

# CANARA ROBECO

Asset Management Company Limited

REQUEST FOR PROPOSAL

FOR

Procurement of Customer Service CRM

*This request for proposal for selection of the Customer Service CRM provider for managing Customer service calls is issued for private purposes only and is not a public document and issued by \_\_\_\_\_ for bidding for the \_\_\_\_\_. This document is meant for the exclusive purpose of Bidding as per the Specification Terms, Conditions and Scope indicated and shall not be transferred, reproduced, or otherwise used for purposes other than for which is specifically issued.*

**Important Note:** Applications in response to this RFP are invited to carry out a preliminary evaluation to assess the suitability of the Bidders to take up the assignment based on our internal norms and accordingly, to shortlist the bidding Partners not exceeding five for the purpose of moving to the second phase of technical and commercial bidding process.

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## 1. ABOUT THE COMPANY

Canara Robeco Asset Management Company Limited (CRAMC) (formerly known as Canbank Investment Management Services Limited) was incorporated under the Companies Act, 1956 on March 2, 1993, with its registered office at Construction House, 4th Floor, 5, Walchand Hirachand Marg, Ballard Estate, Mumbai - 400 001. Canara Robeco Mutual Fund (CRMF) (formerly known as Canbank Mutual Fund) was constituted as a public trust on December 17, 1987, under The Indian Trusts Act, 1882 (2 of 1882) by Canara Bank as the Settlor/Sponsor. Thereafter, pursuant to Mutual Funds Regulations 1993, CRMF has been registered with Securities & Exchange Board of India (SEBI) vide registration No. MF/004/93/4 dated October 19, 1993. By and under the Investment Management Agreement (IMA) dated June 16, 1993, executed between CRMF and CRAMC, CRAMC has been appointed as the Asset Management Company of CRMF by its Trustees.

Subsequently, in 2007, pursuant to a Joint Venture (JV) between Canara Bank (51%) & Robeco Group N V (49%), Robeco Group N V was inducted as the co-Sponsor in CRAMC as well as CRMF.

Consequent to the JV, Canbank Mutual Fund was renamed as Canara Robeco Mutual Fund and Canbank Investment Management Services Limited, as Canara Robeco Asset Management Company Limited. Further, the Schemes of CRMF have also been renamed to reflect the JV. Since then, CRMF has consistently been one of the fastest growing mutual funds in India in terms of AuM by offering a wide range of investment options, including diversified and thematic equity schemes, hybrid, and a range of debt products.

## 2. ELIGIBILITY CRITERIA

Vendor will be eligible if he complies with Annexure I, cloud security assessment checklist and following.

The proposed OEM solution should have been implemented in at least 5 organisations belonging to the Financial Services Industry with at least 2 in Asset Management / Wealth Management / Securities business	OEM to submit customer testimony in the form of any publicly available case study, link to video testimony to the effect that the solution is implemented and working satisfactorily.
The bidder shall be the OEM/ System Integrator/ Certified or authorized agent/ reseller/ partner for supply of Licenses and solution implementation and maintenance support under warranty/ AMC of the proposed solution.  OEM proposed by bidder should have its development centre in India.	Bidder should specifically certify in this regard on company letter head.
The Bidder should have at least 50 technical resources (In India) on its roles across areas such as Technical Architecture, Engineering/ Development/ Testers, Design Engineers, Business Analyst (in FSI Domain) as on the date of RFP.	Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.

Bidder should have implemented / supported the proposed solution in at least 3 customers from the Financial Services Industry

Letter / Mail to be submitted from the reference clients with the name of the module implemented / supported.

### 3. SCOPE OF WORK

Sr.No	Requirements
	<b>Email ticketing</b>
1	User Access & Controls: Add users & assign their roles and user level access/ Branch view
2	Audit trail for each Open / Closed ticket
3	Automated ticket assignment / Location based
4	Consult Specialist feature_ Routing tickets to different departments for resolution and intimation on resolution received
5	Notification to agents on pending / re-opened tickets
6	Auto Acknowledgement at multiple levels
7	Auto Spell Check feature
8	Attachments options via desktop/ Folders and modification if required
9	Attachment compatible view for all types of files (JPG, PDF, text files etc.)
10	Complete view of Customer Interaction
11	Short cut creations for processes & Smart responses.
12	Excel Table creation while drafting emails
13	CC & BCC option upto 10 email IDs
14	Pre-defined SLAs with escalation matrix
15	Grammer Suggestions
16	Screenshot should be visible if pasted on mail body.
17	Faster resolution using generative AI & automation.
18	Categorization & Respective Issue Types
19	Manual creation of email templates
20	Red Flag for high ageing cases

21	Quick Kill for First Time Resolution
22	Advance email templates creation with QR codes/ HTML versions
23	AI powered virtual agent & Knowledge base.
24	PDF Knowledge series
25	Campaign Management
26	Data Policy Compliance
27	Capacity of responding emails
28	Productivity Tracker
29	Workload Balancing
30	Seamless application access in any network, irrespective of LAN or Wi-Fi.
31	Multiple email box - IRO/Compliance/CEO desk Complaints view
32	Unsent responses should be saved in draft.
33	Intimation to the user if a investor is replying on the closed case
34	Options to add comments with attachment with date and time
35	Option to add comments even if case is closed.
36	Reporting manager to have access to edit Case category/Issue type at any stage
37	Facility to change / update signature of all ISC / CC members at our end without dependencies on other team.
38	SMS/ Email Trigger for tedious processes on the fly
39	Option to create prospect (investor / distributor)
40	Facility to upload PPT's or important circulars
41	No limitation in CC & BCC Ids
42	Option to align all branch IDs in CMS- 23 Branch Ids
43	Enabling easy and more access to email formatting tools in the CMS would simplify the process of styling emails
44	Enabling emails to open in full-screen mode would improve readability and usability
45	Emails IDs of internal staff and Kfintech should be auto populated
46	Modify and Add Issue Types

47	Mode of Communication- Phone/ Email/ Letter/ Walk-ins/ Others
48	Call Status - Open/ Closed/ In-Progress
49	Call Category - Request/ Query/ Complaint / SEBI
50	Description and Comment Box
51	Cloning of tickets for consult specialist cases

- RTA Integration (Getting various data points related to Investors & Distributors).

Sr.No	Dashboard
1	User Level Reports of open / pending & closed cases
2	Regional Level Reports
3	National Level Reports
4	Filters to cull Multiple & Different kind of reports
5	Drag fields options
6	Real time view of tickets
7	Charts creation
8	Options to send reports via email as PDF
9	Push Report Options
10	IRO/Compliance/CEO desk Complaints view
11	Real Time access to cull all reports (Open, Pending, In-progress, Closed)
12	Notification to heads on pending tickets
13	Notification to heads on TAT breached cases
14	Option to create live Dashboards
15	Facility to generate reports for any custom dates.

Sr.No	C-SAT / NPS
1	Feedback on each closed tickets

2	Reports to be triggered
3	C-Sat Questionnaire & Modification access
4	Survey Link for front desk team to take feedback
5	Cull Reports with Different Parameters

Sr. No	Compliance Reporting
1	Facility to Upload certificates with date range
2	Uploaded certificates should be in chronological order or vice a versa.
3	Branch Standard Process Updation
4	Push Notification to Compliance- BSP
5	Notification on NISM Expiration 3 Months well in advance

#### 4. CRM FUNCTIONALOTY

Sr. No.	Functionality
1	Ability for the CRM solution to capture cases across channels (email, call, web, SMS, live chat, etc.) for customers, distributors, and prospects (both manual and automatic) either natively or through third party integrations
2	Capability of capturing & maintaining investors/distributors data from external & internal data sources (primarily RTA (Registrar Transfer Agent)) and presenting unified views of distributors/investors data to the various segments of CRM users across the company
3	Application should provide a Service Executive console with suitable view and data into one screen, so that the service executive has complete view of the customers & distributors while interacting with them
4	Automated email response communications to acknowledge receipt of their enquiry and inform customer about response SLAs, with ability to set different email templates depending on customer location, type of query, etc.
5	Automated email response communications to acknowledge resolution and closure of a case
6	Application should be able to provide case and communication history tracking with respect to customers/ distributors

7	Knowledge Base: Application should be able to provide an integrated knowledge hub on Canara Robeco / products & services to service executives in order to address/ resolve general queries, information requests, etc. The solution should be KCS v6-Verified. PDF version of knowledge series.
8	Application should be able to define/ configure escalation matrix and related workflows as per TAT/SLA and location and organisational hierarchy.
9	Option of both manual and automated escalation of cases to be available
10	Application should be able to define/ configure business rules for automated workflows for high-value customer service requests and other pre-defined cases
11	Ability to capture, track and manage cases via a queue-centric or skill-centric workflow based customer support process
12	Service Executives are able to collaborate across the company and with external parties to close cases faster and solve more complex issues
13	Quick access to recently created, modified, or viewed cases and pre-configured case list views (case record subsets based on user-definable filters)
14	When new cases are created, they can be either manually or automatically assigned to the appropriate person using pre-defined assignment rules (e.g., availability, language, type of customer, type of case, location, etc.)
15	Ability to create and link child cases for a parent case raised by a customer to track internal collaboration and workflows
16	Ability to merge multiple cases into one single case if required to avoid duplicates
17	Workflow builder to configure guided screens for data capture and updation for standard NFT use cases like KYC Update, Address Change, Contact Change, etc.
18	Workflow builder to configure predefined automations for standard NFT use cases like KYC Update, Address Change, Contact Change etc.
19	Service level agreement management for contact centre team, with the ability to track multiple milestones for each case
20	SLA tracking should be able to take into account configurable business hours, and stop the SLA timer outside business hours
21	Platform should support different workflows, page layouts, case stages and data access policies depending on the type of case and whether it is NFT/FT
22	Supervisors should have a real-time view into the current workload of all available agents in their organizational role hierarchy, with the details of how long they have been online, how many cases handled, how much capacity is available, etc.

23	Ability to configure routing rules for incoming cases which distribute work evenly based on available agent capacity, current workload and skillset
24	Module for agents to submit daily compliance checklist responses, and rules to ensure compliance and signoff before proceeding with daily work
25	Service Agent can send emails from within the CRM module, without having to leave the system
26	Facility for users to add/update their email signature without dependencies on OEM
27	Facility for admins to add/update email signature/ Knowledge base/ Issue Types etc of all users without dependencies on OEM
28	The CRM system should be provided nudges and follow-up tasks to improve their engagement with their customers/ distributors and as well have the ability to manage cross-sell/ up-sell
29	Ability to define default case teams, with different users and different roles for each user

## 5. PLATFORM FUNCTIONALITY

Sr. No.	Functionality
1	Case capture and customer service should not be treated as a stand-alone process, but can be used as the starting trigger for a bigger workflow around increasing business/lead generation, cross-sell/up-sell, etc. (for both existing customers or prospects)
2	Automation of workflows for various user personas, and ability to setup workflow processes by the admins, with required notifications and reminders
3	Activity tracking and management capability for users to manage distributors, prospects, customers across any use case - sales, service, distributor management, etc.
4	Capability to configure different user profiles and data access hierarchy for users in the system, which will govern all data access, feature access and app permissions
5	Ability to define security levels at organization-wide level for each object, and within an object at record and field levels
6	Capability to configure App access, Home Pages, Record Page Layouts, List Views, Reports & Dashboards, for various user groups depending on the data access settings outlined in their user profile

7	Ability to configure custom fields on standard Objects, and ability to create custom Objects with custom admin defined fields
8	Ability for admins to export all data stored in CRM solution in bulk, both on-demand and through scheduled automated export
9	Create email templates with company letterhead and dynamic data picked up from fields stored in CRM Objects
10	Categorization of email templates into folders
11	CRM must provide individual & group calendaring capabilities for collaboration/ meetings/ events
12	Application should have an in-built file storage to support sales, service or marketing processes
13	Data validation rules can be set to ensure data sanity
14	Capability for admin to define custom approval processes, with specific entry criteria, multiple approvers (linear or parallel flows), approval and rejection actions, and automated notifications
15	Availability of a limited access user license which can be provided to distributors, RTA, other service providers to collaborate with Service Executives on queries
16	Users will have the ability to declare their NISM 5A certification details including validity period, and have automated reminders to update the same as they are nearing the end of their validity period. Provision will be made to maintain the certificate copy on the same system.
17	Must have features like - Smart Google features, grammar / sentence suggestions, multiple attachment options with all types of files (JPG, PDF, text files etc.), Short cut creations for processes & Smart responses, Excel table creation, Faster resolution using generative AI & automation.

## 6. REPORTING FUNCTIONALITY

Sr. No.	Functionality
1	Proposed solution should have real-time reporting capabilities, with all fields on all objects available in reporting
2	Business users without admin access should be able to create personalised Reports & Dashboards with access to templated report types configured by admin

3	Capability of wizard-based report builder for the users should be available, with report filters and report columns
4	Capability to create tabular, matrix (pivot table) reports and join two or more reports into one joined table
5	Capability to configure report grouping columns, formula columns, bucketing, and create summary information in columns
6	Capability to create chart visualisations which are attached to the report data and update in real-time with the report filters
7	Reports & Dashboards should respect data access policies as defined by the user's profile and role hierarchy
8	Users should be able to print, mail and export Reports as per business requirements
9	Capability of drill down on the Reports to have a more detailed view with additional filters
10	Ability to schedule refreshes in order to have updated view/ data on the Dashboards

## 7. TECHNICAL FUNCTIONALITY

Sr. No.	Functionality
1	API access and configurability by admins, to meet the Distributors'/Channel Partners' needs for sales, service & marketing
2	Platform should support both real-time API (REST, SOAP, Web Services, Streaming and Bulk APIs) and event bus architecture (PubSub events) for integration
3	Availability of Integration only user (without traditional username password login access) to ensure that modifications made through integrations are secure and auditable
4	CRM solution should be accessible over the web browser, and also have native capability for users to view key customer/distributor, case related data and reports from tablet/mobile devices (Android, iOS) (without any additional development effort or cost)
5	CRM solution should be available as a secure multi-tenant cloud based SaaS solution, with India data residency and multiple availability zones available
6	Capabilities to lock down access to CRM platform using features like Trusted IP Ranges, MFA, SSO, etc.

7	Audit trail of users making changes with date & time captured for key fields
8	Availability of admin tools to extract and load bulk data with field mapping, and duplicate detection rules
9	India data residency, with multiple availability zones available in case of failure of 1 AZ
10	Publicly available service availability site which gives real-time visibility into the status of all services, and notifies in case of both scheduled and unexpected downtime
11	System admins should be able to make changes to the configuration done on the platform to meet Canara Robeco's requirements without dependency on the software vendor/OEM
12	CRM system should provide free feature release upgrades every year which should be automatically rolled out to customers with minimal business and end user impact
13	Auto Dialler with CRM workflows facility to manage Inbound/ Outbound calls from Call Centre

## 8. FUTURE CAPABILITIES

Sl. No.	Functionality
1	Ability to configure live chat as a channel, so that service executives can chat live & guide customers.
2	The same license should also be able to support sales and distributor management use case, with lead management, activity module, onboarding module, performance tracking and reporting
3	The proposed CRM system should have customer service related generally available capabilities and an active roadmap around AI (Predictive and Generative AI)

### Supply and licensing.

The CRM OEM partner or self shall provide CRAMC with licenses for the Customer Service 90 no's and Sales 5 no's. for the duration of the Agreement term, licenses can increase during the agreement term, cost of new licenses remain same for next 3 years. These licenses entitle CRAMC should be configured as per Business needs.

CRAMC will not be responsible or liable for any infringements or unauthorized use of the licensed products by the Bidder in performance of any activity/obligations undertaken by the Bidder in terms of this RFP. In the event of any claims against CRAMC for any license related issues, the selected Bidder will have to act upon the same and all liabilities and claims whatsoever will have to be settled by the selected Bidder and the CRAMC shall be kept indemnified against any such liabilities.

Further if the selected Bidder has missed out providing any required licenses to CRAMC, then CRAMC will not bear any additional amount for procurement of such licenses at a later date.

The CRM OEM shall provide updates, upgrades and patches for the CRM system(s) and database software(s) during the term of the Agreement, as applicable.

**Onsite support services:**

The Bidder shall depute dedicated supported on need base after delivery of project.

**Qualification & Experience of Personnel for Support:**

The product installation and maintenance shall be done by trained & experienced personnel, having current knowledge on the solution.

CRAMC reserves the right to ask for replacement of the developer based on their performance. Bidder has to replace such developer with competent resource complying with the qualification and experience mentioned in the RFP within 15 days from the date of communication from the CRAMC.

Description	Minimum Qualification
L3	Should have minimum Graduate and should be similar technology related stream or equivalent with minimum 7 years of relevant post qualification experience in similar solutions as proposed in this RFP. L3 resource will be responsible for end-to-end management of the solution including installation, configuration, troubleshooting, coordinating with OEM etc.
L2	Should have minimum Graduate and should be similar technology related stream or equivalent with minimum 4 years of relevant post qualification experience in similar solutions as proposed in this RFP. L2 resource should coordinate with L1 & L3 resources for smooth functioning of the project.
L1	Should have minimum Graduate and should be similar technology related stream or equivalent with minimum 2 year of relevant post qualification experience in similar solutions as proposed in this RFP.

**9. SUBMISSION OF PROPOSAL**

Proposals are required to be submitted as per the following directions and as per the formats mentioned in Annexures.

**“Application for Selection Of Customer Service CRM”**

4.1. Envelope 1 (unsealed) containing the following:

- i) Refundable fee of Rs Twenty Thousand by way of a demand draft drawn in favor of Canara Robeco Asset Management Company Limited payable at Mumbai
- ii) A letter authorizing the person to sign the proposal and other documents on behalf of the Bidder,
- iii) Certificate/Declaration (if any).

4.2. Envelope 2 (sealed) containing the Technical Bid.

4.3. Envelope 3 (sealed) containing the Financial Bid, to be opened by CRAMC. privately, after the technical evaluation. The bids will not be opened in the presence of the shortlisted Bidders.

4.4. The proposed procurement/ subscription would be for 3 years (i.e. from Month, Date, 2024, to Month Date, 2027) and shall be renewed for a further period subject to review by CRAMC, Incremental subscription fee need to be fixed in % and will be same for all renewal cycles.

4.5. The Company reserves the sole right to shortlist and award the assignments based on specified criteria and subject to approval of the appointment by Competent Authority.

4.6. Mere submission of application does not, in any way, constitute a guarantee for award of any assignment by the Company

Please note that the financial bid shall be considered valid for 90 days from the date of submission of the bid.

The proposal (all three envelopes) can be submitted latest by 17:00 hours on 7<sup>th</sup> August 2024, at CRAMC office, at Construction House, 4th Floor, 5, Walchand Hirachand Marg, Ballard Estate, Mumbai 400 001 in hard copies in original, duly signed by the authorized officer of the Bidder. The sealed Bid envelopes should be delivered to the CRAMC Office between 10:00 hours to 17:00 hours on Monday to Friday, working days only.

For any queries, please contact Mr. Deepesh Gosavi, Head - IT, [Email id: cramc.it@canararobeco.com](mailto:cramc.it@canararobeco.com).

No proposal will be entertained after the appointed time and date. The Company will not be responsible for any postal/ courier delay. The proposals received after the appointed time and date will be rejected.

Proposals with any conditionality shall be summarily rejected. Financial aspects of the proposal should not be disclosed in any way other than in the financial bid. Technical bids containing any indication to the financial bids will be rejected.

Incomplete proposals, conditional proposals, proposals not conforming to the terms and conditions set out herein will be rejected by the Company.

Misrepresentation of any fact within the proposal would lead to cancellation of the contract apart from any other actions which the Company would be entitled to take.

The Company reserves the sole right to accept or reject any or all Proposals received without assigning any reasons thereof. The decision of the Company / Committee on the selection of the bidder shall be final.

## 10. TIME FRAME

The following is an indicative time frame for the overall selection process. The Company reserves the right to revise/modify this time frame at its absolute and sole discretion and without providing any notice/intimation or reasons thereof to any of the Bidders. Changes to the time frame will be conveyed to the affected Bidders during the process.

RFP Notification	
Last date of submitting queries	30 <sup>th</sup> July 2024
Last Date of Proposal Submission	9 <sup>th</sup> August 2024
Opening of Technical Bid	12 <sup>th</sup> August 2024
Opening of Commercial Bid	21 <sup>st</sup> August 2024

## 11. PROCEDURE FOR SELECTION

- 6.1 Qualified interested Bidders, need to meet the set criteria and comply with all compliance checklists.
- 6.2 The Committee would evaluate the bidders on the criteria mentioned in Proposal Format based as per Annexure IV and proposals received and shortlist bidders scoring above a pre-determined threshold or any other criteria that Committee may deem fit.
- 6.3 The Committee would open the Financial Bids of shortlisted bidders as per internal procedure. The date and time of opening of the Financial Bids will be announced as per RFP Notification.
- 6.4 The marks scored by shortlisted bidders in the technical evaluation will then be given a weightage of seventy percent. Similarly, the Financial Bids of the bidders will be given a weightage of thirty percent. The combined score of Technical and Financial Bids will determine the H1 (Bidder scoring highest point / marks), H2, H3 and so on. The Company will select such number of bidders as deemed appropriate who agree to undertake the assignment. The Company will use waterfall for the next bidder in case any shortlisted bidder does not accept the appointment. The Bid scores will not be made public, and neither will the bids be opened in the presence of the Bidders.
- 6.5 Bidders will be present their solution once they are selected in Technical bid, this will help us to finalize the partner.
- 6.6 The bidder scoring the highest points/marks (H1) based on the above principles would be appointed for the transaction. Other Bidders will be update their status accordingly.

## 12. REQUIREMENTS OF FINANCIAL BID

- 7.1 The fee quoted should be unconditional. Each bidder is required to submit its financial bid along with a covering letter and financial bid.
- 7.2 The fee quoted by the Bidder should be exclusive of Goods and Services Tax but inclusive of out-of-pocket expenses etc. The Goods and Services Taxes should be indicated separately while raising the bills for payment of fee. All bills are to be raised in INR and will be payable in INR only after successful and satisfactory closure of the transaction.

## 13. COMPLIANCE

### 8.1 Due Diligence

The Bidder is expected to examine all instructions, forms, terms, and specifications in this RFP. Application shall be deemed to have been done after careful study and examination of this RFP with full understanding of its implications. The Application should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of Application not responsive to this RFP in every respect will be at the Bidder's risk and may result in rejection of the Application.

### Confidentiality

The Invitation document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The Invitation document is provided to the Recipient on the basis of undertaking of confidentiality given by the Recipient to Company. The company may update or revise the document or any part of it. The Recipient acknowledges that any such revised or amended document shall be received subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the document with any officer, employee, consultant, director, agent, or other person associated or affiliated in anyway with Company or any of its customers or suppliers without the prior written consent of Company.

### 8.2 Cost of Participation

The Bidder shall bear all costs associated with the preparation and submission of its Application and CRAMC, will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the selection process.

### 8.3 Clarification of RFP Documents

A prospective Bidder requiring any clarification on this RFP may contact CRAMC in writing by E-mail at [cramc.it@canararobeco.com](mailto:cramc.it@canararobeco.com). CRAMC shall respond in writing by E-Mail to any request for clarification of the application documents, from the prospective Bidders, which it receives not later than 14<sup>th</sup> August 2024. Further CRAMC will respond by E-Mail to all clarifications, without identifying the source of the inquiry. CRAMC shall not be responsible for any external agency delays.

### 8.4 Amendment of RFP Document

- a) CRAMC reserves the sole right to include any addendum to this entire selection process. The Bidders shall not claim as a right for requiring CRAMC to do the previously mentioned.
- b) At any time before the deadline for submission of proposals, CRAMC may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify this RFP Document.
- c) All Bidders who have responded to this RFP shall be notified of the amendment in writing by e-mail, fax, or post, and all such amendments shall be binding on them.
- d) If required, in order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their applications, CRAMC reserves the right to extend the deadline for the submission of applications. However, no request from the Bidder shall be binding on CRAMC for the same.

#### 14. INFORMATION REQUIRED

9.1. Mandatory information to be submitted on the letter head of the Partner to be eligible for the bidding process (Please attach as Annexure I):

Sr.No.	Item	Details
<b>Basic Data</b>		
1.	Name of the Partner	
2.	Address of Head Office Number of Branch Offices (Specially mention the office address, Partner and other details of the contact person in Mumbai office)	
3.	Constitution	
4.	Date of Establishment	
5.	Registered Office Address	
6.	GST Number	
7.	Whether the Partner or any partner has ever been debarred by RBI/SEBI/CAG/or any Government Organization if yes, details:  Registration Number Name of the partner Brief reasons for debarment	

	Note: Partner includes Partnership Partner, LLP, or a limited Company. Partner includes director as well.																					
8.	Name, Designation, Tel. No, E-Mail of the authorized signatory submitting the RFP (Please enclose the copy of board resolution)																					
9.	Any pending or past litigation (within three years)? If yes, please give details																					
10.	Turnover for the past 3 years (FY, Turnover, Net Profit, Net Worth)																					
12.	Brief profile of Partners/Director in the following manner)																					
	<table border="1"> <thead> <tr> <th>Name/ Qualification</th> <th>Total Experience</th> <th>Experience with Current Partner</th> <th>Project Details</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Name/ Qualification	Total Experience	Experience with Current Partner	Project Details																	
Name/ Qualification	Total Experience	Experience with Current Partner	Project Details																			
12.	Past Experience of similar nature																					
	<table border="1"> <thead> <tr> <th>Name NBFC/ AMC</th> <th>Nature Of Assignment</th> <th>Year of Assignment</th> <th>Project Manager</th> <th>No of Applications</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Name NBFC/ AMC	Nature Of Assignment	Year of Assignment	Project Manager	No of Applications																
Name NBFC/ AMC	Nature Of Assignment	Year of Assignment	Project Manager	No of Applications																		

15. DOUCMENTS TO BE SUBMITTED

Bidder shall submit the following documents along with the application.

- i) Mandatory information as per point No. 2.1 above
- ii) Copies of certificate of experience including project details etc., in relation to similar assignment performed elsewhere, if any.
- iii) Copies of Registration Certificate issued to the Partner.
- iv) Copy of constitution Certificate issued.
- v) STQC or similar Compliance of the product (If any)
- vi) Use case of CRM deployment for same kind of setup.

- vii) Acceptance Letter of the RFP and its provisions
- viii) Project Plan and Approach
- ix) Presentation of the Proposed Solution (The bidder may be required to present solution if requested by CRAMC Team)
- x) Any form of canvassing/lobbying/influence/cartelization, etc. by the Bidder may result in disqualification of such Bidder.
- xi) Letter of conPartneration regarding non-disqualification as per Annexure - III

## 16. GENERAL CONDITIONS

i.	No communication will be sent by the CRAMC, and no correspondence will be entertained in respect of Partners, which are not being selected.
ii.	The selected Partner, on receiving the offer letter from CRAMC, shall submit the hard copies of Letter of acceptance of terms and conditions, undertaking letter, and Undertaking of Fidelity and Secrecy (Formats will be shared with the selected Partner).
iii.	The assignment should be conducted in a professional manner and in case of any misconduct & negligence, CRAMC is free to report the matter to SEBI/RBI under the guidelines from time to time. This will be in addition to the disengagement from the assignment.
iv.	By virtue of the engagement, the successful Bidder's team may have access to business information of CRAMC. CRAMC shall at all times have the sole ownership of and the right to use, all such data in perpetuity in the course of performing the Service(s) under the Engagement.
v.	Appointment of Partner shall be purely at the discretion of CRAMC, and no rights whatsoever accrue to the Partner for such appointment.
vi.	<b>Regulatory Compliance:</b> Cloud service provider shall strictly comply with all the requirements laid down in SEBI circular No. SEBI/HO/ITD/ITD_VAPT/P/CIR/2023/ 033, dated March 06, 2023, and any non-compliance of the conditions specified in the said circular will be subject to rejection.
vii.	Partner shall adhere to the coverage strictly as per the scope as may be decided by CRAMC from time to time.
viii.	CRAMC reserves the right to seek views from the entities with whom the Partner is/has been/was associated.
ix	The Partner shall not sub-contract or assign part of the scope of work to any outside Partner or other persons without the express permission in writing from CRAMC.
X	Any other terms and conditions of the assignment would be decided by CRAMC on a case-to-case basis.

## 17. PLANNING & EXECUTION:

- I. Implementation Methodology -
  - a. The selected Bidder should follow a suitable methodology for delivering the requirements of the RFP for the entire contract period. Accordingly, the Bidder should factor for necessary effort and team deployment. The methodology should clearly lay out the overall steps from initiation to closure of this engagement.
  - b. The FRSM (Functional Requirements Specification Manual) would be reviewed by the Company

and the selected bidder is expected to remediate all gaps identified by the Company.

II. Functional Requirements specifications Manual (FRSM)

- a.** The selected bidder will conduct a detailed systems requirements study and provide a solution specific FRSM for solutions relating to the functionalities as required supporting various processes within the Company as responded by the Bidder.
- b.** The FRSM should include the standard operating procedure proposed for the re-aligned process. The Bidder is expected to assist the Company in aligning the business requirements with the application so as to enable centralization of desired business process, eliminate redundant and duplicate processes, increase operational efficiency, and improve customer service.
- c.** The bidder is expected to prepare detailed documentation, presentation, workflows for the business processes affected due to implementation of the RFP for Selection of partner.
- d.** The Bidder shall provide the FRSM to the Company for review and comments and any comments or suggestions of the Company will be incorporated therein.
- e.** The Company will identify spocs for each process, which would be responsible for the review, comments, and sign-off of the FRSM.
- f.** The FRSM will be deemed completed when signed off from the Company.

III. Business Process Definition (BPD)/Parameterization

- a. The selected bidder is also expected to conduct and document a detailed current assessment of all business activities, and services performed by the Company to gain understanding of the Company's existing business and operations.
- b. The selected bidder is expected to help the Company to parameterize the product and provide valuable inputs at the time of system parameterization based on the current state assessment undertaken by the selected bidder. Also, the core team training conducted by the selected bidder should reflect an understanding of the Company's current processes as a result of conducting the current assessment.
- c. The selected bidder would be responsible for ensuring that the BPD/Parameterization exercise is as per the plan.

18. TENURE OF ASSIGNMENT

CRAMC in the first instance will appoint the shortlisted CRM OEM for three (3) financial years. The term may be extended solely at the discretion of CRAMC on satisfactory review by the competent authority.

19. CONDUNT & PERFORMANCE MONITORING

- a. CRAMC shall designate one of its senior officers as a single point contact for coordinating the assignment.
- b. CRAMC shall provide the requisite initial information of its activities and further support.
- c. CRAMC reserves the right to review the appointment at any point of time and if necessary, to cancel the appointment by giving 10 days' written notice. In the event of termination of contract, a further course of action which might include transition would be decided as per the

agreed terms and conditions.

- d. In case the Partner fails to report serious omissions/ commissions/ non-compliance etc., CRAMC reserves the right to report the matter to SEBI/ RBI, which may result in appropriate action. Such Partners will not be eligible for any further service contract with CRAMC for the next five years.

## 20. REPRESENTATIONS & WARRANTIES:

- a. That the Bidder is a Partnership Partner/LLP/Company with requisite qualifications, skills, experience, and expertise in providing Service(s) contemplated herein, the financial wherewithal, the power, and the authority to enter into the Engagement and provide the Service(s) sought by CRAMC.
- b. That the Bidder is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of Service(s) under this Engagement.
- c. That the representations made by the Bidder in its application are and shall continue to remain true and fulfill all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the Engagement and the RFP Documents and unless CRAMC specifies to the contrary, the Bidder shall be bound by all the terms of the RFP.
- d. That the Bidder has the professional skills, personnel and resources/authorizations that are necessary for providing all such services as are necessary to perform its obligations under the application and this Engagement.
- e. That the Bidder shall use such assets of CRAMC as CRAMC may permit for the sole purpose of execution of its obligations under the terms of the RFP or the Engagement. The Bidder shall however, have no claim to any right, title, lien, or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.
- a. That the Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/products free from all claims, titles, interests, and liens thereon and shall keep CRAMC, its directors, officers, employees, representatives, consultants and agents indemnified in relation thereto.
- b. That all the representations and services as have been made by the Bidder with respect to its RFP and Engagement, are true and correct, and shall continue to remain true and correct throughout the term of the Engagement.
- c. That the execution of the Service(s) herein is and shall be in accordance and in compliance with all applicable laws.
- d. That there are – (a) no legal proceedings pending or threatened against Bidder or any of its partners or its team which adversely affect/may affect performance under this Engagement; and (b) no inquiries or investigations have been threatened, commenced, or pending against the Bidder or any of its Partners or its team members by any statutory or regulatory or investigative agencies.

- e. That the Bidder has the corporate power to execute, deliver and perform the terms and provisions of the Engagement and has taken all necessary corporate action to authorize the execution, delivery, and performance by it of the Engagement.
- f. That all conditions precedent under the Engagement have been complied with.
- g. That neither the execution and delivery by the Bidder of the Engagement nor the Bidder's compliance with or performance of the terms and provisions of the Engagement (i) will contravene any provision of any applicable law or any order, Regulation, writ, injunction or decree of any court or governmental authority binding on the Bidder (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the Bidder is a party or by which it or any of its property or assets is bound or to which it may be subject.

## 21. CONFIDENTIALITY

The Parties agree that they shall hold in trust any Confidential Information received by either Party, under the Engagement, and the strictest of confidence shall be maintained in respect of such Confidential Information. The Parties agree to execute the Confidentiality Agreement prior to finalization of Engagement and shall abide by the terms and conditions of confidentiality as contained therein.

## 22. GOVERNING LAW

The Engagement shall be governed in accordance with the laws of Republic of India. These provisions shall survive the Engagement.

## 23. JURISDICTION OF COURTS

The courts of India at Mumbai shall have exclusive jurisdiction to determine any proceeding in relation to the Engagement. These provisions shall survive the Engagement.

## 24. TIME LIMIT FOR COMMENCEMENT OF WORK

Time limit for commencement of work shall be mutually decided at the time of award of Engagement.

### **Bidders need to complete the attached annexures:**

1. Compliance Requirements (on the letter head of the Partner) – Annexure - I
2. Application format for Procurement of Cloud services (on the letter head of the Partner) – Annexure - II
3. Letter of conPartneration regarding non-disqualification (to be submitted on letter head) – Annexure - III

## 25. DISCLAIMERS

The information contained in this RFP document or information provided subsequently to Bidders whether verbally or in documentary form by or on behalf of Canara Robeco Asset Management Company Limited (CRAMC), 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 CRAMC to any parties other than the Bidders who are qualified to submit the applications as per the eligibility conditions. The purpose of this RFP is to provide the Bidder(s) with information to assist in the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder Partner should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP. CRAMC 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 updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder may require. CRAMC 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. CRAMC reserves the right or discretion to change, modify, add or alter any or all of the provisions of this RFP document and / or the selection process, without assigning any reasons, whatsoever. Such change will be intimated to all Bidders. Any information contained in this RFP document will be superseded by any later written information on the same subject made available to all recipients by CRAMC.

CRAMC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

CRAMC reserves the right to reject any or all expressions of interest / proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of CRAMC shall be final, conclusive, and binding on all the parties.

#### 12.1 No legal relationship

No binding legal relationship will exist between any of the Bidders and the CRAMC until execution of a contractual agreement with the successful Bidder.

#### 12.2 Evaluation of Offer

Each Bidder acknowledges and accepts that the Company may, in its absolute discretion, apply any additional criteria it deems appropriate in the selection of the bidder, not limited to those selection criteria set out in this RFP.

#### 12.3 Disqualification

Any form of canvassing/lobbying/exercise of influence/cartelization etc. by the Bidder will result in disqualification of such Bidder.

In case it is found during the course of the transaction or at any time before award of the assignment or after its execution and during the period of subsistence or after the period thereof, that one or more of the terms and conditions laid down in this Request for Proposal has not been met by the Bidder, or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the CSP (Customer Support Partner). Also, if the Selected Bidder has already been appointed as the CSP, as the case may be, the same shall, notwithstanding anything to the contrary contained in this RFP, be liable to be terminated, by a communication in writing by the CRAMC to the Selected Bidder without the CRAMC being liable in any manner whatsoever to the CSP. This action will be without prejudice to any other right or remedy that may be available to the CRAMC under the bidding documents, or otherwise. However, before terminating the assignment, a show cause notice stating why its appointment should not be terminated would be issued giving it an opportunity to explain its position.

#### 12.4 Confidentiality

The information contained in this document is confidential. The Bidder shall not share this information with any other party not connected with responding to this RFP. The information contained in this RFP or subsequently provided to Bidder(s) whether verbally or in writing by or on behalf of the CRAMC shall be subject to the terms and conditions set out in this RFP and any other agreement/contract to be executed by the CRAMC.

#### 12.5 No representation or warranty by the CRAMC

The CRAMC makes no representation or warranty and shall incur no liability under any law, statute, rules, or regulations on any claim the potential bidder may make in case of failure to understand the terms and requirements of this RFP and responds to the RFP.

The CRAMC may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP and specify additional requirements or cancel this RFP at any time without assigning any reason there of and without any notice, at its sole discretion. All such changes or events will be uploaded on the CRAMC's website at [www.canararobeco.com](http://www.canararobeco.com). Interested parties are advised to regularly refer to the URL mentioned above.

While due care has been taken in the preparation of this document, the CRAMC will not be held responsible for any inaccuracy in the information provided herein. The Bidder must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of all such information contained in the RFP.

It is the Bidder's responsibility to examine this RFP; examine all other information available on reasonable inquiry relevant to the risks, contingencies and circumstances affecting its response to the RFP; and satisfy itself as to the completeness, correctness, and sufficiency of all the information contained in its response to the RFP.

#### 12.6 CRAMC's Discretion

- i) The CRAMC may at its sole discretion select and appoint such number of bidders as it deems fit with requisite experience in BFSI sector and comply with, the SEBI Guidelines/Regulations.
  - ii) *The* CRAMC shall be under no obligation to act upon the advice rendered by the bidders for the appointment of the CSP. The appointment made by the CRAMC shall be final and binding on all the Bidders.
  - iii) In case, if there is substantial change in the composition of the Team handling the Cloud Project of the CSP which can significantly affect its execution, the CRAMC reserves its right to penalize the CSP, the proposed rate of penalty would be 0.5% of the entire project cost/TCO per week of delay or non-compliance.

# Annexure I

## Compliance Requirements (on the letter head of the Partner)

Note: The Bidder should mention in seriatim, whether all the compliance are met by marking their responses as 'Y'(Yes) or 'N'(No).

### Annexure - I CRM Hosting Cloud Security Assessment Checklist

#### Introduction

Due diligence while onboarding a cloud vendor is an important step in ensuring that there is no change in the security posture of the Mutual Fund as the vendor will be dealing with business/customer sensitive information protecting which is paramount duty of the Mutual Fund. It is imperative to consider various factors including adherence to industry recognized certifications, rigorous security assessments etc., while onboarding new vendor for the purpose. This document was created with an intent to provide comprehensive list of cloud security considerations as a checklist to be ensured before onboarding a new cloud vendor.

#### Abbreviation

Abbreviation	Definition/Expansion
Partner	CRM deployment Partner
OEM	original equipment manufacturer
MEITY	Ministry of Electronics and Information Technology
CSPM	Cloud Security Posture Management
DPDP	Digital Personal Data Protection Act
CSA	Cloud Security Alliance

#### Assessment Checklist

Before onboarding any new cloud vendor, we recommend that the best practices are considered as per various sections of this document and below.

Sl. No	Compliance Checklist	Bidder Compliance Yes/No
1.	The hosted CRM on Cloud should be a MeitY (Ministry of Electronics and Information Technology) empanelled Cloud Service Provider	
2.	Research and assess the potential of the OEM/PARTNER for their security capabilities and reputation	
3.	Ensure that the CSP is chosen such that CIS Benchmark prescribed configuration recommendations are available in CIS (Centre for Internet Security).	
4.	<p>Ensure that the CSP is chosen such that they are compliant with the requirements as stated in the latest standard of CSA STAR CCM (<i>Currently v4.0 as on date of release of this document</i>).</p> <p>The listing of the CSP compliance to CSA STAR CCM can be checked at.  <a href="https://cloudsecurityalliance.org/star/registry/">https://cloudsecurityalliance.org/star/registry/</a></p>	
5.	The OEM/Partner to ensure that baseline security configuration of Operating System, Database, Web Server etc. is in accordance with the industry best practices preferably CIS Based benchmark images.	
6.	<p>OEM/PARTNER should comply to the detailed cloud security best practices published on website of MeitY at following URL:</p> <p><a href="https://www.meity.gov.in/writereaddata/files/2.%20W13_Cloud%20Security%20Best%20Practices_06112020.pdf">https://www.meity.gov.in/writereaddata/files/2.%20W13_Cloud%20Security%20Best%20Practices_06112020.pdf</a></p>	
7.	The data should be stored within geography of India.	
8.	The OEM/PARTNER to ensure that they would comply to the Reserve Mutual Fund of India issued a directive vide circular DPSS.CO.OD. No 2785/06.08.005/2017-18 dated April 06, 2018, on 'Storage of Payment System Data' advising all system providers to ensure that the entire data relating to payment systems operated by them is stored in a system only in India.	
9.	OEM/PARTNER should ensure establishing necessary DC and DR Setup in multiple seismic zones separated geo-graphical areas or more than 500 kilometres.	
10.	In single region also, multiple availability zones should be available and setup for redundancy and fault tolerance purposes.	
11.	All functions involving critical and PII data to be maintained on-premises only while functions involving noncritical data can be moved to Cloud thereby adopting Hybrid Cloud model approach.	
12.	<b>Security Patches and Updates:</b> OEM/PARTNER should ensure updating their systems/ resources/ application/ instances/ hardware with the latest security patches to maintain a secure Cloud infrastructure.	
13.	<b>Data Encryption:</b> Ensure data in rest and transit are encrypted with strongest industry	

	standard encryption algorithms.	
14.	The CRM hosted CSP should be able to provide geographic or IP based restrictions.	
15.	<b>Incident response and disaster recovery:</b> Ensure the OEM/PARTNER has well-defined incident response plan in place to respond quickly and effectively to security incidents and minimize their impact, and regularly test your disaster recovery procedures.	
16.	<b>Data Backup:</b> OEM/PARTNER should ensure robust, consistent, and regular back-up and recovery/data restoration plans are in place. The data & configuration backups are to be taken in fully encrypted mode and maintained as per the Mutual Fund's policy/procedure.	
17.	<b>Logging and auditing:</b> The OEM/PARTNER should enable detailed logging and auditing of user, process activities & other activities in all resources including when and how data is accessed, changes in policy assignments, privileged accounts, administration actions and authorization logs which may indicate sensitive or privileged actions, to help detect and respond to security incidents.	
18.	<b>Continuous Monitoring:</b> a. OEM/PARTNER to ensure continuous monitoring of audit, events, access to critical data and/or processes, or other change/activity logs.	
19.	<b>Security Incident Event Monitoring (SIEM):</b> a. The alerts, logs, events from CSPs should be able to integrate with Mutual Fund's incident response process i.e. SOC wherever applicable and/or retention of relevant logs in cloud shall be ensured for incident reporting and handling of incidents relating to services deployed on the cloud.  b. The OEM/PARTNER should establish a dedicated or managed SOC Team for ensuring security incident monitoring on 24x7 basis and effectively respond and remediate to security incidents.	
20.	<b>Data Portability:</b> Ensure that OEM/PARTNER is flexible by providing suitable options such that data can be easily and seamlessly migrated in case if Mutual Fund decide to switch to another CRM OEM.	
21.	The OEM/PARTNER shall ensure for the below. i. The security for hypervisors, containers, and Software defined networks. ii. Proper and adequate incident detection, response, notification, and remediation. iii. Strong perimeter security for API gateways and web consoles iv. MFA v. Assure security isolation between tenants. vi. Configure hypervisors to isolate VMs from each other! vii. Implement processes and technical security controls to prevent admin/non-tenant access to running VMs or volatile memory. viii. Encrypt underlying physical storage. ix. Role based access controls and strong authentication for all container and repository management	

SLAs and Agreements for execution with Partner

1. The selected vendor shall execute:
  - a) Service Level Agreement (SLA), which must include all the services and terms and conditions of the services to be extended as detailed herein, and as may be prescribed or recommended by the CRAMC/OEM.
  - b) Non-Disclosure Agreement (NDA), the selected vendor shall execute the SLA and NDA within two months the date of acceptance of letter of appointment or as intimated by the Company.
  - c) The stamp duty or any other associated charges to execute the above-mentioned document shall be borne by the successful bidder.
2. Penalty:
  - a. CRAMC expects that the selected bidder completes the scope of the project as mentioned. The inability of the selected bidder to either provide the requirements as per the scope or to meet the timelines as specified would be treated as breach of contract and would invoke the penalty clause. The proposed rate of penalty would be 0.5% of the entire project cost/TCO per week of delay or non-compliance. The company at its discretion may apply this rule to any major non delivery, non-adherence, non-conformity, non-submission of agreed or mandatory documents as part of the Project.
  - b. Inability of the selected bidder to provide services at the service levels defined would result in breach of contract and would invoke Penalty.
  - c. The maximum amount that may be levied by way of penalty pursuant to clause above shall not exceed 10% of the Total Contract value.
3. Information Ownership:
 

All information processed, stored, or transmitted by equipment belongs to CRAMC. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

While selecting the OEM/Partner, the following security related points are included in the SLA and agreement with the Mutual Fund.

Sl. No	Vendor Agreement Compliance	Bidder Compliance Yes/No
1.	As per the cyber security guidelines by RBI, SEBI and the Regulatory authorities should have access to their IT infrastructure as and when required for audit from security perspective which may also include visits without prior notice to ensure Mutual Fund's data are not misused	
2.	Ensure third parties/partners/CSP are also conducting background check, ensuring regular security assessments, audits on their suppliers, vendors, and other third-party partners as well as employees (third-party risk	

	management program)	
3.	Ensure appropriate clauses for not only the uptime, but also for the confidentiality and integrity of the underlying data (For ex. Penalties for every record of a particular type based on sensitivity being exposed or corrupted by a malicious actor)	
4.	Ensure that there is Right to Audit clause in place, in agreement with the vendor/CSP for performing audit or other assessments & security assessment for the associated infrastructure	
5.	Ensure suitable clauses having the right to monitor and right to terminate services in the event of a security incident or a security breach	
6.	Appropriate clauses may be included in the SLA to protect the Mutual Fund's interest and to enforce optimum controls as per the Mutual Fund's policy. Vendor/Service provider/CSP should be bound to a non-disclosure agreement and maintain incident reporting to Mutual Fund in case of any eventuality	
7.	Ensure proper SLAs in place with respect to Data Retention, Masking of Data, Archiving, Destruction of data, Sharing of Data, Encryption of critical data etc.	
8.	The CSP shall adhere to all laws pertaining to data privacy and protection that are applicable as per Gol, RBI and any other regulators	
9.	The 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	
10.	In case of any breach vendor/Service provider should notify Mutual Fund and regulators immediately and provide RCA and take appropriate action, remediate, and cooperate for Incident Management	
11.	<b>Business Continuity:</b> The SLA should clearly reflect RTO (Recovery Time Objective) and RPO (Recovery Point Objective), MTD (Maximum Tolerable Downtime), uptime and performance parameters and alternatives for contingency situations for provider infrastructure (including network)	
12.	OEM/PARTNER vendor has to provide all the Audit Certifications on data center, data security and access control of the cloud deployment	
13.	Ensure proper SLAs in place and certificates are also obtained covering third party vendor/Service/CSP provider that their systems are at minimum complied to security best practices such as <ul style="list-style-type: none"> <li>a. Regular conducting VAPT, API Assessment, Source Code audit certified by a CERT-IN empaneled auditor.</li> <li>b. Regular Hardening of System preferably CIS Benchmark, System &amp; Application Patching to latest release patches and security updates</li> <li>c. Adhering to NIST (especially 800-53) and CSF (Cyber Security Framework) standard best practices.</li> </ul>	

	<ul style="list-style-type: none"> <li>d. Monitoring CERT-IN and any other regulator’s released advisories and fixing applicable vulnerabilities.</li> <li>e. SOC-II</li> <li>f. <b>Security Training and Awareness:</b> The employees as well as vendor staff received security and security awareness training.</li> <li>g. Conduct third party risk assessment on regular basis and monitor for any data breach /leak cases from supply chains to take necessary protective &amp; remedial measures</li> </ul>	
14.	<p><b>Termination rights and process / Exit strategy:</b></p> <ul style="list-style-type: none"> <li>a. Agreement to consider data deletion including backups and residual data/metadata (ex: system logs, audit logs, access logs, search indices), timelines and written notification of successful deletion.</li> <li>b. Agreement should define exit strategy in the event of termination of the outsourcing agreement.</li> <li>c. Under no circumstances Company shall be liable to the Service Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this project , even if Company has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.</li> <li>d. The company shall have the option to terminate any subsequent agreement and / or any particular order, in whole or in part by giving Vendor at least 90 days prior notice in writing. It is clarified that the Vendor shall not terminate the subsequent Agreement for convenience.</li> <li>e. However the Company will be entitled to terminate subsequent agreement, if Vendor breaches any of its obligations set forth in this RFP and any subsequent agreement and Such breach is not cured within thirty (30) Working Days after the Company gives written notice; or if such breach is not of the type that could be cured within thirty (30) Working Days, failure by Vendor to provide the Company, within thirty (30) Working Days, with a reasonable plan to cure such breach, which is acceptable to the Company. Or Nonconformity of the Deliverables or Services with the terms and Specifications of the RFP as observed during post-delivery audit or otherwise; or Serious discrepancy in the quality of service/hardware/software expected during the implementation, rollout and subsequent maintenance process.</li> </ul>	
15.	The agreement shall provide for ensuring prior approval/consent by the Mutual Fund for engaging any outsourcing or sub-contractors by the service provider for all or part of the activity	

16.	The OEM to ensure that the CSP complies with all the necessary security and Data Protection regulations such as Digital Personal Data Protection Act (DPDP), 2023 and the RBI's guidelines on Data Storage and handling	
17.	Ensure that the vendor Partner/CSP/vendors undertakes to remedy any observations reported by RBI/external vendors on cloud operations	
18.	Ensure to provide support/coordinate/undertake necessary activities for smooth transfer of data/applications/APIs in event of reverse migration to on-premises of the Mutual Fund or to any newly selected CSP.	
19.	The OEM/PARTNER should be able to adhere to the checklist issued by RBI Master Direction dated 10.04.23 on Outsourcing of Information Technology Services (Appendix -I) pertaining to "Usage of Cloud Computing Services"	
20.	The solution provided by the OEM/PARTNER shall be portable as well as interoperable to any other CSP (data export options need to be considered in case Mutual Fund require migration to another platform)	

### Security Solutions in the Cloud

CRM OEM must have the below Security Solution capabilities (an indicative list only) and the Partner should ensure enabling the below Security solutions wherever applicable in the cloud.

Sl. No	Vendor Application Compliance with Security	
1	Anti-DDOS	
1	WAF	Web Application Firewall
2	SIEM	<b>Security Information and event management:</b> The Partner should establish CRM API to share the application and system logs
3	DAM	Database Activity Monitoring
4	Antivirus Solution & EDR/XDR	
5	API Gateway	
6	Intrusion Prevention System (IPS), Intrusion Detection Solution (IDS), Host Intrusion Prevention System (HIPS)	

### Good to have/Preferable certifications to consider – Vendor Compliance

ISO 27017 (Cloud Security Management Certified)
ISO/IEC 27018 (Personal Data in Cloud Certified)
ISO/IEC 27701 PIM (Privacy Information Management) certified
ISAE (International Standard on Assurance Engagements) 3402

**Security Assessments**

Before any application is moved to production, all applicable security assessments shall be undertaken for all the components, services, infrastructure of the application and necessary certificates to be obtained from the OEM/Partner.

In this regard, the OEM/PARTNER has to undertake on a periodic basis all security assessments on their own or if the Mutual Fund wishes to perform any security assessment as per the SLA.

The details of indicative assessments but not limited to are as per below:

1. End to End Security Assessment
2. Risk Assessments covering a variety of technical, procedural, and human risks.
3. **Software Composition Analysis (SCA)**  
Assessment using Tools such as 'OWASP Dependency-Check' that actively scans through a project's dependencies to detect and report on publicly disclosed vulnerabilities.
4. **Cloud Security Assessment (CSA)** for assessing cloud assets and resources for misconfigurations and non-standard deployments not limited to below (including CIS Benchmarks)
  - a. Overall security posture
  - b. Identity and Access Management
  - c. Network security.
  - d. Incident management
  - e. Storage security
  - f. Workload security
  - g. Platform services security
5. Container Images Scan & Kubernetes Security Assessment
6. VAPT (Vulnerability Assessment with Penetration Testing) - including CIS Benchmarks
7. Web Application Security Testing (including OWASP Top 10)
8. Secure Configuration Audit
9. Source code audit (SAST - Static Application Security Testing)
10. DAST (Dynamic Application Security Testing)
11. API security assessment for the APIs. (including OWASP Top 10 API)

**Note:** The security assessments for the above must be obtained from an independent third-party auditor empaneled by CERT-In.

# Annexure-II

## Application format for Procurement of CRM for Customer Service and Sales (on the letter head of the Partner)

Ref. No.

Date:

To,

The Head Information technology,  
Canara Robeco Asset Management Company Ltd  
4<sup>th</sup> Floor, Construction House,  
No.5 Walchand Hirachand  
Marg, Ballard Estate, Mumbai  
400001

**Sub: Providing Preliminary Information for procurement of CRM for Customer Service and Sales for Canara Robeco Asset Management Company Ltd.**

Dear Sir,

In respect of the procurement of CRM for Customer Service and Sales for Canara Robeco Asset Management Company Limited, please find enclosed our response to your RFP dated ..... Having examined the RFP document and the Scope, Eligibility Criteria and other terms and conditions as stipulated therein, we, the undersigned, hereby state that we are in conformity with the specified requirements and would like to offer to provide the Services as defined and described in the RFP, on the terms and conditions mentioned in the RFP Document.

1. We certify that all the information and representations furnished herewith are true, correct, valid and subsisting in every respect and can be supported with relevant documents of proof on demand by CRAMC.
2. We are submitting the application for preliminary evaluation and appointment of our Partner for the procurement of CRM for Customer Service and Sales with regards to Canara Robeco Asset Management Company Ltd and Canara Robeco Mutual Fund and other incidental assignments along with the audit scope.
3. We agree and undertake that if our Partner is shortlisted for technical and commercial bidding, we shall comply with the same and undertake assignment as provided by CRAMC SPOC.
4. We agree that 1 bidder will be shortlisted for this activity for a period of 3 years, and we accept that the scope of work, Technical & Functional specifications for the same will be limited to the categories provided in this RFP.
5. If the assignment is awarded to our Partner, we agree and undertake to provide the Services comprised in the scope within the timeframe specified, starting from the date of receipt of notification of award from CRAMC.
6. We agree and undertake to abide by the terms and conditions, provisions, stipulations, and covenants from time to time and it shall remain binding upon us and may be accepted at any

time before the expiration of that period.

7. We understand that you are not bound to accept our request for participation in the process or not bound to accept our proposals that you may receive or give any reason for rejection of any application. We also agree and conPartner that we will not claim any expenses incurred by us in preparing and submitting this proposal.
8. We are also aware that CRAMC has also right to re-issue / re-commence or completely cancel the selection process, to which we do not have right to object and have no reservation in this regard; the decision of CRAMC in this regard shall be final, conclusive, and binding upon us.
9. We are also aware that in an event of non-performance CRAMC has also right to re-issue / re-commence the selection process, to which we do not have right to object and have no reservation in this regard; the decision of CRAMC in this regard shall be final, conclusive, and binding upon us.
10. The complete set of documents, information about our Partner, and clients etc. are enclosed hereto and shall form part of this application.
11. We enclose herewith our Partner's profile (as per the prescribed format attached) for your perusal.
12. I/We further declare and conPartner that if the assignment is awarded to me/us, it would not result in any conflict of interest either with CRAMC or its Employees, CRMF or its trustees.

I / We conPartner that the information furnished here is true to the best of my knowledge.

Thanking you,

Yours faithfully,

Name of the Signatory

**Encl: As above**

**NOTE:**

- 1) All mandatory information requested for as per point No. 2.0 of the RFP should be submitted.
- 2) Incomplete applications and / or applications not in the prescribed format may be rejected without any further reference.

# Annexure-III

Letter of conPartneration regarding non-disqualification (to be submitted on letter head)

Ref. No.

Date:

To,

The Head Information technology,  
Canara Robeco Asset Management Company Ltd  
4<sup>th</sup> Floor, Construction House,  
No.5 Walchand Hirachand Marg, Ballard Estate,  
Mumbai 400001.

Dear Sir,

With reference to your letter No. \_\_\_\_\_ dated \_\_\_\_\_, I/we conPartner as follows: -

- i) I am/ Any of our partners is not an officer/employee of your company.
- ii) I am/ Any of our partners is not a partner or in employment of any office or employee of your company.
- iii) I am/ Any of our partners or Associates Partners or sister concern or Branch office, is not assigned with any ongoing information security activity for your company.
- iv) I am/ We are not otherwise disqualified by SEBI, RBI, Canara Bank and its associates and subsidiaries.
- v) I/ We also conPartner that I am/we are full time practicing information security Partner and am/are not employed elsewhere and do not have any other business interest.
- vi) I/ We also assure you that I/ we will not be disqualified during the course of the assignment for any of the reasons mentioned above.
- vii) I/ We undertake not to subcontract any activity mentioned in the SOW assigned to me/us to any outsider without the express consent from CRAMC.

Yours faithfully,

Name of Signatory