

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

RFP No.: RFP01/25-26

Dated: 21/01/2026



Contai Co-operative Bank Ltd.

Head Office: Contai Co-operative Bank Ltd.

Contai, Purba Medinipur, West Bengal-721401

**Request for Proposal (RFP)
for**

**Selection of Service Provider for Cloud-Based Disaster Recovery (DR)
Site on Infrastructure as a Service Model for Contai Co-operative
Bank Ltd.**

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

Contents

1	GENERAL INFORMATION	5
1.1	Disclaimer.....	5
1.2	Tender Highlights:.....	6
2	A Brief Profile of Contai Co-Operative Bank Ltd.	8
3	Eligibility Evaluation Criteria	9
4	Technical Evaluation Criteria	10
5	Evaluation Process	13
5.1	Stage 1: Eligibility Evaluation	13
5.2	Stage 2: Technical Evaluation	13
5.3	Stage 3: Commercial Evaluation	14
5.4	Stage 4: Final score calculation through QCBS	14
6	Service Level Agreement.....	15
7	Scope of Work.....	16
7.1	Acceptance of Cloud	22
7.2	Maintenance & Support of Implemented Cloud	22
7.3	Provisioning of Cloud services for additional quantity	23
7.4	Infrastructure.....	24
7.5	Backup and Restore Management Services.....	26
7.6	Security Information and Event Management (SIEM) (as a service)	27
7.7	Firewall.....	28
7.8	Web Application Firewall.....	28
7.9	Privileged Identity and Access Management (PIM/PAM).....	29
7.10	VAPT Audit Execution As per RBI Guidelines	29
7.11	Antivirus & HIPS for DR Server Instances.....	30
7.12	Cloud Monitoring Tool	31
7.13	Service delivery	31
7.14	Quality Control and Audit:	31
7.15	Right to Visit.....	32
8	Payment Terms	32
8.1	Onetime Cost, including implementation cost for the establishment of DR.....	33
8.2	Recurring Cost for DR Infrastructure.	33
8.3	Note Related to Payment Terms.....	33
8.4	Payment in case of Termination of contract.....	34
9	TERMS AND CONDITIONS FOR SUBMISSION OF THE PROPOSAL	34

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

9.1	The Bid System:.....	34
9.2	Due Date of The Bid:.....	34
9.3	Pre-bid queries:.....	34
9.4	Right to Accept or Reject Any or All Bids:.....	35
9.5	Amendments of the RFP:.....	35
9.6	Cost of the Schedule.....	35
9.7	EMD:.....	35
9.8	Contract Performance Guarantee.....	36
9.9	Validity:.....	36
9.10	Extension of Validity:.....	36
9.11	Language of the Bid:.....	36
9.12	Currency of the BID:.....	36
9.13	Applicable Law and Jurisdiction of Court.....	36
9.14	Terms of Payment:.....	37
9.15	Cancellation of Contract and Compensation:.....	37
9.16	Time Schedule of the Project:.....	37
9.17	Submission of Technical Bid:.....	37
9.18	Submission of Commercial Bid:.....	39
9.19	Award of Contract:.....	39
9.20	Liquidated Damages/Penalties & termination on default:.....	40
9.21	Indemnity.....	40
9.22	Intellectual Property Rights.....	40
9.23	Patent Right.....	41
9.24	Force Majeure:.....	41
9.25	Sub-Contracting.....	41
9.26	Exit Management.....	41
9.27	Handover & Transition of Services.....	42
9.28	Transfer of Documents.....	43
9.29	Conflict of Interest.....	44
9.30	Expenses:.....	44
9.31	Arbitration & Resolution of Dispute.....	45
9.32	Subcontracting.....	45
9.33	Adherence to Standards.....	45
9.34	Limitation of Liability.....	45
10	Annexure.....	46

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

10.1	Technical Bid (Cover)	46
10.2	Bidder's Information	47
10.3	Monitoring Reports.....	49
10.4	Non-Disclosure Agreement.....	51
10.5	Format for Performance Bank Guarantee	55
10.6	Format for Pre-Bid Queries Related to RFP (In Excel or Word Format).....	56
10.7	Commercial Bid Cover Letter	57
10.8	Commercial Bill of Material:	58
10.9	Undertaking For MSME Benefits.....	58
10.10	Letter of Conformity with Hard Copy.....	59
10.11	Authorization Letter	60

1 GENERAL INFORMATION

1.1 Disclaimer

The information contained in this Request for Proposal (RFP) document or subsequently provided to interested parties, whether verbally or in documentary form by or on behalf of Bank by any of their authorized employees or advisors or consultant, is provided to the Bidders based on the terms and conditions set out in this RFP document only and any other terms and conditions subject to which such Information is provided.

This RFP document is not an agreement and is not an offer by the BANK to any other party. The purpose of this RFP document is to provide the Bidders with information to assist the formulation of their bid for short listing and final selection for cloud-based hosting of the Bank's DR site and services for Contai Co-operative Bank Ltd. Each Bidder, if so, required may approach the BANK for any further information. However, the BANK is not obliged to furnish any part or whole of information sought by the Bidders.

The BANK may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the Information including the qualification process in this RFP document at any time including prior to submission of the bids.

The BANK reserves the right to accept or reject any or all Applications and qualify or disqualify any or all applicants without giving any reasons. The BANK will not entertain any claim for expenses in relation to the preparation of RFP submissions.

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

1.2 Tender Highlights:

PARTICULARS	DEADLINE
Project Name	Request for Proposal (RFP) for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.
RFP Inviting Bank	Contai Co-operative Bank Ltd. (CCBL)
RFP Reference No:	RFP01/25-26/ Dated: 21/01/2026
Availability of RFP document	21/01/2026 12:00 PM onwards To be downloaded from https://www.ccb.bank.in
Cost of the Tender document (non-refundable)	INR 10,000/- + INR 1,800/- (GST) = INR 11800/- (Rupees Eleven Thousand Eight Hundred Only) payable online through e-payment mode i.e. NEFT/Online Payment on the following: Account Number:1246102000000019 IFSC Code: IBKL0001246 Bank Name: IDBI Bank Ltd Branch Name : Contai Branch
Earnest Money Deposit	INR 10,00,000/- (Rupees Ten Lacs Only) payable through Bank Guarantee(BG)/ Demand Draft/ NEFT/RTGS. DD in favour of Contai Co-operative Bank Ltd Online Payment in the following: Account Number:1246102000000019 IFSC Code:IBKL0001246 Bank Name: IDBI Bank Ltd Branch Name : Contai Branch
Performance Bank Guarantee	The successful bidder has to submit a performance bank guarantee 10% of the total project cost as contract performance guarantee for entire tenure of the project as per Annexure 10.5
Last date of submission of the Prebid Query	28/01/2026 up to 04:00 PM Bank shall not accept any Prebid Query received after mentioned deadline time.
Date, Time, and Venue for Pre-bid Meeting	30/01/2026 Prebid meeting will be online. Bank will send meeting link to the interested prospective bidders based on their email request.
Last date of submission of the Technical and Commercial bid.	16/02/2026 on or before 3:00 PM at Bank's head office
Mode of Submission of RFP	<u>Technical & Commercial Bid:</u> Physical Hard Copy with soft copy (Pen drive)

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

Date of opening of the Technical Bids	16/02/2026 at 03:30 PM
Date of Opening of Commercial Bids	To be communicated to technically qualified bidders
Date of Bidder's Presentation	To be communicated to eligible bidders.
Bank email id for RFP related communication	ceo@ccb.bank.in
Communication Address	All communications, of Technical Proposal Document including the soft copy of the Technical and Commercial Proposal Should be Addressed to: To The Managing Director & chief Executive Officer Contai Co-operative Bank Ltd. Head Office: Contai Co-operative Bank Ltd. Contai, Purba Medinipur, West Bengal-721401 Ph:03220-255188

Note: Bidders are required to strictly submit their bids for technical and eligibility criteria as well as commercial in physical form. Bids received after closing of the bid submission deadline are summarily rejected without sighting any reason.

The above dates are tentative and subject to change without any prior notice or intimation. Bidders should check website <https://www.ccb.bank.in> for any changes/addendums to the above schedule and/or any other changes to this RFP. Bank would not be responsible for any delayed/lack of update directly to the bidder. Bidders to confirm with Bank the time and venue -1- day prior to any of the above event. Eligibility cum Technical bids will be opened in the presence of the bidder's representatives who choose to attend the opening of eligibility cum technical bid. No separate communication shall be sent in this regard. Subsequently, the Bank will evaluate the eligibility cum Technical Bids and the bidders shall be suitably intimated about outcome, after evaluation.

Commercial bids will be opened in the presence of the bidder's representatives, desirous to attend and will be found qualified upon evaluation of the eligibility and technical bid by Bank. However, if it is found that any given date indicated in the Schedule of Dates is a public holiday, or the bank is closed on that day for any account, the activity would be shifted to the next working day of the bank.

Bidders are requested to download the RFP from <https://www.ccb.bank.in>. The cost of the tender document of Rs. 11,800.00 (Rupees Eleven Thousand Eight Hundred Only) inclusive of GST to be paid for applying to the tendering process. The cost of the tender document should be paid as per details mentioned in Section 9.6.

This is a one-time non- returnable amount. The Bid not accompanied by the Cost of the Document shall be termed invalid and shall be summarily rejected.

The EMD should be paid as per details mentioned in Section 9.7.

2 A Brief Profile of Contai Co-Operative Bank Ltd.

Prosperity to customer relationship has been the motto of Contai Co-operative Bank Ltd. for the last 75 years. Contai Co-operative Bank Ltd. (herein after called 'Bank' or 'CCBL') still continues to function with the glorious tradition in public services Besides being the largest Urban Co-operative Bank in Eastern India, Contai Co-operative Bank Ltd. has now 16 fully computerized Branches located in Purba Midnapore, Paschim Medinipur, Kolkata and Hooghly.

Contai Co-operative Bank Ltd. attributes this success to its undying spirit to serve the common man and to the sharpening of its competitive edge by constantly upgrading technology to match international standards. The Bank is fully computerized and offers convenient working hours.

Contai Co-operative Bank Ltd. has introduced a wide range of schemes at attractive interest rates both for General and senior Citizen, which has become very popular, especially among the middle-class in view of the easy repayment plans.

Contai Co-operative Bank Limited using Core Banking solution and ATM services. The CBS implemented in CAPEX model with DC at Bank's HO. The Bank proposes to select vendor who can provide service for Cloud-based disaster recovery site as 'Infrastructure as a Service (IaaS).

3 Eligibility Evaluation Criteria

Sr. No.	Eligibility Criteria	Supporting Documents
A. GENERAL		
1	The cloud infrastructure provider should be a registered company in India and have been operating with an office in India for the last five years.	Copy of registration certificate.
2	The Proposed Data Center hosting the cloud setup should be at least Tier 3/Rated 3 certified.	Copy of the relevant certificates to be provided.
3	The Proposed Data Center hosting the cloud setup should be successfully STQC audited & PCI-DSS certified. The cloud should be Meity empaneled.	Copy of the relevant certificates to be provided.
4	Should not be blacklisted/debarred by any Statutory or Regulatory Authorities in the past 3 year (As on the date of submission of bid.)	Self-declaration to this effect should be submitted.
5	The infrastructure provider hosting the cloud setup should have at least 2 self-owned/Long leased Datacenters Site in India at different geographical locations covering different seismic zones. Out of these 2 sites one should be the proposed location hosting DR of bank.	Undertaking from the Bidder with location details of Datacenters
B. FINANCIAL		
1	The infrastructure provider should have an annual turnover of Rs. 100 Crore (Rupees One Hundred Crore) in the last Three (3) financial years (2022-2023,2023-2024 and 2024-2025).	Audited statement of profit and loss account for the last Three (3) financial years along with CA certificate.
2	The infrastructure provider should have a positive net worth for the last Three (3) FYs (2022-23,2023-24 and 2024-2025).	Audited balance sheet for the last four financial years along with CA certificate.
3	The infrastructure provider should be a profit making company for the last Three (3) FYs (2022-23,2023-24 and 2024-2025).	Audited Profit & Loss Statement along with CA certificate.
C. EXPERIENCE AND SERVICE CAPABILITY		
1	The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Two (2) Co-operative Banks in India during last Three (3) financial year.	Purchase Orders / Contract Agreement/ Credential letter is required to be provided from Co-operative Bank.
2	The infrastructure provider should have prior experience in the management of IT infrastructure at DC & DRC in at least Two (2) Co-operative Banks each of which having at least 30 branches in last Three (3) years.	Purchase Orders / Contract Agreement/ Credential letter is required to be provided from Co-operative Bank.

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

Sr. No.	Eligibility Criteria	Supporting Documents
3	The infrastructure provider should have its own cybersecurity operations and provide CSOC as services at least Two (2) Co-operative Banks in India.	Purchase Orders / Contract Agreements/ Credential letter is required to be provided by Co-operative Bank.

Note:

Co-operative Bank means: Urban Cooperative Banks / District Central Co-operative Bank (DCCB)/State Co-operative Bank (StCbs)

In case the Bidder is a 100% subsidiary/entity formed from parent company by way of re-organization/separation of business/ In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), Bidder can utilize the experience and credential of the Parent company/Seller to the acquired Business for the purpose of meeting the eligibility criteria of this RFP, provided sufficient documentary proof of re-organization/ separation/ Business transfer is produced.

4 Technical Evaluation Criteria

The Technical Proposals of only those bidders shall be evaluated who have satisfied the eligibility criteria bid. CCBL may seek clarifications from the any or each bidder as a part of technical evaluation. All clarifications received by within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the bidder. The bids submitted by the bidders shall, therefore, be evaluated on the following criteria:

Parameter	Maximum Score
Bidder's capability & experience	70
Technical Presentation	30
Total	100

CCBL may seek clarifications from the any or each bidder as a part of the technical evaluation. All clarifications received by within the stipulated time shall be considered for evaluation. If a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and the bidder's decision to qualify the bidder shall be accordingly taken.

Bidders scoring a minimum score of 70% i.e., an overall score of 70 marks or more will be declared technically qualified and higher should be recommended.

Detailed Technical Evaluation Parameters:

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

S. No.	Technical Evaluation	Evaluation Approach
1	<p>Bidder's capability and experience</p> <p align="center">(Maximum Marks 70)</p>	<p>A. The infrastructure provider should have an annual turnover of Rs. 100 Crore (Rupees One Hundred Crore) in the last Three (3) financial years (2022-2023,2023-2024 and 2024-2025)</p> <p align="center">(Max 10 Marks)</p> <p>10 Marks: If the bidder have annual turnover of atleast 200 Cr. in the last Three (3) financial years (2022-2023,2023-2024 and 2024-2025)</p> <p>8 Marks: If the bidder have annual turnover atleast 150 Cr. in the last Three (3) financial years (2022-2023,2023-2024 and 2024-2025)</p> <p>7 Marks: If the bidder have annual turnover of atleast 100 Cr. in the last Three (3) financial years (2022-2023,2023-2024 and 2024-2025).</p> <p>B. The infrastructure provider should have prior experience in the management of IT infrastructure at the DC & DRC in at least two (2) Co-operative Banks each of which having at least 30 branches. (Max 20 Marks)</p> <p>20 Marks: If the bidder provides credentials for more than 5 (Five) Co-operative Banks in India each of which having at least 30 branches.</p> <p>17 Marks: If the bidder provides credentials for 4 (Four) Co-operative Banks in India each of which having at least 30 branches.</p> <p>14 Marks: If the bidder provides credentials for 2 (Two) Co-operative Banks in India each of which having at least 30 branches.</p> <p>C. The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Two (2) Co-operative Banks in India during last three (3) financial year. (Max 20 Marks)</p> <p>20 Marks: The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for more than Five (5) Co-operative Banks in India during last three (3) financial year.</p> <p>17 Marks: The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Four (4) Co-operative Banks in India during last three (3) financial year.</p>

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

		<p>14 Marks: The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Two (2) Co-operative Banks in India during last three (3) financial year.</p> <p>D. The infrastructure provider should have its own Cyber SOC and should have implemented minimum Three (3) out of Four(4) security solutions in at least two (2) banks in India.</p> <ul style="list-style-type: none"> a) SIEM b) PIM/PAM c) WAF d) Anti-virus & HIPS e) Anti-DDOS <p>(Max 15 Marks)</p> <p>20 Marks: Implemented All Four (4) security solutions in more than Three (3) Co-operative Banks in India.</p> <p>17 Marks: Implemented Three (3) out of Four (4) security solutions in at least Three (3) Co-operative Banks in India.</p> <p>14 Marks: Implemented Three (3) out of Four (4) security solutions in at least two (2) Co-operative Banks in India</p> <p>Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2(two) banks for each security component Bidder will have to provide minimum no. of required credentials for all items to get scoring a particular score as mentioned above.</p> <p>(Maximum Marks 70)</p>
2	<p align="center">Technical Presentation</p> <p align="center">(Maximum Marks 30)</p>	<p>All the bidders will be required to make presentations to supplement their bids, showcase overall solution proposed.</p> <p>CCBL will schedule online presentations and detailed demonstrations which shall showcase the functionalities of the proposed solution in a real time environment. The date and time for the presentation and demonstration will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to CCBL may result in the rejection of the proposal.</p> <p>Bidder is expected to cover the following point in its presentation:</p> <ol style="list-style-type: none"> 1. Understanding of the project 2. Bidder's capability 3. Approach and Methodology (Incident Reporting & Escalation Matrix) 4. Project delivery plan <p>(Maximum Marks 30)</p>

Note:

Co-operative Bank means: Urban Cooperative Banks / District Central Co-operative Bank (DCCB)/State Co-

operative Bank (StCbs)

CCBL team members will evaluate the proposals submitted by the bidders based on the above-mentioned technical parameters and select qualified bidder for commercial bid opening. CCBL may consider all the proposals or top three proposals or more than one proposal for commercial bid opening. CCBL has the right to accept and reject any proposal submitted by the bidder before the issuance of the Purchase Order.

Note:

- Minimum qualifying score will be 70%. Bank at its own discretion may reduce the qualifying score to qualify multiple bidders for commercial opening.
- The bidder is required to provide documentary evidence for each of the above criterion and the same would be required on the respective client's letter head in case of credentials.
- Only eligible bidders will be qualified for the participation in the commercial evaluation.

5 Evaluation Process

Bank shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

The decision of the Bank in the evaluation of proposals shall be final. No correspondence will be entertained outside the process of evaluation with Bank. Bank may ask for meetings with the Bidders to seek clarifications or conformations on their proposals.

Bank reserves the right to reject any or all proposals. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

The steps for evaluation are as follows:

5.1 Stage 1: Eligibility Evaluation

1. Bank shall open Technical Bid submitted by the bidder.
2. Each of the Eligibility condition mentioned in Section 5.1 is MANDATORY. In case the Bidder does not meet any one of the conditions, the bidder will be disqualified.
3. Bidders would be informed of their qualification/disqualification based on the Eligibility criteria through E-mail and/or Phone. The Bid Security amount and the Commercial Bids will be returned to the respective disqualified Bidders only after finalization of tender process.

5.2 Stage 2: Technical Evaluation

1. Bank will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Bank's discretion.
2. The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in Section 4.
3. Bidders will be asked to give presentation of the envisaged solution to the bank as per the scope of work and their capabilities which will be shared with the Bidders who qualify the Eligibility Stage.

- Each Technical Bid will be assigned a technical score out of a maximum of 100 marks. Only the bidders who get a technical score of **70% or more** will qualify for commercial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the Bid and Bidder.

5.3 Stage 3: Commercial Evaluation

- All the technically qualified bidders will be notified to participate in Commercial Bid opening process.
- The commercial bids for the technically qualified bidders which were submitted, will then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Bank's discretion.
- Commercial Bids that are not meeting the RFP conditions shall be liable for rejection.
- Only fixed price commercial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price will exclude all taxes and levies and shall be in Indian Rupees and mentioned separately.
- Any conditional bid would be rejected
- Errors & Rectification: Arithmetical errors will be rectified on the following basis:
 - "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - If there is a discrepancy between words and figures, the amount in words will prevail."

5.4 Stage 4: Final score calculation through QCBS

- The final score will be calculated through Quality and Cost selection method based with the following weight-age:

Technical: 70%
Commercial: 30%

$$S = \left(0.3 \times \frac{C_{\text{minimum}}}{C_{\text{quoted}}} \right) + \left(0.7 \times \frac{T_{\text{obtained}}}{T_{\text{highest}}} \right)$$

(Minimum Commercial Quote/Quoted Price) x30% + (Technical Score/Highest Technical Score) x 70%

The bidder with the highest Final score shall be treated as the Successful bidder.

In the event the Final scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

Note: In case of a single bid is received or if a single bidder qualifies the eligibility/technical criteria, the bank at its own discretion may continue with the final selection process.

6 Service Level Agreement

The bidder needs to ensure 99.95% uptime for the entire cloud setup which will be calculated on a monthly basis. In the event of failure to deliver the same, the Bank will qualify for Service Credit as defined above in the below clause-

The Uptime of cloud infrastructure will be reviewed as per the billing cycle as per the SLA terms and if the uptime is below the committed level of 99.95%, then service credit shall be applicable on the following basis on monthly recurring expense.

0– 59Min	0.00%
60– 119Min	5.00%
120– 239Min	10.00%
240– 479Min	25.00%
480– 959Min	50.00%
Over 960Min	100.00%

The availability/uptime of individual virtual servers should not than 99.8% on monthly basis and if the uptime is below the committed level of 99.8%, then service credit shall be applicable on the following basis on monthly recurring expense of that particular virtual server.

0– 59Min	0.00%
60– 119Min	5.00%
120– 239Min	10.00%
240– 479Min	25.00%
480– 959Min	50.00%
Over 960Min	100.00%

Bidder to provide dashboard for monitoring the entire cloud infrastructure components and also submit monthly uptime report for the whole cloud infrastructure as well as individual servers.

Support methodology

The Technical support available through bidders Web portal, Phone and Ticket system and bidder should maintain a support team to quickly resolve the reported issues.

As soon as the Bank notices any problem, to facilitate the tracking of the problem the Bank will generate a ticket. The Support Team will then review the request as per the time frame mentioned below. The Support Team holds the right to shift a case that has been wrongly classified as EMERGENCY, and hence, such re-classified cases will not be eligible for the treatment that EMERGENCY cases receive. Problem Resolution time and Restoration time should be based on the table mentioned below,

i) "24x7 L1 SUPPORT" OVER EMAIL and TICKET.

The Support team is responsible for all users / Banks query for information, requesting a service, or reporting an issue. The Support staff will be responsible for responding to all technical queries via ticketing system, and resolve in scope issues as per below mentioned response time. Online support services *like* email & ticket gives added advantage for customers as it saves their valuable time and resources in the process. Customer can also contact 24x7 Phone support team for any assistance which will handle level I issues only & issues out of scope for Phone support would be assigned to senior support team in form of ticket.

The use of ticket prioritization model ensures a consistent approach to IT Service Management (ITSM) defining the sequence in which an issue needs to be resolved and to drive the assignment of resources. Every ticket is handled as per their impact and urgency to business.

Ticket Priority will depend upon following factors

- The Impact on the business: size, scope and complexity of the Issue.
- The Urgency to the business: time within which resolution is required.

Below are Severity Levels of Cloud

Severity Level	Description	Response time
Severity Level 1 Emergency	Emergency: The problem has serious interruptions/impact on Clients Production System	15 Mins Response time
Severity Level 2 Urgent	The problem has interruptions to one users production system	60 Mins response time
Severity Level 3 High	The Problem causes interruptions in Normal operations	90 Min Response time
Severity Level 4 Medium	The problem results in minimal interruptions	120 Min Response time
Severity Level 5 Normal	The Problem results in no interruptions in operations	180 Min Response time

Prioritization & Estimation

In case of multiple concurrent support requests, each having same priority, the prioritization procedure to handle these requests has to be determined in consultation with the Bank's Project Management team.

7 Scope of Work

CCBL intends to onboard a Service Provider who will provide private cloud for 5 years (post go-live) for hosting Core Banking & allied applications. The same will be an extendable contract expiration on mutually accepted terms & conditions based on satisfactory performance.

1. The proposed DR Infrastructure should be logically segregated environment on a private cloud dedicated to BFSI clients.
2. The Bidder will be responsible for provisioning the required cloud IT infrastructure at DR site for hosting the bank's applications for 5 years.
3. The Physical to virtual core ratio for application server should be atleast 1:2, DB server should be 1:1 and Infrastructure server atleast 1:4.
4. The bidder shall implement the cloud IT infrastructure using the Infrastructure as a Service (IaaS) model wherein:

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

- a. Infrastructure as a Service (IaaS): The Bidder shall provide the compute, storage, backup, networks, security, monitoring tool and other fundamental resources to deploy and run CBS Software with allied applications as per the bank's requirements.
- b. The Bidder shall be responsible for managing and controlling the underlying Cloud infrastructure including operating systems, Database, storage, network, security etc.
5. The Bidder shall be responsible for provisioning required compute infrastructure (servers/ virtual machines), Database, storage, backup, network & security requirements and services for hosting Core Banking and allied applications which include IT infrastructure solutions like SIEM, Firewall, WAF, PIM/PAM, Antivirus, HIPS, Anti-DDoS, Cloud Monitoring Tool, Backup solution etc.
6. The bidder will be responsible for implementation, maintenance and support of all infrastructure applications including SIEM(for DR Environment), Firewall, WAF, PIM/PAM, Antivirus, HIPS, Anti-DDoS, Cloud Monitoring Tool, Backup solution etc. for DR environment. The server sizing for these solutions, along with the Infrastructure Monitoring Solution have to be added by the bidder in the proposed sizing.
7. The Bidder shall maintain DR for the required infrastructure, adhering to all measures as listed below to ensure seamless data recovery.
 - a. The Bidder shall be responsible for provisioning adequate Internet Bandwidth and internet connectivity at the DR.
 - b. The bidder should provide Dual DC-DR connectivity from the Bank's existing DC(CCBL HO) to the proposed DR site.
 - c. The bidder should provide 3 no. of cross-connect free of cost at DR during the project tenure.
 - d. The Bidder shall ensure that appropriate security controls for physical and logical security are in place at DR.
 - e. The Bidder shall ensure that the proposed DR site will be in a different seismic zone than DC within Indian geographical borders. The proposed DR should be atleast 500km away from DC location (Bank's HO).
 - f. The Proposed Disaster Recovery Site should be hosted in at least Tier III /Rated III certified datacenter or above by Uptime or EPI or TIA Datacenter certifying authorities and it should be located within the boundaries of India and should be in compliance with the NABARD and RBI standards.
 - g. The logical architecture of DR at a minimum should be divided into different sub-networks separated through switches, firewalls and IPs. The logical separation of these sub-networks must be done through VLANs and subnetting. The major classification of a sub-network must be at least:
 - i. Different Zones, like (MZ & DMZ), to be created for Application & DB Server. Antivirus and only web-facing application servers to be in DMZ and the rest servers, like CBS Application & DB servers, to be in the MZ zone.
 - ii. Separate DMZ for Test and Training Servers should be proposed.
 - iii. Access control mechanism as defined in the standard security policy of the bank must be implemented at the network, OS, DB and application system levels.
 - h. The Cloud infrastructure should have at least 10Gbps underlying network for data transfer within cloud components and at least 16Gbps SAN between the compute, storage & backup nodes for efficient & speedy operation.
 - i. The entire DR infrastructure should not have any single point of failure.
8. The Bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLA's.
9. The Bidder shall provide backup solution as per Contai Cooperative Bank Ltd 's requirement.
10. The Bidder shall provision monitoring tools for measuring the service levels, application performance and utilization, server performance and utilization, storage performance and utilization and network performance and utilization from their existing monitoring tool. The tool shall be capable of providing

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

- the exact utilization of servers and shall be able to generate per day, per month and per quarter utilization reports based on which the payments will be made to the Bidder.
11. A dashboard accessible through web browser for checking utilization of components & links, Ticket logging & tracking, Asset Management etc. for Contai Cooperative Bank Ltd.
 12. The bidder shall design the DR Solution to achieve RPO of 15 Min and RTO of 60 Min.
 13. The Bidder shall be responsible for ensuring security of Bank's applications and infrastructure from any threats and vulnerabilities. The Bidder shall address ongoing needs of security management including, but not limited to, monitoring of various devices/ Tools such as Next Gen firewall, PIM/PAM, Anti-DDOS, Antivirus, HIPS and vulnerability protection through implementation of proper patches and rules.
 14. Initially, the new CBS and allied applications will run from DR till the primary DC site gets upgraded. Once the primary DC site is active, the Bidder shall ensure data is successfully replicated between the DR and DC and as per the required specifications of the bank. The Bidder shall offer DR as a service for all resources offered on primary DC site. DC and DR infrastructure/services should be in 1:1 ratio. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The RPO (Recovery Point Objective) shall be ≤ 15 minutes and RTO (Recovery Time Objective) shall be ≤ 60 Mins.
 15. The infrastructure provisioned by the Bidder must be scalable and shall allow the Bank to add/reduce cloud resources on demand basis.
 16. The solution needs to provide the ability for the Bank's IT Administrators to provision the services via a Web Portal (Self Provisioning) and monitoring to provide service assurance for maintenance & operations activities. Detailed user level or user group level auditing, monitoring, metering, accounting, quota and show-back information is essential the cloud platform to be offered.
 17. The Cloud infrastructure and the bank's data must be maintained only at the location of the identified Cloud hosting site.
 18. Data can only be transferred to another site in case of an emergency, and this must be done with prior approval from the bank.
 19. The Bidder should prepare and submit a detailed implementation plan with mapping of infrastructure at the DR site, including the following parameters:
 - a. Server Provisioning
 - b. Database
 - c. Storage & Backup Requirements
 - d. Network interfaces requirement
 - e. Network throughput requirement for internet & DC-DR replication link
 - f. Security provisioning
 - g. Failover mechanism for replication links etc.
 20. On acceptance of the implementation plan by the bank, the Bidder shall implement the cloud solution and offer it for testing.
 21. The selected bidder should provide at least 99.982% availability per month for the entire proposed infrastructure & Managed Services.
 22. Bank shall run the CBS, Reporting & all its digital Channels from the DR site.
 23. The bidder should have full-time CCTV surveillance at the proposed Disaster Recovery site and should maintain the CCTV camera footage for a period of six (06) Months.
 24. The selected bidder should ensure IPv6 compliance for the entire solution.
 25. Bidder also required to prepare project planning, including Server, VM specifications, installation, testing, implementation, plug-in add-on requirements, user training.
 26. Bidder shall be responsible for installing the hypervisor software on the Cloud infrastructure to enable VMs to boot from SAN and manage the VMs from a single console.
 27. The bidder shall configure the network and security policies as per the Bank's requirement.
 28. Monitoring & management of Internet, P2P, and IPsec VPN Tunnels proposed as part of this solution.

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

29. The bidder shall ensure to schedule and manage backups as per the backup policy defined as per the Bank's requirement.
30. The bidder shall provide P2P Link for replication to meet the RPO of 15 Min and RTO of 60 Min,
31. Managed Services should include Operating System, Databases, Network, Security and SIEM Services, along with proactive monitoring, incident management, patch management, performance management, change management (including device configuration, backups, and reporting), escalation, and resolution; 24 x 7 x 365 day.
32. The bidder should conduct the VAPT audit yearly once for the complete IT infrastructure.
33. Disaster recovery may be seen as the process, policies and procedures related to preparing for recovery or continuation of technology infrastructure critical to a business organization after a natural or human-induced disaster occurs.
34. Perform DR-related activities, including DR planning, testing, Drills, Switchover, Switchback from Primary Site to Disaster Recovery Site in case of any disaster.
35. Provide Event Analysis Reports for the disaster recovery solution as a part of the services.
36. Provide a monitoring tool with dashboard showing RPO, RTO, changeover facility etc.
37. The bidder shall provide the following Managed Services, comprising, but not limited to below items. The same is explained in detail in next segments.
 - a. Onetime activity-
 - i. Setup the VMs, FW, WAF, storage, backup and security services as per the BoM.
 - ii. Deploy the VMs in the DMZ and MZ zone.
 - iii. Configure the backup as per the policy finalized.
 - b. Operating System Management Service-
 - i. Installation of OS with required version/edition as per final BoM.
 - ii. Install and configure the service required as per the pre-requisite of the application.
 - iii. Troubleshooting Daily OS related problems.
 - iv. Operating System hardening.
 - v. OS Patch Update, post approval and testing from the client.
 - vi. Check OS Services and Process.
 - vii. Check Operating system logs & System Logs.
 - viii. Monitor CPU, Memory and Space
 - ix. Check File System Free Space
 - x. OS firewall configuration as per the requirement mentioned by client.
 - xi. Users' management i.e. creation, deletion, change the permission level.
 - c. Storage Management Services-
 - i. Configuration of virtual disk and attached Virtual machine.
 - ii. Disk partitions, as per the requirement
 - iii. Virtual disk snap shot is required.
 - iv. Provision of additional virtual disk, if required
 - v. Monitoring of the storage space/IOPS on regular basis.
 - vi. Housekeeping of backed-up data on storage as per policy
 - vii. Life cycle management of storage components.
 - viii. Troubleshoot the performance issue for virtual environment.
 - d. Database Management Services-
 - i. Database installation with blank database.
 - ii. Create new DB users with requested Privileges
 - iii. Provide necessary access rights to the users.
 - iv. Assign privileges and password resets, Approve, grant and revoke of privileges to the Databases.
 - v. Database health check.
 - vi. Check database instance status

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

- vii. Check alert logs
- viii. Check Listener status
- ix. Check no of archives generated daily.
- x. Check the no of users logged in on regular basis and analyzing the performance
- xi. Database size and status Report on monthly basis
- xii. Monthly uptime report
- xiii. Check free space on Table spaces
- xiv. Network performance tuning.
- xv. Capacity Management.
- xvi. Daily, Weekly and Monthly maintenance
- xvii. Resource intensive users, processes
- xxiii. Memory / I/O / CPU Utilizations for the RDBMS
- xix. Disk Free Space
- xx. Alert Logs for errors
- xxi. Tuning the database parameter
- xxii. Suggestion on High resource intensive SQL queries
- xxiii. Suggest on Hardware issue like RAM, DISK CPUs etc.
- xxiv. Suggest on Index creation and rebuild
- xxv. Share the report for performance issue
- xxvi. Object Management - Creation of new database instances
- xxvii. Log Management - Monitor event logs and other system logs to report and provide fixes to errors
- xxviii. Workaround - Start/stop services/process and restart database to provide workarounds
- xxix. Performance Management - Monitor/analyse and fix problems due to High I/O wait, excess swap and physical memory utilization and CPU utilization.
- xxx. Review procedures and triggers for efficiency
- xxxi. Patch Management - Install service packs
- xxxii. Problem Management - Carry out comprehensive problem analysis and create root cause reports for database issues
- xxxiii. Ensure Ongoing monitoring of current performance to ensure appropriate levels of capacity has been provided.
- xxxiv. Provide Database sizing for business, service and resource capacity activities
- xxxv. Provide capacity plans for business, service and resource capacity activities.
- e. Backup Management Services-
 - i. Installation of backup agent on instance.
 - ii. Configure the VM level or database level base backup as per the required policy.
 - iii. Configure the backup policy, as per the client input.
 - 1. Ensure Database backups
 - 2. Maintain Backup Inventory
 - 3. Freeze Backups as per policy
 - 4. DB Backup Logs
 - iv. Maintain Backup copies as per required retention period.
 - v. Configure the backup device.
 - vi. Daily monitoring of notifications and alerts.
 - vii. Restore the database backup in/backup File system only from backup storage or tape or any other backup device.
 - viii. Test restoration activity planning as per client requirement.
 - ix. Backup Management - Monitor and fix backup errors and re-run failed backups per the backup policy. Carry out periodic recoveries
- f. Network & Security Management Services-

- i. Network
 1. Segregation of different zones and creating of routing policies
 2. Configure of Access-list, QoS etc. as required.
 3. Configure required IPsec tunnels for branch connectivity with required security features.
 4. Configure DC-DR replication
 5. Monitoring and maintaining of Network connectivity
 6. Monitor link parameters like latency, jitters etc. and keep within acceptable limits
 7. To do the required configuration, modification and changes during the entire contract period without any additional charges.
- ii. Firewall
 1. Firewall installation and configuration.
 2. Setting up the Firewall in line with the proposed architecture.
 3. Configure the all-virtual machines behind the firewall.
 4. Configure the default port and policy.
 5. Configure the port and policy as per the customer requirement.
 6. Configure firewalls in redundancy (If required)
 7. Monitoring of the firewall logs and alerts.
 8. Creating SSL VPN & IPSec tunnel as per requirement & troubleshooting related issues.
 9. Block the unwanted ports and IP's on the firewall, as per the client requirement.
 10. Validation of policy duplication.
 11. Configure and Mgmt. the required UTM features.
- iii. Web Application Firewall (WAF)
 1. WAF installation and configuration.
 2. Configure the web virtual machines behind the WAF.
 3. Setting up the WAF inline with the proposed architecture.
 4. Configure policy as per the customer requirement.
- iv. DDoS as a Service(with internet B/w)
 1. Configure the customer IP in internet DDOS protection.
 2. Provide the as report as per the customer request.
- v. SIEM as a Service
 1. Installation of log collector VM.
 2. Configuration of VMs for syslog collector.
 3. Configuration of networking and security devices for Netflow.
 4. Integration of log collector, Syslog, NetFlow with SIEM.
 5. Monitoring and analyzing of the log and generate the incident.
 6. Generate the actionable alert with recommendation on incident.
 7. Working with client and bidder internal teams to provide remedies on the incidents based on the criticality level.
 8. Provide the monthly reports of the incidents.
 9. Bringing out the security postures for the organization.
- vi. Anti-Virus & HIPS
 1. AV & HIPS installation and activation.
 2. AV Scan scheduling and planning.
 3. AV update scheduling and planning.
 4. Policy definition as per the client requirement.
- vii. Privileged Access Management
 1. Installation & Configuration

2. Update scheduling and planning
 3. Policy configuration & modification as per the client requirement
 - viii. Replication Management
 1. Manage the replication between DC and DR
 2. Monitor the replication activity
 3. Troubleshoot any issue
 - g. Basic Cloud Monitoring Tool
 - i. Monitoring of Server/VM resources i.e. CPU, RAM, space and file system space.
 - ii. Monitoring of Data transfer/Bandwidth.
 - iii. Setting up monitoring notifications as per required thresholds as per client requirement.
 - iv. Monitoring of proposed VMs, Firewall and WAF.
 - v. Generating monitoring reports for customer as per there requirement.
38. The bidder shall provide the Operations and Maintenance (O&M) reports along with the support and escalation matrix, including SLA reporting and management.
39. Bidder is required to create and maintain a Help Desk/hotline that will resolve problems and answer queries related to any issues, problems, concerns occurring in systems, including network connectivity, network security deployed in the Disaster Recovery (DR) site and its equipment supplied by the bidder.
40. Bidder shall take necessary measures for the security of the Cloud platform & will be responsible for Edge-to-Edge security, visibility and carrier-class threat management and remediation against security hazards like Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks, Antivirus, malware, Trojans, ransomware, botnets, etc. Also, shall provide protection against network issues such as traffic and routing instability.

7.1 Acceptance of Cloud

1. Operational Acceptance will only be provided on the go-live of CBS & allied applications from DR.
2. After the Operational Acceptance has been completed, the Bidder may give a notice to the Bank requesting the issue of an Operational Acceptance Certificate. Bank will:
 - a. Issue an Operational Acceptance Certificate, OR
 - b. Notify the Bidder of any deficiencies or other reasons for the failure of the Operational Acceptance Tests
3. Once deficiencies have been addressed, the Bidder shall again notify Bank, and Bank, with the full cooperation of the Bidder, shall use all reasonable endeavors to promptly carry out retesting of the System or Subsystem. Upon the successful conclusion of the Operational Acceptance Tests, the Bidder shall notify Bank of its request for Operational Acceptance. Bank shall then issue to the bidder the Operational Acceptance, or shall notify Bidder of further deficiencies, or other reasons for the failure of the Operational Acceptance Test.
4. If the System or Subsystem fails to pass the Operational Acceptance Test(s) even after 3 unsuccessful attempts, then Bank may consider terminating the Contract and if the Contract is terminated, the Performance Bank Guarantee (PBG) will be forfeited.

7.2 Maintenance & Support of Implemented Cloud

1. The Bidder's responsibility shall be responsible for 24x7 days support for Bank DR Cloud infrastructure for 05 (five) years from the date of Go-live. The maintenance and support will include the following activities -
 - a. Ensuring Uptime and utilization of the cloud resources as per SLA's defined in this RFP.

- b. Monitoring, management and troubleshooting of entire Cloud infrastructure in DR.
 - c. DR & Branch links utilization report.
 - d. Ensuring uptime & utilization of the connectivity availed at DR site.
 - e. Bidder should provide monitoring dashboard to the bank IT team.
2. In the event of a disaster at DC site, activation of services from the DR site is the responsibility of bidder. It shall develop appropriate policy, checklists in line with ISO 27001 & ISO 20000 framework for failover and fall back to the appropriate DR site. DR drills needs to be performed by the bidder half yearly to check disaster preparedness.
 3. The Bidder shall conduct vulnerability and penetration test (from a third-party testing agency which may be CERT-IN empaneled) on the Cloud facility every year and reports should be shared with the Bank. The Bidder needs to update the system in response to any adverse findings in the report, without any additional cost to Bank except for any new device or tool or service is required to be newly provisioned to mitigate the observed threat, vulnerability from the VAPT test carried out or as per any new guidelines from RBI or ISO 27001 guidelines released from time to time, in such cases Bank may ask for price discovery of any such new device or tool or service from multiple vendors and decide the lowest price and bidder will have to accept it and implement such solution for Bank in the provisioned Cloud Infrastructure.
 4. Upgrades - Any required version/Software /Hardware upgrades, patch management etc. at the DR Site will be supported by the Bidder for the entire contract period at no extra cost to Bank.
 5. Bidder is required to provision additional VM's when the utilization exceeds 80%.
 6. On expiration/termination of the contract, Bidder to handover complete data in the desired format to Bank, which can be easily accessible and retrievable.
 7. MIS Reports - Bidder shall submit the reports on a regular basis as per the required formats from RBI. The Bidder shall workout the formats for the MIS reports and get these approved by the Bank after awarding the contract. The following is only an indicative list of MIS reports that may be submitted to the Bank:
 - a. **Monthly Reports**
 - i. Utilization report of DR & branch links & network components
 - ii. Summary of resolved unresolved and escalated issues / complaints.
 - iii. Component-wise server as well as Virtual machines availability and resource utilization
 - iv. Consolidated SLA / Non- conformance report.
 - v. Summary of component-wise uptime.
 - vi. Log of backup and restoration undertaken
 - vii. Log of preventive / scheduled maintenance undertaken
 - viii. Log of break-fix maintenance undertaken
 - ix. All relevant reports required for the calculation of SLAs.
 - b. **Quarterly Reports**
 - i. Summary of systems rebooted.
 - ii. Summary of issues/complaints logged with the OEMs.
 - iii. Summary of changes undertaken in the Data Centre, including major changes like configuration changes, patch upgrades, etc. and minor changes like log truncation, volume expansion, user creation, user password reset, etc.
 - iv. Hypervisor patch update status of all servers (physical & Virtual) including the Virtual Machines running.
 - v. Consolidated component-wise availability and resource utilization
 - vi. All relevant reports required for the calculation of SLAs
 8. The MIS reports shall be in-line with the SLAs and the same shall be scrutinized by the Bank.

7.3 Provisioning of Cloud services for additional quantity

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

1. Based on future requirements, the Bank is likely to purchase additional quantities of cloud service covered in this RFP.
2. The rates offered for cloud services must be valid for the entire contract/ project duration.
3. No variation in these quoted rates shall be allowed during this period.
4. Bank will have the liberty to order additional cloud service items at the rates offered in the commercial bid.

7.4 Infrastructure

1. The infrastructure provisioned by the IaaS provider should adhere to the sizing mentioned by the application OEM for Contai Co-operative Bank. The application OEM should validate the proposed infrastructure quoted by IaaS provider and certify the same as sufficient based on the transaction volume (mentioned in RFP) & CBS TPS envisaged by the Bank for the next 5 years. The OS & RDBMS instance proposed shall be the latest version from OEM and supported by the proposed applications quoted.
2. The bidder will be responsible for implementation, configuration, troubleshooting & management of compute, storage, backup, Network & security components at DR. All OS, Patches, Antivirus, HIPS and application updates will be the responsibility of the bidder throughout the contract tenure.
3. Supply of necessary Physical servers / Virtualized Servers and setting up of separate database instance running on the server hardware for Contai Co-operative Bank Ltd.
4. Performing DR Drills on half yearly basis or suggested by regulatory body and submission of reports indicating success/ failure, remedies etc. For the purpose, the SOP may be so prepared to achieve RTO of 60 minutes and RPO of 15 minutes. However, the replication in DR should be real-time so as to be as close to zero with respect to RPO.
5. Setting up of DRC with all security infrastructure including Firewall, SIEM, WAF, Antivirus, HIPS, configuring DMZ and MZ etc. as per the latest regulatory guidelines. The bidder needs to keep himself updated with the latest guidelines issued by the regulators from time to time and necessary changes /updates to be made without waiting for intimation from the banks for the required updates. However, downtime, if any, in the services would have to be decided in consultation with Contai Co-operative Bank Ltd.
6. The bidder needs to facilitate physical access to the Data Center for the IS Auditors identified by the bank, bank officials and regulators and other authorized persons of the bank. The auditors are to be allowed to run their own tools on the hardware provided for this project or provide the necessary tools for extracting the required inputs. The Bidder shall also permit a forensic audit of the hardware/ software whenever required.
7. Setup a dashboard accessible through a web browser for checking utilization of components & links, Ticket logging & tracking, Asset Management etc. for Contai Co-operative Bank Ltd.

A. One-Time Services:

1. The Bidder shall create and configure Portal access for Contai Co-operative Bank Ltd., ensuring secure and seamless authentication for authorized users.
2. The Bidder shall set up all Virtual Machines (VMs), Firewall (FW), Web Application Firewall (WAF), storage, backup systems, and security services as per the approved Bill of Materials (BoM), ensuring compliance with the Bank's security and performance requirements.
3. The Bidder shall deploy the Virtual Machines in the designated DMZ (Demilitarized Zone) and MZ (Management Zone) to ensure proper network segmentation and security isolation.
4. The Bidder shall configure the backup solution in accordance with the backup policy finalized with the Bank, ensuring that all critical data is protected and recoverable as per defined RPO and RTO objectives.

B. Operating System Management Services

1. The Bidder shall install the Operating System (OS) with the required version and edition as specified in the final BoM, ensuring compatibility with the application stack.
2. The Bidder shall install and configure all necessary services and components required as per the application prerequisites, ensuring smooth application deployment.
3. The Bidder shall perform daily troubleshooting of OS-related issues to maintain system stability and availability.
4. The Bidder shall implement OS hardening measures to comply with industry-standard security practices and regulatory guidelines.
5. The Bidder shall apply OS patch updates after obtaining client approval and conducting necessary testing, ensuring minimal disruption to operations.
6. The Bidder shall regularly check OS services and processes to ensure optimal performance and availability.
7. The Bidder shall monitor system logs and operating system logs for errors or anomalies and take corrective actions promptly.
8. The Bidder shall monitor CPU, memory, and disk space utilization on all servers, ensuring proactive capacity management.
9. The Bidder shall check file system free space and take preventive measures to avoid storage-related issues.
10. The Service Provider shall configure OS-level firewalls as per the security requirements specified by the Bank, ensuring proper access control.
11. The Service Provider shall manage user accounts, including creation, deletion, and modification of permission levels, in compliance with the Bank's security policies.

C. Storage Management Services

1. The Service Provider shall configure virtual disks and attach them to the respective Virtual Machines, ensuring proper allocation of storage resources.
2. The Service Provider shall perform disk partitioning as per the application and system requirements, ensuring optimal utilization of storage.
3. The Service Provider shall create virtual disk snapshots as required for backup and recovery purposes, ensuring data integrity.
4. The Service Provider shall provision additional virtual disks when required by the Bank, ensuring scalability of storage resources.
5. The Service Provider shall monitor storage space and Input/Output Operations Per Second (IOPS) regularly, ensuring optimal performance.
6. The Service Provider shall perform housekeeping of backed-up data on storage systems as per the defined retention policy, ensuring compliance and efficient storage utilization.
7. The Service Provider shall manage the lifecycle of all storage components, including upgrades and replacements as necessary.
8. The Service Provider shall troubleshoot performance issues related to the virtual storage environment, ensuring minimal impact on operations.

D. Database Management Services

1. The Bidder shall install the database software and create blank database instances as per the application requirements, ensuring readiness for data migration.
2. The Bidder shall create new database users with requested privileges and manage access rights, ensuring secure and controlled access.
3. The Bidder shall perform regular database health checks, including monitoring instance status,

- alert logs, and listener status, ensuring database stability.
4. The Bidder shall monitor and analyze database performance, including CPU, memory, and I/O utilization, and take corrective actions as needed.
 5. The Bidder shall generate and share monthly reports on database size, uptime, and performance metrics, ensuring transparency and accountability.
 6. The Bidder shall implement capacity management and tuning of database parameters to optimize performance, ensuring efficient resource utilization.
 7. The Bidder shall provide recommendations for optimizing SQL queries, index creation, and hardware resources, ensuring improved performance.
 8. The Bidder shall manage database objects, including creation of new instances and schema modifications, as per business requirements.
 9. The Bidder shall monitor event logs and other system logs to detect and resolve errors promptly, ensuring uninterrupted operations.
 10. The Bidder shall apply database patches and service packs as part of patch management, ensuring compliance and security.
 11. The Bidder shall perform comprehensive problem analysis and prepare root cause reports for database-related issues, ensuring continuous improvement.
 12. The Bidder shall develop and maintain capacity plans for business, service, and resource requirements, ensuring scalability and future readiness.

7.5 Backup and Restore Management Services

The Bidder shall define data backup and recovery requirements. These requirements should cover the following at a minimum:

1. Identify the data backup technique that best suits the needs of Contai Co-operative Bank Ltd. for each application/server.
2. Install, configure, test and manage any tools that may be required for data backup and recovery, such as those for writing the same data to multiple storage devices at the same time.
3. Install backup agents on all relevant instances to enable backup operations.
4. Configure VM-level or database-level base backups as per the required policy and instructions provided by the Bank.
5. Configure and maintain backup policies, ensuring database backups, maintaining backup inventory, freezing backups as per policy, and maintaining DB backup logs.
6. Restore data to the database, as appropriate, while ensuring that there is no loss of information/data.
7. Development of procedures and templates. Periodically conducting restoration drills, recording the results and reporting the results to Contai Co-operative Bank Ltd.
8. Execute backup and recovery procedures. Maintain backup copies as per the required retention period.
9. Restore required files and data sets, including database backups from backup storage, tape, or any other backup device.
10. Performing mock system failure and then data restoration drills on a periodic basis, including planning restoration activities as per client requirements.
11. Configure backup devices and ensure proper integration with the backup solution.
12. Daily monitoring of backup notifications and alerts to ensure successful completion of backup jobs.
13. Backup Management – Monitor and fix backup errors, re-run failed backups as per backup policy, and carry out periodic recoveries.

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

14. The Backup window should be 2 hours and the restoration window should not be more than 4 hours.
15. The expected data backup interval and data volume is mentioned below for the sizing of the solution. However, Bidder may propose higher sizing with adequate justification.

Description	Total Data Retention	Total Data Copies	Remarks
Daily (Incremental) Backup	7	0.07	Assuming 10% data change
Weekly Full Backup	5	5	
Monthly Full Backup	4	4	
Quarterly Full Backup	5	5	
Yearly Full Backup	2	2	Milestone Backup
Total copies needed		16.07	
Expected Data Volume in Storage (in TB)		Bidder to propose	
Total Data size (in TB)		Bidder to propose	
Expiring buffer @20%		Bidder to propose	
Dedupe ratio		1:5(approx.)	
Recommended min capacity (in TB)		Bidder to propose	

7.6 Security Information and Event Management (SIEM) (as a service)

1. The bidder provided SIEM tool should be capable of monitoring DR environment and send automated emails and SMS as other modes of communication for alerts related to critical incidents.
2. The bidder should provide a dashboard to the bank IT team to view events and incidents. The SIEM should cover all servers, OS, network and security components of DR.
3. Bidder should monitor security logs to detect and determine threats based on the logged events and raise alerts for any suspicious events that may lead to a security breach within the environment. Describe this process, including any tiered approach, reporting metrics, measurement frequency etc.
4. Bidder should monitor and detect both internal & external attacks, including on the IT infrastructure, business applications, databases. Service Provider should conduct a correlation of offenses to detect multi-vector attacks.
5. Bidder should provide coordinated and rapid response to any security incident and should support in containing an attack.
6. Bidder should maintain an up-to-date knowledge base of alerts, incidents, and mitigation steps, with this information made available to Contai Co-operative Bank Ltd.
7. Bidder should provide reports based on the MITRE ATTACK framework.
8. Bidder should provide reports on daily, weekly, and monthly basis. Incident Reports should contain details such as incident classification, chronology of events, Root Cause Analysis, Indicators of Compromise etc. Describe the reporting process, include quality assurance process, and provide

samples of these report sets.

9. Support for the integration (means collect, parse, normalize and use in correlation rules, etc.) of Security Logs from the following Devices/application systems but not limited to:
 - a. Operating Systems
 - b. Database
 - c. Anti-Virus & HIPS
 - d. Next Generation Firewall
 - e. Network Routers
 - f. Network Switches

7.7 Firewall

1. The Bidder shall install and configure the firewall solution on the DR infrastructure, ensuring compatibility with the proposed architecture and security requirements.
2. The Bidder shall configure the firewall to align with the approved network architecture, ensuring proper segmentation of zones such as DMZ, MZ, and internal networks.
3. All virtual machines provisioned for DR shall be configured behind the firewall to ensure secure traffic flow and protection against unauthorized access.
4. The Bidder shall configure default ports and security policies as per industry best practices to ensure baseline security.
5. The Bidder shall customize firewall ports and policies based on specific requirements provided by Contai Co-operative Bank Ltd., ensuring compliance with application needs.
6. The Bidder shall configure firewalls in high-availability or redundant mode, if required, to ensure uninterrupted security services during failover scenarios.
7. The Bidder shall continuously monitor firewall logs and alerts to detect anomalies, suspicious activities, and potential threats, and take corrective actions promptly.
8. The Bidder shall configure SSL VPN and IPsec tunnels as per client requirements to enable secure remote connectivity and troubleshoot any related issues.
9. The Bidder shall block unwanted ports and IP addresses on the firewall based on client requirements and security best practices.
10. The Bidder shall validate firewall policies to eliminate duplication and ensure optimal performance and security.
11. The Bidder shall configure and manage Unified Threat Management (UTM) features such as Intrusion Prevention System (IPS), Anti-Malware, and Application Control, if opted by the Bank.

7.8 Web Application Firewall

1. The Bidder shall install and configure the Web Application Firewall (WAF) to protect web applications hosted in the DR environment from common web-based attacks.
2. All web-facing virtual machines shall be configured behind the WAF to ensure secure traffic filtering and application-level protection.
3. The Bidder shall configure the WAF to align with the approved network and application architecture, ensuring seamless integration with other security components.
4. The Bidder shall define and implement WAF policies based on client requirements, including custom rules for application-specific security needs.

7.9 Privileged Identity and Access Management (PIM/PAM)

1. Proposed solution must be software-based and should provide a self-managed vault & not rely on external RDBMS for any data storage.
2. The solution supports discovery of Windows Server including dependent services, IIS Pools, Schedule tasks and allows auto onboarding & password management.
3. Proposed solution must support continuous discovery & auto-onboarding of privileged accounts.
4. The proposed solution must provide break-glass functionality to retrieve the password securely from an encrypted vault.
5. Solution supports cross-platform access (using any OS or browser) for operating systems, databases, hypervisors, web applications, cloud management consoles and network devices.
6. Session recordings must be tamper-proof and encrypted.
7. Solution should track abnormal and suspicious user activity and provide notifications.
8. Solution supports password changes for a variety of platforms, including Operating System (Windows & Unix), Databases, Routers, Switches, Firewalls, Storage Devices, Cloud Portals & Hypervisors.
9. Solution should support storage and management of SSH Keys.
10. Solution should allow to set randomized password based on multiple option including dictionary characters, length and complexity.
11. Solution restrict Commands based on a user profile and captures complete video and command logs for review and audit purposes.
12. Multifactor Authentication (MFA): Solution supports integrated Multifactor, including soft token via SMS, Email, time tokens via mobile application or mobile push authentication.
13. Workflow: Solution supports approval workflow with complete audit capabilities & notification support via email, supporting multiple levels and multiple approvers at each level.
14. Solution provides out-of-the-box reports and customized reports for Account Inventory, User Inventory, Asset Inventory, System Performance, Password Activity etc.
15. Solution supports exporting reports in standard formats including doc, pdf, xls, csv etc.
16. Bidder must consider deploying the solution for supporting all DR devices as mentioned BoM.
17. Bidder to provide advanced PIM/PAM solution with latest version available in the market.

7.10 VAPT Audit Execution As per RBI Guidelines

1. Selected Bidder shall adhere to the standards/ audit requirements/regulations published (or to be published) or suggested by CCBL or any standards/ regulator body set up/ recognized by the Government of India and notified to the Selected Bidder by CCBL as a mandatory standard.
2. Selected Bidder shall always remain adhered and complied to the prevailing guidelines issued by NCIIPC, RBI, CERT-In etc., from time to time.
3. Selected Bidder shall facilitate surprise or planned DR site visits by CCBL, its auditors, its consultant and/ or Regulators and comply with all recommendations derived from such visits.
4. CCBL performs VAPT Audit every quarter through third-party Auditors. The Selected Bidder must assist (if required) to update/ patch the system in response to any adverse findings in the report, without any additional cost to CCBL.
5. Selected Bidder shall provide access to all documents, records, and information (relevant to this project) to CCBL, its auditors and Regulators whenever required.
6. The Bidder should comply with Bank's IS Security policy in key concern areas relevant to the RFP. Some of the key areas are as under:
 - a. Responsibilities on system access control and administration

- b. Incident response and reporting procedures.

7.11 Antivirus & HIPS for DR Server Instances

1. Install the antivirus & HIPS software on all DR server instances immediately after provisioning.
2. Activate the antivirus & HIPS licenses and ensure proper registration with the vendor.
3. Validate that the antivirus & HIPS solution is fully operational and integrated with the DR environment.
4. Define a comprehensive scanning schedule for all DR servers, including:
 - a. **Full System Scans:** Conducted periodically to detect dormant threats.
 - b. **Quick Scans:** Scheduled daily or weekly for rapid detection of active threats.
5. Ensure scan schedules do not impact system performance during business hours. Document and share the scan schedule with Contai Co-operative Bank Ltd.
6. Configure automatic updates for virus definitions and software patches. Schedule updates during non-business hours to minimize disruption. Maintain a log of update activities and provide periodic reports to the Bank.
7. Define antivirus policies in consultation with Contai Co-operative Bank Ltd., covering:
 - a. **Real-Time Protection:** Enable continuous monitoring for malware and suspicious activities.
 - b. **Quarantine Management:** Automatically isolate infected files and notify administrators.
 - c. **Threat Response:** Define escalation procedures for detected threats.
8. Ensure policies comply with regulatory and security standards applicable to banking operations. Review and update policies periodically based on emerging threats and client feedback.

The following solutions, like Security Incident and Event Management (SIEM, VAPT audit execution as per RBI guidelines etc. should be on services basis from the bidder's CSOC and licenses should be valid till the contract tenure.

The Bidder to provide a schedule/timeline of the Project and adhere to it till the project tenure. For any delay in service/support delivery SLA will be imposed.

Installation, configuration and integration should be done by the Bidder. The Bidder would be responsible for all technical support to maintain the required uptime till project tenure.

The bidder CSOC should collect, correlate and monitor various logs/incidents in real time. The bidder shall appropriately manage and provide protection within and outside the organization's borders/ network, taking into consideration how the data/ information is stored, transmitted, processed, accessed and put to use within/ outside the bank's network, and the level of risk they are exposed to depending on the sensitivity of the data/ information.

The Bidder should have a necessary agreement with the OEM for all the required onsite support for the entire contract period of five years.

The bidder should have 24x7x365 back-to-back support with OEM during the total contract period for necessary support and license/subscriptions.

The period of support coverage would be for 5 years from the date of GO-LIVE and sign-off of all security solutions and services covered under this RFP.

During these five years of tenure, the bidder is responsible for any updates, upgrades, patches, changes in statutory requirements, new statutory requirements, and bug fixation without any additional cost to Bank.

7.12 Cloud Monitoring Tool

The Service Provider shall deploy and manage the Basic Cloud Monitoring Tool to ensure proactive monitoring and reporting of the DR environment. The scope includes the following activities:

1. The Bidder shall configure the cloud monitoring tool to continuously monitor all server and virtual machine resources, including CPU utilization, RAM consumption, disk space, and file system availability. Alerts shall be generated when resource usage approaches defined thresholds to prevent performance degradation or outages.
2. The Bidder shall enable monitoring of data transfer rates and bandwidth utilization across the DR infrastructure. This includes tracking inbound and outbound traffic to ensure optimal network performance and identifying potential bottlenecks or anomalies that may indicate security threats or misconfigurations.
3. The Bidder shall configure notification mechanisms within the cloud monitoring tool to alert designated personnel when monitored parameters exceed predefined thresholds. Notifications shall be sent via email, SMS, or other agreed channels, and thresholds shall be defined in consultation with Contai Co-operative Bank Ltd.
4. The Bidder shall ensure that all proposed Virtual Machines (VMs), Firewalls (FW), and Web Application Firewalls (WAF) are integrated into the cloud monitoring system. This includes tracking their health, performance, and security status to maintain compliance with regulatory and security standards.
5. The Bidder shall generate detailed monitoring reports in the standard format and share them with Contai Co-operative Bank Ltd. Reports shall include resource utilization trends, bandwidth statistics, alert summaries, and performance analysis. Reports shall be provided on a daily, weekly, and monthly basis or as per client requirements.

7.13 Service delivery

All professional services necessary to successfully implement the proposed solution will be part of the RFP. These services include, but are not limited to, Project Management, Deployment methodologies etc. The bidder should submit as part of technical Bid an overview of Project Management approach of the proposed solution. Bidder should ensure that Bidder's key personnel with relevant skill are always available to the Bank. Bidder should ensure the quality of methodologies for delivering the services and its adherence to quality standard.

7.14 Quality Control and Audit:

1. The Bank may, at its discretion, get the services of the finally selected bidder inspected/ audited by its internal/ external inspectors/ auditors/Authorised representative. The finally selected bidder shall facilitate the same. The selected bidder shall, whenever required, furnish all relevant information, records, and data to such auditors and / or inspecting officials of the Bank / Reserve Bank of India and or any regulatory authority / Bank's Service Provider / Testing agency entrusted by the Bank to carry out this work.

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

2. The Bank's at its discretion may carry out periodic inspection/quality checks on continual basis and where necessary may reject the products/solution which does not meet the specifications provided by the Bank. Nothing stated hereinabove shall in any way release the Bidder from any warranty or other obligations under this contract. Bidder shall inform their readiness for the pre-commissioning inspection at least 3 days in advance. All reasonable facilities, tools and assistance including access to drawings should be provided to the Banks officials and their Service Providers during inspection. There shall not be any additional charges for such inspection. However, Bank will have the discretion to recover the costs related to travel and stay of its staff / Service Providers if the site offered for inspection is not as per Bank's requirement or the conditions are not complied with.
3. The DR site should be ready for inspection as per the stipulated timelines in this tender. If the Bidder fails to intimate the date of inspection as per the timelines stipulated in this tender, it will be treated as a breach of contract and the Bank reserves the right to levy penalty. The site will not be accepted as complete if any facility as required is not available or not up to the standards projected by Bidder in their response and the requirement of this tender.
4. There will be an acceptance inspection by the Bank or its nominated Service Providers for the site. In case of discrepancy in facilities provided, the Bank reserves the right to cancel the entire purchase contract. The inspection will be arranged by the Bidder at the sites in the presence of the officials of the Bank and / or its Service Providers. The contract tenure for the site will commence after acceptance of the site by the Bank. There shall not be any additional charges for carrying out this inspection.

7.15 Right to Visit

1. All records of the Bidder with respect to any matters covered by this Tender document/ subsequent order shall be made available to Bank or its designees at any time during normal business hours, as often as Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.
2. Bank, including its regulatory authorities like RBI etc., reserves the right to verify, through their officials or such other persons as Bank may authorize, the progress of the project at the development /customization site of the Bidder or where the services are being rendered by the bidder.
3. The Bank and its authorized representatives, including regulator like Reserve Bank of India (RBI) shall have the right to visit any of the Bidder's premises with prior notice to ensure that data provided by the Bank is not misused. The Bidder will have to cooperate with the authorized representative/s of the Bank and will have to provide all information/ documents required by the Bank.

8 Payment Terms

The commercial bid submitted by the Bidder must be in conformity with the payment terms proposed. Any deviation from the proposed payment terms would not be accepted. In case of delays or defaults on the part of the Bidder, Contai Co-operative Bank Ltd. shall have the right to withhold payment of the effected product and/or service due to the Bidder or withhold the payment of the disputed amount. Such withholding of payment shall not amount to a default on the part of Contai Co-operative Bank Ltd.,

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

Contai Co-operative Bank Ltd. will release payment within 30 days of receipt of Invoice and along with all other supporting / required documents for all undisputed cases. In case of any disputed amount, the payment will be released within 30 days of resolution of the dispute.

The scope of work is divided in different areas and the payment would be linked to delivery, acceptance, and sign-off by the respective Bank official of each area as explained below with reference to the **Annexure-10.8 “Commercial Bill of Material”**.

The Bidder shall raise any invoices only after sign-off for the related deliverables/Services.

The bidder is required to provision resources in the “Commercial Bill of Material” for the current quantity of infrastructure mentioned in the RFP.

Bidder should factor all costs including on-site deployment, Project Management, SLA adherence etc. while quoting in the Commercial Bill of Material.

Any payment will be released only after submission of PBG & post-signing of SLA as per the following payment terms:

8.1 Onetime Cost, including implementation cost for the establishment of DR

- i 40% will be paid as a mobilization advance after submission of PBG
- ii. 50% after the go-live of DR and Sign-off by the Bank.
- iii. Rest 10% will be paid three months post go-live.

8.2 Recurring Cost for DR Infrastructure.

- i To be paid quarterly in arrears

8.3 Note Related to Payment Terms

1. Also, the payments for each quarter (as applicable) will be made only after the acceptance of the milestones and relevant activities/deliverables for that quarter. Any delay in achievement of the milestones or deliverables will result in further delay of the payment.
2. The bidder recognizes that all payments to the bidder under this RFP and subsequent agreement are linked to and dependent on successful achievement and acceptance of milestones/deliverables / activities set out in the Project Plan and therefore any delay in achievement of such milestones/deliverables / activities shall automatically result in delay of such corresponding payment.
3. The bidder is required to provision resources for the current quantity of infrastructure mentioned in the Bill of Material. If, in future, the bidder requires more resources, than mentioned in the bill of material, to manage the same quantity of Infrastructure then the bidder will provide the resources at no additional cost to the bank.
4. Any addition/reduction in the infrastructure quantities will be on pro-rata basis arrived from the existing Bill of Material.
5. The price would be inclusive of all applicable taxes under the Indian law like customs duty, excise duty, import taxes, freight, forwarding, insurance for transit & till installation, delivery, etc. but exclusive of

only applicable GST & cess which shall be paid / reimbursed on actual basis on production of bills. Any increase in these taxes will be paid in actuals by the bank or any new tax introduced by the government will also be paid by the bank. The entire benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank whether claimed by the Bank or not. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation, market conditions, increase in custom duty or excise tax. The bank will not pay any out-of-pocket expense.

6. Any objection / dispute to the amounts invoiced in the bill shall be raised by the Bank within reasonable time from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), the Bank will make payment within thirty (30) Working Days of the settlement of such disputes. All out of pocket expenses, travelling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement is included in the amounts and the bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out-of-pocket expenses, including travel, boarding and lodging etc.

8.4 Payment in case of Termination of contract

- i. In case the contract is terminated payment will be made on pro rata basis for the period services have been delivered, after deducting applicable TDS and adjusting other pending charges, if any.
- ii. The Bidder must accept the payment terms proposed by the Bank. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted.

9 TERMS AND CONDITIONS FOR SUBMISSION OF THE PROPOSAL

9.1 The Bid System:

This RFP is a Two Bid system. The Bid shall consist of two parts namely Technical Bid and Commercial Bid in electronic form. The Technical Bid should be submitted as per details provided in the RFP document marked as “**Technical Bid**” and Commercial bid shall be kept in a separate file marked as “**Commercial Bid**”.

9.2 Due Date of The Bid:

The bids shall be accepted till XX:00 PM of **16, 02, 2026**. Bids received after 03:00 PM on 16/02/2026 shall be termed as **LATE BID** and the same will not be received/ opened by the BANK.

9.3 Pre-bid queries:

Bank shall not conduct any pre-bid meeting. However, bidders are welcome to submit their queries to the bank through email to: ceo@ccb.bank.in specific format only as per annexure 10.6. Bank will respond the queries through corrigendum/addendum as may be deemed necessary.

The queries of all the bidders should reach by e-mail on or before the stipulated date and address as mentioned in this RFP. It may be noted that no queries of any bidder shall be received or entertained after the queries submission date. The clarifications given in the Pre-Bid meeting will be made available on the Bank's Website.

9.4 Right to Accept or Reject Any or All Bids:

Notwithstanding anything contained in this RFP document, the Bank reserves the right to accept or reject any Bid and to annul the Bid process and reject all bids/ Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

Further, the bids submitted may be liable to be rejected on examination on the following ground: -

- i. It is not in conformity with the instructions mentioned in this tender document.
- ii. It is not accompanied by the requisite document cost and EMD.
- iii. It is not properly/duly signed.
- iv. It is received through Telex or Telegram.
- v. It is received after expiry of the due date and time.
- vi. It is incomplete including non-furnishing the required documents.
- vii. It is evasive or contains incorrect and / or false information.
- viii. There is canvassing of any kind.
- ix. It is submitted anywhere other than the concerned department.

9.5 Amendments of the RFP:

At any time prior to the deadline for submission of the Bids, Bank may, for any reason, modify the RFP document by the issuance of addenda (the '**Addenda** or **Addendum**' as the case may be). Any Addendum thus issued will be put up on record and would be deemed to be a part of the RFP. In order to afford the Bidders a reasonable time in which to take an Addendum into account, or for any other reason, the BANK may, at its discretion, extend the due date for submitting the Bids.

9.6 Cost of the Schedule

The bidder is required to submit the Cost of the Tender worth INR 11,800/- (Rupees Eleven Thousand Eight Hundred Only. INR 10,000/- RFP document cost + INR 1800/- as GST) vide NEFT/Online Transfer. **The tender document cost is exempted for the valid MSME certified bidder, and the bidder should submit the copy of valid MSME certificate with the technical bid.**

9.7 EMD:

- a) The bidder shall furnish as part of its bid, bid security of INR 10,00,000/- (Rupees Ten Lakhs Only). The bid security shall be denominated in INDIAN RUPEES only and should be in the form of NEFT/Online Transfer/ DD or Bank Guarantee (BG) issued by a Scheduled Commercial Bank and valid for forty-five (45) days beyond the validity of the bid.
- b) The Earnest Money Deposit should be paid by means of DD/BG/NEFT/Online Transfer as per details mentioned in **Section 1.2** of the RFP.
- c) Any bid not secured in accordance with Clause- 9.7 (a) and 9.7 (b) above will be rejected by CCBL.
- d) The Bid Security submitted by the bidder will be forfeited if:

- i. The bidder withdraws his tender before processing of the same.
 - ii. The bidder withdraws his tender after processing but before acceptance of “Letter of appointment” issued by Bank.
 - iii. The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
 - iv. The bidder violates any of the provisions of the terms and condition of this tender specification.
- e) The bid security will be refunded to:
- i. The successful bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee for 10% of the contract value (valid till the end of assignment period) with 6 (six) months claim period.
 - ii. The unsuccessful bidders, only after the acceptance of the “Letter of Appointment” by the selected bidder.

The EMD cost is exempted for the valid MSME certified bidder and the bidder should submit the copy of valid MSME certificate with the technical bid.

9.8 Contract Performance Guarantee

The successful bidder has to submit a performance bank guarantee 10% of the total project cost as contract performance guarantee for entire tenure which is Five (5) years with an additional claim period of six (6) months. After signing the agreement with bank and before release of any payment the bidder has to submit this bank guarantee to the bank.

9.9 Validity:

The bidder shall keep the bid valid for a period of six months from the last date for the submission of bids.

9.10 Extension of Validity:

In case circumstances require, the Bank may request the Bidders, within the validity period of the BID, to extend the validity of the Bids for any additional periods as required.

9.11 Language of the Bid:

The Language of the Bid shall be English only.

9.12 Currency of the BID:

All prices and monetary terms to be quoted in INDIAN RUPEES (INR) only.

9.13 Applicable Law and Jurisdiction of Court

The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Kolkata (with the exclusion of all other Courts).

9.14 Terms of Payment:

The bidder's fees will be paid as the Schedule of Payment terms indicated in Section 8.

9.15 Cancellation of Contract and Compensation:

The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances: -

- i. The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- ii. The bidder goes into liquidation voluntarily or otherwise.
- iii. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.
- iv. The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
- v. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is canceled.

9.16 Time Schedule of the Project:

The total project tenure is 5 (Five) years from the date of go-live.

The Scope of Work to be executed within this period is as per the Scope of Works at Section 7, and other terms and conditions of the RFP, as applicable.

Description	Timeline
Acceptance of Purchase order by the selected Bidder.	Within 5 Days of receipt of Purchase order
Bidder to execute contract consisting of SLA, NDA, and furnish PBG at a rate of 10% of the project cost	1 Week from date of PO issuance
The installation, configuration and go-live of the Disaster Recovery site should be completed as per requirement of Bank.	Within 6 Weeks of PO issuance

Contai Cooperative Bank may require extend the services of the bidder. The scope and commercials will be mutually agreed between the bank and the bidder prior to the renewal of such project.

9.17 Submission of Technical Bid:

The Bidder shall submit the bid in the manner prescribed hereunder: -

1. The Bidders shall submit the Technical Bid in sealed envelope. If above bid is found not properly sealed, the bid is liable for rejection. The envelope containing technical bid shall be marked as **“Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.”**.

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

2. Bidder shall not allow/permit changes in the technical specifications once it is submitted.
3. The bidder should certify that the contents of the Pen drive are the same as that provided by way of hard copy. Letter format for the Bidder’s declaration is given in **Annexure 10.10: “Letter of Conformity with Hardcopy”**
4. The offer may not be evaluated in case of non-adherence to the format or partial submission of technical details as per the format given in the RFP.
5. Non-submission or partial submission of the information along with the offer may result in disqualification of the bid of the concerned bidder.
6. The Technical Bid must not contain any price information.
7. The bidder will also submit copy of the RFP duly stamped and signed on each page by the authorized official of the bidder’s company.
8. The bidder should submit the required documents with proper index and page number on each page
9. The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. All pages of the Bid except for un-amended printed literature shall be numbered serially and initialled and stamped by the person or persons signing the bid.
10. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the bid.
11. Soft copy (Pen Drive) of complete technical bid shall also be submitted along with hard copy.
12. The Bidders shall seal the original and copy bids separately.
13. In addition to the above marking, each envelope must be super-scribed with the following information:

- a. RFP Reference Number.
- b. Name and Address of Bidder.

This will enable CCBL to return the bid unopened in case it is declared unacceptable for any reason whatsoever.

14. All the inner and outer envelopes shall be addressed to CCBL at the address given below:

**The Managing Director & chief Executive Officer
Contai Co-operative Bank Ltd.
Purba Medinipur,
West Bengal -721401**

If any inner envelope is found to contain both technical and commercial bids, then that bid will be rejected summarily.

15. The Technical Bid shall comprise of:

Sr.No.	Particulars	Documents attached (Yes/No)
1	Covering Letter for Eligibility cum Technical Bid	Annexure: 10.1
2	Letter of Conformity with Hardcopy	Annexure: 10.10
3	Bidder’s Information	Annexure: 10.2
4	Non-Disclosure Agreement	Annexure: 10.4
5	Project Timeline	

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

6	Authorization Letter	Annexure: 10.11
7	Monitoring Reports	Annexure: 10.3
8	Confirmation to Technical Evaluation with proper document	
9	Undertaking of MSME benefits	Annexure: 10.9

9.18 Submission of Commercial Bid:

1. The Bidders shall submit the Commercial Bid in sealed envelope. If above bid is found not properly sealed, the bid is liable for rejection. The envelope containing commercial bid shall be marked as: **“Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd”**.
2. The bidder should certify that the contents of the Pen drive are the same as that provided by way of hard copy. Letter format for the Bidder’s declaration is given in **Annexure 10.10: “Letter of Conformity with Hardcopy”**
3. Please note that if any envelope is found to contain both technical & commercial offer, then that offer will be rejected outright.
4. The envelope must be super-scribed with the following information:
 - a. RFP Reference Number.
 - b. Name and Address of Bidder.
5. Bidder are requested to submit the man days cost for customization effort as per Commercial Bill of Material which will be considered for overall TCO calculation. However, the same cost will be applicable as and when required basis during the tenure of the contract.
6. Commercial Bid shall comprise of

Sr.No.	Particulars	Documents attached (Yes/No)
1	Covering Letter for Commercial Bid	Annexure: 10.7
2	Commercial Bill of Material	Annexure: 10.8
3	Masked Commercial Bill of Material	

9.19 Award of Contract:

The Banks will issue firm Purchase Order (PO to the Successful Bidder and bidder should submit acceptance of the same within 48 hours. The price quoted by the successful bidder shall be the Total value of the Contract. Bank will enter into an agreement with successful bidder. For any addition scope and additional commercial, both parties will be executing annexure or addendum against the master contract. The contract is for five years from the date of agreement and The Rate Contract remains valid for a period of 5 years from the date of execution of the contract.

9.20 Liquidated Damages/Penalties & termination on default:

- i. The Bank shall levy penalties /liquidated damages on the Expert to the extent of 0.5% of the total value of the Contract for delay in execution of the project for 1 month, thereafter in increment of 1% for each of the months up to 3 months. Thereafter, the Bank shall issue notice of termination, and cancel the contract on completion of one month of notice.
- ii. The Bank shall be in its right to terminate the Contract in case of non- performance of the Expert as per the terms of the contract, and or other conditions for termination on default as mentioned in the RFP, including termination on the grounds of insolvency etc.
- iii. However, such penalties, liquidated damages and termination shall not be invoked in case the cause of action for completion of an activity/situation is pending with the Bank such as sign off, clearances, site readiness, deployment of the Bank's resources, clearance on the procedures etc.

9.21 Indemnity

The bidder shall, at its own cost and expenses, defend and indemnify the bank against all third-party claims including those of the infringement of intellectual property rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from the performance of the contract.

The bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If the bank is required to pay compensation to a third party resulting from such infringement etc., the bidder will bear all expenses including legal fees.

Bank will give notice to the bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim.

The bidder shall also be liable to indemnify the bank, at its own cost and expenses, against all losses/damages, which bank may suffer on account of violation by the bidder of any or all applicable national/ international trade laws. This liability shall not ensue if such losses/ damages are caused due to gross negligence or willful misconduct by the bank or its employees.

9.22 Intellectual Property Rights

The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this RFP.

The Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by Bidder in performing its obligations under this Project.

If a third party's claim endangers or disrupts CCBL use of the Deliverables, the Bidder shall at no further expense, charge, fee or cost to CCBL, (i) obtain a license so that CCBL may continue use of the Deliverables in accordance with the terms of this RFP.

Bidder shall indemnify and keep fully and effectively indemnified CCBL from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or in respect of any other services rendered under this RFP.

9.23 Patent Right

The Bidder shall indemnify CCBL against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, Software package or any part thereof in India and abroad.

In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the Bidder shall act expeditiously to extinguish such claims. If the Bidder fails to comply and CCBL is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. CCBL will give notice to the Bidder of such claims, if it is made, without delay.

CCBL will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

9.24 Force Majeure:

- i. The Expert shall not be liable for forfeiture of its EMD, invocation of his Performance Bank Guarantee, levy of liquidated damages or termination for default if and to the extent that it's delays in performance or other failure to perform its obligations under the Contract is the result of Force Majeure.
- ii. For purposes of this Clause, "Force Majeure" means an unforeseeable event beyond the control of the Expert and not involving the Expert's fault or negligence. Such events shall include, but are not restricted to, acts of the Government in its sovereign capacity, earthquakes, riots, war or revolutions, fires, floods, epidemics, quarantine restricts and freight embargoes.
- iii. If a Force Majeure situation arises, the Expert shall promptly notify the Bank in writing of such condition and the cause thereof within a period of 10 (Ten) days from the date of happening of such an event requiring invocation of this force majeure clause. Unless otherwise directed by the BANK in writing, the Expert shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performances.

9.25 Sub-Contracting

Bidder shall not subcontract or permit anyone other than its personnel or related firms / entities to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the CCBL.

9.26 Exit Management

Contai Co-operative Bank Ltd. may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience. The Bidder will be liable to provide all the requisite Bank's data available in the Cloud environment to the Bank or its nominated representative when requested in the stipulated format in case of termination of the contract or completion of contract tenure at no extra cost to Bank. Upon termination of the existing contract all documents, writings, data, contents, Confidential Information and/or any other information provided by Contai Co-operative Bank Ltd. to the Bidder shall be duly returned by the Bidder to Bank within 30 days from the date of termination. If instructed by bank, a written confirmation that the same has been destroyed shall be sent by the Bidder to Contai Co-operative Bank Ltd. and the same shall be required to be acknowledged by Contai Co-operative Bank Ltd., The reverse transition mechanism would typically include services and tasks that are required to be performed/rendered by the Bidder to Contai Co-operative Bank Ltd. or its designee to ensure a smooth

handover and transitioning of Contai Co-operative Bank Ltd.'s deliverables, maintenance, and facility management.

In case Contai Co-operative Bank Ltd. wants to continue with the Bidder's services after the completion of this contract then the Bidder shall offer the same or better terms to Contai Co-operative Bank Ltd. Unless mutually agreed, the rates shall remain firm with an upper capping of 110% of current cost for each line item. The Bidder agrees that Contai Co-operative Bank Ltd. at any point of time during the tenure of the contract may return/discontinue any of the Deliverables/services in whole or part thereof offered under this agreement. Contai Co-operative Bank Ltd. shall not be liable to make any payment in respect of the Deliverables/services returned in whole or part thereof.

In addition to the reverse transition mechanism, the purpose of this section is to provide details of the Bidder's assistance during the termination or expiration of the contract and exit plan strategy for Contai Co-operative Bank Ltd. The Bidder shall also have to develop a detailed exit plan 3 (Three) months prior to the completion of the tenure of the contract. The exit plan should have detailed product-wise support services by the Bidder and its consortium partner (s) (if any) during the transition period. Bank shall have the right to review the exit plan submitted by the Bidder and would suggest changes to be made in the exit plan, if any. After that, the exit plan shall be reviewed as and when required by Bank. The Bidder has to provide knowledge transfer to the new software provider free of cost and also provide the database table structure in the required format, valid all financial and non-financial data to Contai Co-operative Bank Ltd. whenever requires without any additional cost. The Bidder has to provide support during migration activities to the new Bidder of Contai Co-operative Bank Ltd.

9.27 Handover & Transition of Services

The following shall be covered as a part of the handover & transition of services at the end of the contract period or in the event of termination:

1. If any other agency or service provider is selected by Contai Co-operative Bank Ltd. for providing in-scope services, the Bidder selected through this RFP shall provide support for necessary handholding, transition, sharing of all Bank's data & information and relevant documents and other related support to the complete satisfaction of Contai Co-operative Bank Ltd. In case, if Contai Co-operative Bank Ltd. observes the lack of willingness to manage transit/ sharing of data & information or lack of support from the Bidder (selected through this RFP), Contai Co-operative Bank Ltd. shall have an absolute discretion to impose penalties and make appropriate deductions from its billing or any other payables to the Bidder.
2. Bidder shall provide the termination/expiration assistance, regardless of the reason for termination or expiration. Six (6) months prior to the expiration of the term, or upon Bidder's receipt of notice of termination of this contract for any reason, or six (6) months prior to the cessation of any service, and at Contai Co-operative Bank Ltd. request, Bidder shall provide to Contai Co-operative Bank Ltd. the staff and transition services necessary for Contai Co-operative Bank Ltd. to affect an orderly transition to Contai Co-operative Bank Ltd. or to a third party designated by Contai Co-operative Bank Ltd. .
3. The Bidder shall provide the necessary transition for the period of 6 months. However, this period of transition could vary depending on the needs of Contai Co-operative Bank Ltd. and the same shall be communicated to the Bidder.
4. During the transition phase, the Bidder shall not change or remove their key resources deployed at

RFP for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

Contai Co-operative Bank Ltd. project to enable the successful transition. In case, such instances occur, Contai Co-operative Bank Ltd. shall have the right to penalize the Bidder appropriately.

5. During the transition phase, the Bidder shall deploy dedicated transition resources to enable the successful transition.

6. During the exit management process, it is the responsibility of the Bidder to hand over all the data stored in the system in such a format that it can be migrated to the new system (as per the reverse transition mechanism mentioned above).

7. The ownership of the assets (including soft and hard components existing and procured through this RFP) except for those which are taken as a service, at any point of time during the term of the contract or expiry of the contract, shall remain with Contai Co-operative Bank Ltd. In addition, any information/ data gathered or generated by the Bidder during the term of the contract shall be the property of Contai Co-operative Bank Ltd. and the same shall be handed over to Contai Co-operative Bank Ltd. in native format at the end or termination of the contract; and

8. During the contract period, the Bidder shall ensure that all the documentation including diagrams, policies, procedures, asset registers, configuration documents, procurement documentation, original license and all other documents in relation to the works as per the agreed terms are kept up to date and all such documents shall be handed over to Contai Co-operative Bank Ltd. during the exit management process.

In case Contai Co-operative Bank Ltd. decides to withdraw any services/components from the scope of work during the contract period, the Bidder has to facilitate the transition of that service/components in compliance with the above Clauses.

9.28 Transfer of Documents

The Bidder shall promptly on the commencement of the exit management period supply to Contai Co-operative Bank Ltd. or its nominated representative the following:

- Bank's Data
- Information relating to the current services rendered; and
- Documentation relating to intellectual property rights.

The Bidder shall provide uninterrupted services on existing terms and conditions till an acceptable alternate solution is agreed by Contai Co-operative Bank Ltd.

Before the expiry of the exit management period, the Bidder shall deliver to Contai Co-operative Bank Ltd. or its nominated service provider or any other agency all new or updated materials from the categories set out in point (1) above, and shall not retain any copies thereof, except that the Bidder shall be permitted to retain one copy of such materials for archival purposes only.

Transfer Agreements

On request by Contai Co-operative Bank Ltd. or its selected service provider or any other agency, the Bidder shall affect such assignments, transfers, innovations, licenses and sub-licenses in favor of Contai Co-operative Bank Ltd. or its nominated service provider or any other agency, in relation to any equipment

lease, maintenance or service provision agreement between the Bidder and selected service provider or any other agency, and which are related to the services and reasonably necessary for the carrying out replacement services.

Addition or Deletion of Qualified Offerings

Both the parties agree that the intent of this tender is to establish an initial set of service offerings. Contai Co-operative Bank Ltd. recognizes that, as the use of these services expands, it is possible that additional services and / or service categories will be needed. In addition, Contai Co-operative Bank Ltd. recognize that from time-to-time hardware and software products that are provided as part of bidder services will be upgraded or replaced as technology evolves. Replacement and / or supplemental hardware and software products that meet or exceed the minimum proposal requirements may be added with the prior approval of Contai Co-operative Bank Ltd. For this purpose, a Change Order Procedure will be followed. Contai Co-operative Bank Ltd. may request a change order in the event of actual or anticipated changes(s) to the agreed scope of work, services, deliverables and schedules. The Bidder shall prepare a change order reflecting the actual or anticipated change(s) including the impact on deliverables schedule. The Bidder shall carry out such services as required by Contai Co-operative Bank Ltd. at mutually agreed terms and conditions.

The bidder shall agree that the price for incremental offering cannot exceed the original proposed cost and Contai Co-operative Bank Ltd. reserves the right to re-negotiate the price. At the unit rates provided for TCO calculations, Contai Co-operative Bank Ltd. has the right to order as much as it wants at those rates.

The bidder shall agree to submit the request to add new services or service categories on its letterhead signed by a representatives authorized to bind the organization.

Contai Co-operative Bank Ltd. is under no obligation to honor such requests to add services categories or amend this contract.

As a method for reviewing Bidder services and Contai Co-operative Bank Ltd. requirement, Contai Co-operative Bank Ltd. will sponsor regular reviews to allow an exchange of requirements and opportunities.

9.29 Conflict of Interest

Bidder shall disclose to CCBL in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for Bidder or Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

9.30 Expenses:

It may be noted that BANK will not pay any amount / expenses / Charges / Fees / Travelling Expenses / Boarding expenses/ Logging Expenses / Conveyance Expenses / out of Pocket Expenses other than the agreed professional fees. Bank will only reimburse if any visit required beyond the project location of Bank's Head Office.

9.31 Arbitration & Resolution of Dispute

- i. The Bank and the Expert shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the Contract.
- ii. If, within 30 (thirty) days from the commencement of such informal negotiations, parties are unable to resolve dispute amicably, either party may approach for resolution by Arbitrator mutually agreeable to both the parties. The decision of the Arbitrator shall be final and binding on both the parties in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time.
- iii. All Arbitration proceedings shall be held at Kolkata and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

9.32 Subcontracting

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.

9.33 Adherence to Standards

The Expert should adhere to all the applicable laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities. The Bank reserves the right to conduct an audit/ongoing audit of the consulting services provided by the Expert.

The Bank reserves the right to ascertain information from the other banks and institutions to which the bidders have rendered their services for execution of similar projects.

9.34 Limitation of Liability

The bidder's aggregate liability under this RFP and in connection with the services shall be for direct damages and shall be limited to one time the fees paid to the bidder. The bidder shall not be liable for any indirect or consequential losses.

10 Annexure

(Unless otherwise specified, all the forms should be on the letter head of bidder duly signed by an authorized signatory and all the forms should be submitted along with the technical bid)

10.1 Technical Bid (Cover)

To

**The Managing Director & chief Executive Officer
Head Office: Contai
Contai Co-operative Bank Ltd.
Purba Medinipur,
West Bengal -721401**

Ref: Request for Proposal (RFP) for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

Dear Sir,

1. Having examined the Tender Documents including all Annexure, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide consulting services on retainer basis in conformity with the said Tender Documents and in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.
2. If our Bid is accepted, we undertake to complete the project within the scheduled time lines.
3. We confirm that this offer is valid for six months from the last date for submission of Tender Documents to Contai Co-operative Bank Ltd.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988", and or any other law concerning this in force in India.
6. We agree that Contai Co-operative Bank Ltd. is not bound to accept the lowest Bid or any Bid, or the Bank may reject all bids.
7. We have not been barred/ blacklisted by any regulatory / statutory authority.

Authorized Signatory Designation:

Company:
Stamps:

Date:

CONTAI CO-OPERATIVE BANK LTD.

10.2 Bidder's Information

Name of the Bidder	
Constitution & Year of Establishment	
Registered Office/Corporate office Address	
Mailing Address	
Name and designations of the persons authorized to make commitments to the Bank	
Telephone (Mob.): Fax: e-mail:	
Name & Addresses of Directors/Promoters	
Details of Organization Structure	
Gross annual turnover of the bidder (not of the group): Amount in INR Crore 2022-23: 2023-24: 2024-25:	
Positive Operating Profit of the bidder (not of the group): Amount in INR Crore 2022-23: 2023-24: 2024-25:	
Positive Net Worth of the bidder (not of	

the group): Amount in INR Crore 2022-23: 2023-24: 2024-25:	
Permanent Account Number	
GST Number	
Original Equipment Manufacturer (OEM) Details	

DECLARATION

We hereby declare that the information submitted above is complete in all respects and true to the best of our knowledge. We understand that in case any discrepancy or inconsistency or incompleteness is found in the information submitted by us, our application is liable to be rejected.

Place :

Date:

SEAL

(Authorized Signatory)

CONTAI CO-OPERATIVE BANK LTD.

10.3 Monitoring Reports

The indicative reports required by the bank as tabulated below:

Sl. No.	Report Name	Phase	Report Status	Tower	Description
		Transition, Steady State, Both			
1	Utilization-hardware	B	Weekly	Monitoring & Operations	All in scope servers, storage, network, tape and other in scope hardware utilization
2	Availability Report	B	Weekly	Monitoring & Operations	Daily Availability report of in scope infrastructure & services
3	Hardware Issues	B	Weekly	Monitoring & Operations	Hardware failure analysis, trending
4	Patching	B	Monthly	Monitoring & Operations	Monthly description of newly released patches
5	Daily issues report	B	Daily	Monitoring & Operations	List of daily application and server issues / outages
6	Recurring issues report	B	Monthly	Monitoring & Operations	List of recurring application and server issues / outages
7	Monthly Infrastructure Capacity & Planning Report	B	Monthly	Monitoring & Operations	Monthly report reporting and analyzing infrastructure capacity and performance
8	Escalation Reports	B	Weekly	PMO	Articulates escalated events over the past week, the status, and the outcome for resolved issues
9	SLA Performance credits and performance report	B	Monthly	PMO	Report showing the SLA credits and performance
10	Dashboard Report	B	Monthly	Monitoring & Operations	Report and analyze monitoring and operations performance, including Services and Volumes, Compliance, and Service Levels and Performance

Sl. No.	Report Name	Phase	Report Status	Tower	Description
11	Incident Report	B	Monthly	Monitoring & Operations	Report Incidents managed by operations, categorized by line of business, business segment, criticality, and overall totals
12	Change Management Report	B	Weekly	Monitoring & Operations	Weekly Status of change requests
13	Problem Management Report	B	Weekly	Monitoring & Operations	Weekly Status of problem tickets
14	Server Performance Report	B	Weekly/ Monthly	Monitoring & Operations	Weekly performance of servers
15	Backup Reports	B	Daily	Monitoring & Operations	Daily Backup success & failure report
16	Network Performance	B	Weekly	Monitoring & Operations	Weekly Network Performance report
17	Monthly Service Dashboard	S	Monthly	All	Service Dashboard that depicts each of the domain's results

Place

Date:

10.4 Non-Disclosure Agreement

(On Rs.100 non-Judicial stamp paper)

This Non-Disclosure Agreement made and entered into at..... Thisday of.....2026

BY AND BETWEEN

..... Company Limited, a company incorporated under the Companies Act, 1956 having its registered office at (Hereinafter referred to as the Vendor which expression unless repugnant to the context or meaning thereof be deemed to include its permitted successors) of the ONE PART;

AND

Contai Co-operative Bank Ltd having its Head Office at Contai, West Bengal - 721401 (hereinafter referred to as "Bank" or "CCBL" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

The Vendor and CCBL are hereinafter collectively referred to as "the Parties" and individually as "the Party"

WHEREAS:

1. CCBL is engaged in the business of providing financial services to its customers and intends to engage Vendor for supply, implementation & maintenance of compute, network & security components & infrastructure solutions
2. In the course of such assignment, it is anticipated that CCBL or any of its officers, employees, officials, representatives or agents may disclose, or deliver, to the Vendor some Confidential Information (as hereinafter defined), to enable the Vendor to carry out the aforesaid assignment (hereinafter referred to as " the Purpose").
3. The Vendor is aware and confirms that all information, data and other documents made available in the RFP/Bid Documents/Agreement /Contract or in connection with the Services rendered by the Vendor are confidential information and are privileged and strictly confidential and or proprietary of CCBL. The Vendor undertakes to safeguard and protect such confidential information as may be received from CCBL.

NOW, THEREFORE THIS AGREEMENT WITNESSED THAT in consideration of the above premises and CCBL granting the Vendor and or his agents, representatives to have specific access to CCBL property / information and other data it is hereby agreed by and between the parties hereto as follows:

1. Confidential Information:

(i) "Confidential Information" means all information disclosed/furnished by CCBL to the Vendor whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the Vendor to carry out the proposed Implementation assignment, and shall mean and include data, documents and information or any copy, abstract, extract, sample, note or module thereof, explicitly designated as "Confidential"; Provided the oral information is set forth in writing and marked "Confidential" within seven (7) days of such oral disclosure.

(ii) The Vendor may use the Confidential Information solely for and in connection with the Purpose and shall not use the Confidential Information or any part thereof for any reason other than the Purpose stated above.

Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within seven (7) days of such disclosure. Confidential Information does not include information which:

- (a) is or subsequently becomes legally and publicly available without breach of this Agreement by either party,
- (b) was rightfully in the possession of the Vendor without any obligation of confidentiality prior to receiving it from CCBL,
- (c) was rightfully obtained by the Vendor from a source other than CCBL without any obligation of confidentiality,
- (d) was developed by for the Vendor independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or is/was

disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Vendor shall, unless prohibited by law or regulation, promptly notify CCBL of such order and afford CCBL the opportunity to seek appropriate protective order relating to such disclosure.

(e) the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality.

(f) is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient. Confidential Information shall at all times remain the sole and exclusive property of the disclosing party. Upon termination of this Agreement, Confidential Information shall be returned to the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties.

Nothing contained herein shall in any manner impair or affect rights of CCBL in respect of the Confidential Information.

In the event that any of the Parties hereto becomes legally compelled to disclose any Confidential Information, such Party shall give sufficient notice to the other party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care.

The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement.

2. Non-disclosure: The Vendor shall not commercially use or disclose any Confidential Information, or any materials derived there from to any other person or entity other than persons in the direct employment of the Vendor who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Vendor shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Vendor may disclose Confidential Information to others only if the Vendor has executed a Non-Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents, and the Vendor agrees to notify CCBL immediately if it learns of any use or disclosure of the Confidential Information in violation of terms of this Agreement.

Notwithstanding the marking and identification requirements above, the following categories of information shall be treated as Confidential Information under this Agreement irrespective of whether it is marked or identified as confidential:

- a) Information regarding CCBL and any of its Affiliates, customers and their accounts ("Customer Information"). For purposes of this Agreement, Affiliate means a business entity now or hereafter controlled by, controlling or under common control. Control exists when an entity owns or controls more than 10% of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority of another entity; or
- b) any aspect of CCBL business that is protected by patent, copyright, trademark, trade secret or other similar intellectual property right; or
- c) business processes and procedures; or
- d) current and future business plans; or
- e) personnel information; or
- f) financial information.

3. Publications: The Vendor shall not make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of CCBL.

4. Term: This Agreement shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by CCBL, whichever is earlier. The Vendor hereby agrees and undertakes to CCBL that immediately on termination of this Agreement it would forthwith cease using the Confidential Information and further promptly return or destroy, under information to CCBL, all information received by it from CCBL for the Purpose, whether marked Confidential or otherwise, and whether in written, graphic or other tangible form and all copies, abstracts, extracts, samples, notes or modules thereof. The Vendor further agree and undertake to CCBL to certify in writing upon request of CCBL that the obligations set forth in this Agreement have been complied with.

Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain.

5. Title and Proprietary Rights: Notwithstanding the disclosure of any Confidential Information by CCBL to the Vendor, the title and all intellectual property and proprietary rights in the Confidential Information shall remain with CCBL.

6. Remedies: The Vendor acknowledges the confidential nature of Confidential Information and that damage could result to CCBL if the Vendor breaches any provision of this Agreement and agrees that, if it or any of its directors, officers or employees should engage or cause or permit any other person to engage in any act in violation of any provision hereof, CCBL may suffer immediate irreparable loss for which monetary compensation may not be adequate. CCBL shall be entitled, in addition to other remedies for damages & relief as may be available to it, to an injunction or similar relief prohibiting the Vendor, its directors, officers etc. from engaging in any such act which constitutes or results in breach of any of the covenants of this Agreement.

Any claim for relief to CCBL shall include CCBL's costs and expenses of enforcement (including the attorney's fees).

7. Entire Agreement, Amendment and Assignment: This Agreement constitutes the entire agreement between the Parties relating to the matters discussed herein and supersedes any and all prior oral discussions and / or written correspondence or agreements between the Parties. This Agreement may be amended or modified only with the mutual written consent of the Parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

8. Governing Law: The provisions of this Agreement shall be governed by the laws of India and the competent court at West Bengal, West Bengal shall have exclusive jurisdiction in relation thereto even though other Courts in India may also have similar jurisdictions.

9. Indemnity: The Vendor shall defend, indemnify and hold harmless CCBL, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortious or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement.

10. General: The Vendor shall not reverse - engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder.

All Confidential Information is provided "as is". In no event shall CCBL be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by CCBL constitutes any representation, warranty, assurance, guarantee or inducement with respect to the fitness of such Confidential Information for any particular purpose.

CCBL discloses the Confidential Information without any representation or warranty, whether express, implied or otherwise, on truthfulness, accuracy, completeness, lawfulness, merchantability, fitness for a particular purpose, title, non-infringement, or anything else.

11. Waiver: A waiver (whether express or implied) by CCBL of any of the provisions of this Agreement, or of any breach or default by the Vendor in performing any of the provisions hereof, shall not constitute a continuing waiver and such waiver shall not prevent CCBL from subsequently enforcing any of the subsequent breach or default by the Vendor under any of the provisions of this Agreement.

In witness whereof, the Parties hereto have executed these presents the day, month and year first herein above written.

For and on behalf of ----- Ltd.

()

(Designation)

For and on behalf of CCBL

()

(Designation)

10.5 Format for Performance Bank Guarantee

FORMAT OF BANK GUARANTEE (BG) FOR PERFORMANCE SECURITY (ON A NONJUDICIAL STAMP PAPER OF RS.100.00)

To,
The Managing Director & chief Executive Officer
Head Office: Contai
Contai Co-operative Bank Ltd.
Purba Medinipur,
West Bengal -721401

WHEREAS (herein after called "The Bidder") has submitted its bid dated (date of submission of bid) for providing the _____ (Scope of Work) in response to Contai Co-operative Bank Ltd.'s Request for Proposal (RFP) No. RFP01/25-26 dated 21/01/2026 (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE ____ (name of bank) of _____ (name of country) having our registered office at (address of bank) (herein after called "the Bank" or "CCBL") are bound unto Contai Co-operative Bank Ltd. (herein after called "the Beneficiary") in the sum of INR _____ /-(Rupees _____ only) for Which payment will and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this _____ day of _____, 2026.

THE CONDITIONS of this obligation are:

If bidder, having been notified, by the beneficiary, as selected Bidder "Request for Proposal (RFP) for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd." during the period of contract and fails to provide services or perform obligations in accordance with the aforesaid RFP and Contract, as the bidder.

We undertake to pay the Beneficiary up to the above amount upon receipt of its first written demand, without the Beneficiary having to substantiate its demand, provided that in its demand the beneficiary will note that the amount claimed by it is due to it owing to the occurrence of above condition, specifying the occurred condition.

This guarantee will remain in force up to 66 months from the date of signing the contract i.e., up to _____ (date of expiry which should be a minimum of contract period), and any demand in respect thereof should reach the Bank not later than the above date. Notwithstanding any other term contained herein:

1. This guarantee shall be valid only up to (Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and
2. The total liability of Bank under this guarantee shall be limited to INR (Rupeesonly)

Place:

SEAL

SIGNATURE.

Code No.

NOTE:

1. The Bidder SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG
2. STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN INDIA.

10.6 Format for Pre-Bid Queries Related to RFP (In Excel or Word Format)

Pre-Bid queries should be strictly in the below format:

		Bidder's Name		
S. No.	Page No.	Section	Point as stated in RFP document	Comments/ suggestions/ Deviations
1				
2				
3				
4				
5				

10.7 Commercial Bid Cover Letter

To

The Managing Director & chief Executive Officer

Head Office: Contai

Contai Co-operative Bank Ltd.

Purba Medinipur,

West Bengal -721401

Ref: - **Request for Proposal (RFP) for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.**

Sir,

1. Having examined the Tender Documents including all Annexure, the receipt of which is hereby duly acknowledged, we, the undersigned offer our best commercial rates to provide IT consulting services on retainer basis in conformity with the said Tender Documents and in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.
2. If our Bid is accepted, we undertake to complete the project within the scheduled timelines.
3. We confirm that this offer is valid for six months from the last date for submission of Tender Documents to Contai Co-operative Bank Ltd.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We agree that Contai Co-operative Bank Ltd. is not bound to accept the lowest Bid or any Bid, or the BANK may reject all bids.

Authorized Signatory

Designation:

Company:

Stamps:

Date:

10.8 Commercial Bill of Material:

The format for Commercial Bill of Material is attached separately as a file “Annexure 10.8- Commercial Bill of Material” along with the RFP.

10.9 Undertaking For MSME Benefits

To

**The Managing Director & chief Executive Officer
Head Office: Contai
Contai Co-operative Bank Ltd.
Purba Medinipur,
West Bengal -721401**

Ref: - Request for Proposal (RFP) for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. RFP01/25-26 Dated 21/01/2026 floated for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Mode.

We have carefully gone through the contents of the above-referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSME benefits in response to your RFP floated, as referred above.

- a) Exception to MSMEs from payment of Tender Fees and EMD
In case, at any later stage, it is found or established that the above undertaking is not true then Bank may take any suitable actions against us viz. Legal action, Cancellation of Notification of Award/contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours Sincerely

Place:

Dated: this day of 2026.

.....
.....

(Signature) (In the Capacity of)
Duly authorized to sign bid for and on behalf of

10.10 Letter of Conformity with Hard Copy

To

**The Managing Director & chief Executive Officer
Head Office: Contai
Contai Co-operative Bank Ltd.
Purba Medinipur,
West Bengal -721401**

Ref: - **Request for Proposal (RFP) for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.**

Dear Sir,

Further to our proposal dated 21/01/2026, in response to the Request for Proposal (Contai Co-Operative Bank Ltd. RFP Ref No: RFP01/25-26 Dated 21/01/2026 hereinafter referred to as "RFP") issued by Contai Co-Operative Bank Ltd., we hereby covenant, warrant and confirm as follows:

The soft copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by Contai Co-Operative Bank Ltd., conform to and are identical to the hard copies of the aforesaid proposal required to be submitted by us, in all respects.

Yours faithfully,

Authorized

Signatory

Designation

Bidder's corporate name

10.11 Authorization Letter

To,
The Managing Director & chief Executive Officer
Head Office: Contai
Contai Co-operative Bank Ltd.
Purba Medinipur,
West Bengal -721401

SUB: Authorization Letter for attending the Bid opening of Request for Proposal (RFP) for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.

RFP No.: RFP01/25-26

Dated - 21/01/2026

Dear Sir,

This with reference to your” Request for Proposal (RFP) for Selection of Service Provider for Cloud-Based Disaster Recovery (DR) Site on Infrastructure as a Service Model for Contai Co-operative Bank Ltd.”

<Bidder’s Name> hereby authorize Mr. / Ms. _____ to attend the Bid opening & to discuss with you on the subject RFP on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Mr. /Ms.

Signature of Authorizing Authority

Name & designation of Authorizing Authority

Place:

Date:

Note: This Authorization letter is to be carried in person and shall not be placed inside any of the Bid covers.