) or the Advanced Encryption Standard (AES) and an open protocol such as Transport Layer Security (TLS), Secure Sockets Layer (SSL), Internet Protocol Security (IPsec), XML encryptions, or Secure/Multipurpose Internet Mail Extensions(S/MIME) or their successors.		
130.	The proposed solution should be able to integrate with SIEM, Active Directory/ LDAP/ PIM, DAM, Security Solutions for user authentication or with any other solution/ tool as stated by the Company in order to have control and visibility.		
131.	The Bidder shall be responsible for ensuring Company’s and its customer’s sensitive PII & corporate data’s security and brand reputation on cloud platform.		
Reporting			
132.	Reports should be generated and emailed to identified email addresses and should also be available online for viewing		
133.	The Solution shall support generation of Adhoc reports		
134.	The Solution should also cover reports which the CMS web analytics module provides, by default		
Auditability and Compliance			
135.	The Solution shall maintain a record (e.g. audit trail) of all additions, changes and deletions made to data in the system. This should be readily searchable by user ID. This must include but is not limited to: ▫ The user ID of the person who made the change ▫ The date and time of the change ▫ The physical, software/hardware and/or network location of the person while making the change ▫ The information that was changed		

	□ The outcome of the event The data before and after it was changed, and which screens were accessed and used		
136.	The Solution shall prohibit all users read access to the audit records, except those users that have been granted explicit read access.		
137.	The Solution shall protect the stored audit records from Unauthorized deletion. The Solution shall prevent modifications to the audit records.		
138.	The proposed Solution must provide logging, reporting and accessing errors and exceptions.		
139.	The bidder has to perform Application Security Audit, SAST, DAST by CERT-In empanelled auditors during initial implementation / go-live, and on every customization/ enhancement in functionality / version up-gradation during the contract period without any additional cost to the Company.		
140.	Any gap identified during audit, risk assessment, VAPT, SAST (Static Application Security Testing), DAST (Dynamic Application Security Testing) etc., vendor has to mitigate the same without any additional cost to the Company.		
141.	Vulnerability Assessment Penetration Testing (VAPT) should be done at least once a year and additionally based on security threat. Additionally, Bidder to mitigate any vulnerability points raised by Company from time to time. In case of any major change VAPT need to be carried out by the bidder.		
	Annual Maintenance		
142.	Warranty support should be provided for 1 year from the date of the Go Live		
143.	The bidder shall provide comprehensive maintenance for a period of four years post the warranty period from the date of successful commissioning and acceptance of the Solution		
144.	During this period (warranty and maintenance), the Bidder will be responsible for the cloud maintenance, content management, conduct and compliance of VAPT, Submission of up-to-date site-map to Company, conducting DR drills, issue resolution, patch updates, upgrades, bug fixing, replacement and support of all solution components supplied under as part of the contract.		
145.	Post implementation and go-live of the website, the scope of bidder contains support for the following activities, but not limited to, from time to time, in relation to maintenance and upgrades/updates/patches: (a) Firmware/ IOS Upgrades / up to date patching, (b) System monitoring, (c) Troubleshooting & Performance Tuning, (d) Operating System Upgrades, (e) Upgrades of supplied software, (f) Advisories on software upgrades & vulnerabilities, (g) Support during DR Drills, (h) OS Administration & patching as per OEM guidelines (i) VA / PT Compliance/Audit /Review as per Company's requirement /Statuary guidelines (j) Any support required to make system & solution up and running as per SLA. The list mentioned above is the indicative list; however, the successful bidder should provide end-to-end support and repair for any activities and resolution of any issues related to new deployment without any extra cost to the Company.		
146.	During warranty and ATS period, bidder needs to comply with security and system audit observation and remove the audit		

	observation without any extra cost to Company within the timeline specified by the Company.		
147.	The bidder to ensure to take periodical backup of the site including forms, data etc		
	Knowledge Transfer & Training		
148.	The bidder shall develop (in co-operation with Company) and execute a Knowledge Transfer and Training Plan that describes roles and responsibilities of the Company users and bidder, and the approach for bringing end users and technical personnel to an appropriate level of understanding of the Solution.		
149.	The bidder shall provide train-the-trainer and end user training documentation (including user manuals, online content etc.).		
150.	The bidder shall provide all training materials developed for the system to Company in both hard and soft formats. Those materials shall become the property of CanFin and may be modified and duplicated by CanFin. The onus of preparing the training material will be on the Bidder		
151.	The bidder shall provide updated training documentation as necessary to incorporate new processes or functionality due to system releases, upgrades, or changes throughout the contract term.		
	Monitoring & Logging		
152.	The Solution shall log all system transactions and keep them easily retrievable and sortable.		
153.	The selected bidder shall be responsible for health monitoring, maintenance and management of the Server, Database and related infra of the deployed application on a continuous basis		
154.	The Solution shall detect major errors related to one or more components including loss of network connectivity, a database server going off line, or the application suffers an out-of-memory situation.		
155.	The Solution shall detect major errors related to one or more components including loss of network connectivity, a database server going off line, or the application suffers an out-of-memory situation.		
156.	The Solution shall monitor URLs/ pages as finalized by CanFin.		
157.	The Solution shall monitor URLs on the bandwidth agreed		
158.	Bidder has to monitor the web site application 24x7x365 from security threats and ensure its uninterrupted functioning. Necessary Alerts also need to be configured for Company's specified email-id.		
159.	The Solution shall monitor critical and standard performance parameters such as response time, resource availability, CPU Utilization.		
160.	The Solution shall detect and report intrusion attempts by unauthorized system users.		
161.	The Solution shall send alerts based on the monitored attributes. The Solution must support E-Mail / SMS based alerts.		
162.	The Solution shall send uptime and response time reports for the URLs being monitored on a daily basis		
	Quality Assurance & Acceptance		
163.	The bidder is required to develop and implement quality assurance processes and procedures to ensure that the websites development and operations are performed to meet the quality standards that are relevant to each area in all project phases.		
164.	In order to ensure that such a QA mechanism is effective and acceptance of the website, the following tests are required for		

	acceptance: ▫ Unit Testing: Basic validation of developed components by developers. Functional / Internal Integration Testing: Validation of developed components against functional requirements and design specifications. ▫ System Testing: Validation of both functional and technical requirements for the integrated Solution. This could include external integration if required or it can be separated into testing phases. ▫ UAT: User Acceptance Testing (UAT) validation of the Website solution and assurance that meets both functional and technical requirements. ▫ Stress and Performance Testing: Load testing enabling understanding of performance and behavior of Website Solution under large number of users and high-load conditions. Performance testing should also be done on different type of internet connections with variable speeds accessible through various devices such as, ▫ Broadband ▫ High speed internet ▫ MPLS Appropriate reports indicating the performance results done using performance testing tools to be made available to the satisfaction of CanFin as outlined elsewhere in this RFP.		
165.	Selected bidder to describe their documentation standards e.g. Documentation description, documentation identification, content, nomenclature etc. as well. Sample documents to be enclosed as part of the technical proposal.		
166.	Any unwanted security threat or hacking attempt should be taken on high priority and dealt with immediate effect. Root cause analysis (RCA) should be provided to the Company within 3 working days with all artefacts/evidences required by the Company.		
167.	Any security breach identified must be informed to Company immediately and attended instantly to protect interest of the Company and its customer. Selected vendor would be responsible for providing fix to the problem in consultation with Company's security team. Any such incidence should be followed by Root Cause Analysis (RCA) within 3 working days with all artefacts/evidences required by the Company and audit of the system.		
	Chatbot/ Chatbot Integration		
169.	The Bidder shall supply native chatbot features like lead generation, In-principle sanction letter generation, products showcase, branch locator etc.		
168.	The system shall support integration of Chatbot solution as desired by the Company without any additional cost.		

We confirm and comply all scope and technical specifications as per RFP.

Place:
Date:

Authorized Signatory
Name & Designation:
Business Address & Email ID:
Office Seal

36. ANNEXURE - VIII: UNDERTAKING

(LETTER OF UNDERTAKING ON COMPANY LETTER HEAD)

To
THE Dy. GENERAL MANAGER - IT & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Sir / Madam,

Reg.: RFP for Revamping / Redesigning, Hosting, Development & Maintenance of Company Website on Cloud for Can Fin Homes Ltd.

Ref: Your RFP (RFP-IT-191/2023-24) Dated 18/10/2023

We submit our Bid Document herewith.

We understand that,

You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Company to do so, a contract in the prescribed form. Until a formal contract is prepared and executed, this Bid together with your written acceptance thereof shall constitute a binding contract between us.

You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

Vendor means the bidder who is decided and declared so after examination of commercial bids.

Dated at _____ this _____ day of _____ 2023 yours faithfully,

Name:

Signature:

Seal of Company:

37. ANNEXURE - IX: KYE Undertaking

(To be submitted by all bidders on their letter head)

To,

THE Dy. GENERAL MANAGER - IT & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Sir/Madam,

Sub: RFP for Revamping / Redesigning, Hosting, Development & Maintenance of Company Website on Cloud for Can Fin Homes Ltd.

Ref: Your RFP (RFP-IT-191/2023-24) Dated 18/10/2023

UNDERTAKING

1. We _____ (name of the company) hereby confirm that all the resource (both on-site and off-site) deployed/to be deployed on Company's project for _____ (the RFP for Website Revamping / Redesigning, Hosting, Development & Maintenance for Can Fin Homes Ltd) have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.
2. We further undertake and agree to save defend and keep harmless and indemnified the Company against all loss, cost, damages, claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Company.

Signature of Competent Authority with company seal _____

Name of Competent Authority _____

Company / Organization _____

Designation within Company / Organization _____

Date _____

Name of Authorised Representative _____

Designation of Authorized Representative _____

Signature of Authorised Representative _____

Verified above signature _____

Signature of Competent Authority _____

Date _____

38. Annexure-X: NON-DISCLOSURE AGREEMENT

Undertaking on Non-Disclosure [On Firm's / Company's letter head]

To

Date:

CanFin Homes Limited, No. 29/1,
3rd Floor, Sir, MN Krishna Rao Rd,
Basavanagudi, Bengaluru, Karnataka
560004

Dear Sir,

Ref: RFP No. RFP-IT-191/2023-24 Dated 18/10/2023

SUB: RFP for _____.

We hereby undertake that we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to the formalities of deliverables as per timelines mentioned in the RFP to Can Fin Homes Ltd, having its registered office at , 29/01, Sir MN Krishna Rao Road, Basavanagudi, Bangalore-560 004, hereinafter referred to as CFHL, and the Bidder understands that the information shared by CFHL in their Request for Proposal is confidential and/or proprietary to CFHL, and, the Bidder understands that in the course of submission of the offer for the subject RFP and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the CFHL properties and/or have access to certain plans, documents, approvals or information of CFHL.

NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce CFHL to grant the Bidder specific access to CFHL's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to CFHL, unless the Bidder has first obtained the CFHL's written authorization to do so. The Bidder agrees that notes, specifications, designs, memoranda and other data shared by CFHL or, prepared or produced by the Bidder for the purpose of submitting the offer to CFHL for the said solution, will not be disclosed during or subsequent to submission of the offer to CFHL, to anyone outside CFHL. The Bidder shall not, without CFHL's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of CFHL in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to CFHL and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

(Signature) (Name)
(In the capacity of)
Duly authorized to sign Bid for and on behalf of

39. ANNEXURE - XI - [Unpriced Commercial Offer/Bid (Bill of Material)]

Instructions: If rates are quoted in the Commercial Bid for each of the item below, please put as 'YES' if not put as 'NO'. By default, all values are put as 'YES' here.

TABLE - A

Cost for first year:

[Amount Indian Rupees]

Sl. No.	Description	Cost Price					
		Unit Cost in Rs.	Qty.	Total Cost (Excl. tax) C	Tax for Column C		Total Cost in Rs*
		A	B	C=A*B	D % of tax	E Tax Amt in Rs	F=C+E
1.	CFHL Website Revamping / Redesigning, Migration, Development & Maintenance for 1 year with warranty period	YES	1	YES	YES	YES	YES
2.	Cost for 1 year for Website Hosting in Cloud Servers including Security components at DC & DR - Servers (Application & Database), Firewall, WAF, AV, PIM, VAPT etc. as per the requirements mentioned in Annexure - VII	YES	1	YES	YES	YES	YES
3	Total Cost for 1 Year	YES	YES	YES	YES	YES	YES

TABLE - B

Cost for next year after warranty period of 1 year*:

[Amount Indian Rupees]

Sl. No.	Description	Cost Price					
		Unit Cost in Rs.	Qty.	Total Cost (Excl. tax) C	Tax for Column C		Total Cost in Rs*
		A	B	C=A*B	D % of tax	E Tax Amt in Rs	F=C+E
1.	CFHL Website Content Management & website maintenance with managed services	YES	1	YES	YES	YES	YES
2.	Cost for 2 nd year for Website Hosting in Cloud Servers including Security components at DC & DR - Servers (Application & Database), Firewall, WAF, AV, PIM, VAPT etc. as per the requirements mentioned in Annexure - VII	YES	1	YES	YES	YES	YES
3	Total Cost for 2nd Year	YES	YES	YES	YES	YES	YES

*Above prices will remain the same for next 5 years after warranty period.

TABLE - C

Cost for onsite resource for a period of 6 months initially from the date of go-live*:

[Amount Indian Rupees]

Sl. No.	Description	Cost Price					
		Unit Cost in Rs.	Qty.	Total Cost (Excl. tax) C	Tax for Column C		Total Cost in Rs*
		A	B	C=A*B	D % of tax	E Tax Amt in Rs	F=C+E
1.	Cost for onsite resource per month	YES	6	YES	YES	YES	YES
2.	Total Cost	YES	YES	YES	YES	YES	YES

* Post completion of initial 6 months, company at its discretion may engage the onsite resource during next two years at the same cost mentioned as above.

TABLE - D

Total Cost Ownership (TCO)

[Amount Indian Rupees]

Sl. No	Description (P)	Qty (Q)	Total Cost (Incl. Tax) R = (P * Q)	Remarks
1.	TABLE - A (3.F)	1	YES	Cost for first year with 1 Yr. warranty
2.	TABLE - B (3.F)	5	YES	Cost for next 5 years after warranty period.
3.	TABLE - C (2.F)	1	YES	Cost for onsite resource for 6 months
	Total	YES	YES	

Authorized Signatories
(Name & Designation, seal of the company)
Date:

40. ANNEXURE - XII - Commercial Bid Covering Letter Format

Covering letter format for Commercial Bid

[Note: This Covering letter should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

Reference No:

Date:

To

THE Dy. GENERAL MANAGER - IT & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Dear Sir,

SUB: RFP for Website Revamping / Redesigning, Hosting, Development & Maintenance for Can Fin Homes Ltd

Ref: Your RFP-IT-191/2023-24 Dated 18/10/2023

We thank you for providing us an opportunity to participate in the subject RFP. Please find our commercial offer as per **ANNEXURE-XII** Commercial bid format of the subject RFP along with this covering letter.

We also confirm that we are agreeable to the payment schedule mentioned in the subject RFP.

Date

Signature with seal

Name:

Designation:

41. ANNEXURE - XIII - Bill of Material (Indicative)

(Indicative Bill of Material/ Price Schedule)

TABLE - A

Cost for first year:

[Amount Indian Rupees]

Sl. No.	Description	Cost Price					
		Unit Cost in Rs.	Qty.	Total Cost (Excl. tax) C	Tax for Column C		Total Cost in Rs*
		A	B	C=A*B	D % of tax	E Tax Amt in Rs	F=C+E
3.	CFHL Website Revamping / Redesigning, Migration, Development & Maintenance for 1 year with warranty period	YES	1	YES	YES	YES	YES
4.	Cost for 1 year for Website Hosting in Cloud Servers including Security components at DC & DR - Servers (Application & Database), Firewall, WAF, AV, PIM, VAPT etc. as per the requirements mentioned in Annexure - VII.	YES	1	YES	YES	YES	YES
3	Total Cost for 1 Year	YES	YES	YES	YES	YES	YES

TABLE - B

Cost for next year after warranty period of 1 year*:

[Amount Indian Rupees]

Sl. No.	Description	Cost Price					
		Unit Cost in Rs.	Qty.	Total Cost (Excl. tax) C	Tax for Column C		Total Cost in Rs*
		A	B	C=A*B	D % of tax	E Tax Amt in Rs	F=C+E
3.	CFHL Website Content Management & website maintenance with managed services	YES	1	YES	YES	YES	YES
4.	Cost for 2 nd year for Website Hosting in Cloud Servers including Security components at DC & DR - Servers (Application & Database), Firewall, WAF, AV, PIM, VAPT etc. as per the requirements mentioned in Annexure - VII	YES	1	YES	YES	YES	YES
3	Total Cost for 2nd Year	YES	YES	YES	YES	YES	YES

*Above prices will remain the same for next 5 years after warranty period.

TABLE - C

Cost for onsite resource for a period of 6 months initially from the date of go-live*:

[Amount Indian Rupees]

Sl. No.	Description	Cost Price					
		Unit Cost in Rs.	Qty.	Total Cost (Excl. tax) C	Tax for Column C		Total Cost in Rs*
		A	B	C=A*B	D % of tax	E Tax Amt in Rs	F=C+E
2.	Cost for onsite resource per month	YES	6	YES	YES	YES	YES
2.	Total Cost	YES	YES	YES	YES	YES	YES

* Post completion of initial 6 months, company at its discretion may engage the onsite resource during next two years at the same cost mentioned as above.

TABLE - D

Total Cost Ownership (TCO)

[Amount Indian Rupees]

Sl. No	Description (P)	Qty (Q)	Total Cost (Incl. Tax) R = (P * Q)	Remarks
1.	TABLE - A (3.F)	1	YES	Cost for first year with 1 Yr. warranty
2.	TABLE - B (3.F)	5	YES	Cost for next 5 years after warranty period.
3.	TABLE - C (2.F)	1	YES	Cost for onsite resource for 6 months
	Total	YES	YES	

Authorized Signatories
(Name & Designation, seal of the company)
Date:

42.APPENDIX -A

Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria

The Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the Authorized signatory.

- 1) Index of all the document submitted with page numbers.
- 2) Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- 3) Checklist as per ANNEXURE-I.
- 4) Bidder's Covering letter as per ANNEXURE-II.
- 5) Pre-Qualification (Eligibility) Criteria declaration as per ANNEXURE-III with documentary proof in support of the Eligibility Criteria.
- 6) Bidder Information as per ANNEXURE-IV
- 7) Acceptance of Terms and Conditions as per ANNEXURE-V

43.APPENDIX-B

Instructions to be noted while preparing/submitting Part B- Technical Proposal

The Technical Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the Authorized signatory. Technical Offer for this RFP shall be made as under:

- 1) Index of all the documents submitted with page numbers.
- 2) Technical Bid Covering Letter as per ANNEXURE-VI.
- 3) Conformity to Functional & Technical requirement and Scope of work as per ANNEXURE-VII
- 4) Undertaking of Authenticity as per ANNEXURE-VIII.
- 5) KYE Undertaking as per ANNEXURE-IX.
- 6) Non-Disclosure Agreement as per Annexure -X.
- 7) Unpriced commercial offer / Bid (Bill of Material) as per ANNEXURE-XI.
- 8) APPENDIX - G (Escalation Matrix)

44.APPENDIX-C

Instruction to be noted while preparing/submitting Part C-Commercial Bid

The commercial Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc., should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the Authorized signatory.

The suggested format for submission of commercial Offer for this RFP is as follows:

1. Commercial Bid Covering letter as per **ANNEXURE-XII**.
2. Bill of Materials (Indicative) as per **ANNEXURE-XIII**.

45.APPENDIX-D

PRE-BID QUERY FORMAT

Sl. No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query (to be left company by the vendor)

Date

Signature with seal

Name:

Designation:

46.APPENDIX-E **Project Details**

Project 1

Sl. No	Items	Bidders Response*	Proof attached *
1	Client Name		YES
2	Location of client along with contact person, contact no and email id		YES
3	Date of Purchase Order received for the project Date of Commencement of Contract: Status of the Website Revamping / Redesigning, Hosting, Development & Maintenance (whether Completed / On-going etc.):		YES

*Mandatorily Bidder should submit the details.

Project 2:

Sl. No	Items	Bidders Response*	Proof attached*
1	Client Name		YES
2	Location of client along with contact person, contact no and email id		YES
3	Date of Purchase Order received for the project Date of Commencement of Contract: Status of the Website Revamping / Redesigning, Hosting, Development & Maintenance (whether Completed / On-going etc.):		YES

*Mandatorily Bidder should submit the details.

Project 3, etc.,

Date

Signature with seal

Name:

Designation:

47.APPENDIX-F

Employee Profiles

Sl. No	Resource Name	Certification	No. of years of Experience in the Industry

Date

Signature with seal

Name:

Designation:

48.APPENDIX-G

Escalation Matrix

SUB: RFP for Revamping / Redesigning, Hosting, Development & Maintenance of Company Website on Cloud for Can Fin Homes Ltd.

Ref: Your RFP (RFP-IT-191/2023-24) Dated 18/10/2023X

Name of the Company:

Delivery Related Issues:

Sl. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact (If response not received in 8 Hours)					
b.		Second level contact (If response not received in 24 Hours)					
c.		Regional/Zonal Head (If response not recd in 48 Hours)					
d.		Country Head (If response not recd in 72 Hours)					

Service Related Issues:

Sl. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email address
f.		First Level Contact (If response not received in 1 Hours)					
g.		Second level contact (If response not received in 4 Hours)					
h.		Regional/Zonal Head (If response not recd in 24 Hours)					
i.		Country Head (If response not recd in 48 Hours)					

Any change in designation, substitution will be informed by us immediately.

Date

Signature with seal

Name :

Designation :

