



## **BOMBAY MERCANTILE CO-OPERATIVE BANK LTD.**

### **INFORMATION TECHNOLOGY DEPT.**

#### **DATA CENTER & DISASTER RECOVERY SITE WITH MANAGED SERVICES**

#### **REQUEST FOR PROPOSAL – RFP.**

#### **DATA CENTER & DISASTER RECOVERY SITE ON PRIVATE CLOUD WITH MANAGED SERVICES**

**RFP No.87/IT/1880**

**Dated: 15<sup>th</sup> Feb, 2025**

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|--|---|
| Document Name                                    | Request for Proposal -<br>Data Center & Disaster Recovery Site on<br>Private Cloud with Managed Services. |
| Document Version                                 | V2.2  |
| Date of Issue/Release of RFP                     | 18-02-2025  |
| Date of Submission of<br>Pre-Bid Queries to Bank | 05-03-2025 (up to 5:00 pm)  |
| Date of Pre-Bid Meeting at Banks                 | 11-03-2025  |
| Last Date of Submission of Bid                   | 18-03-2025 (up to 5:00 pm)<br><b>Extended to 24-03-2025 (up to 5:00 pm)</b>                               |
| Cost of Tender                                   | Rs. 5000/-  |
| No. of Pages                                     | 77  |



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## DEFINITIONS AND ACRONYMS

|       |  |
|-------|--|
| AD    | Active Directory                               |
| AMC   | Annual Maintenance Contract                    |
| APT   | Advance Persistent Threat                      |
| ATM   | Automated Teller Machine                       |
| BANK  | Bombay Mercantile Co-operative Bank Ltd.       |
| BOM   | Bill of Material                               |
| BOQ   | Bill of Quantities                             |
| CAPEX | Capital Expenditure                            |
| CBS   | Core Banking Solution                          |
| CCTV  | Closed-circuit Television                      |
| CDCP  | Certified Data Center Professional             |
| CEO   | Chief Executive Officer                        |
| COS   | Condition of Satisfaction                      |
| CPE   | Customer Premises Equipment                    |
| CVC   | Central Vigilance Commission                   |
| DB    | Database                                       |
| DC    | Data Center                                    |
| DDoS  | Distributed Denial of Service                  |
| DMS   | Document Management System                     |
| DMZ   | Demilitarized Zone                             |
| DR    | Disaster Recovery                              |
| EDP   | Electronic Data Processing                     |
| EMD   | Earnest Money Deposit                          |
| EMS   | Enterprise Mobility & Security                 |
| EOL   | End of Life                                    |
| EP    | Enterprise Portal                              |
| EPS   | Event per Second                               |
| ERM   | Enterprise Risk Management                     |
| FC    | Fiber Channel                                  |
| FW    | Firewall                                       |
| GST   | Goods and Services Tax                         |
| HO    | Head Office                                    |
| HR    | Human Resources                                |
| IaaS  | Infrastructure as a Service                    |
| IDS   | Intrusion Detection System                     |
| INR   | Indian Rupees                                  |
| IP    | Internet Protocol                              |
| IPR   | Intellectual Property Rights                   |
| IPS   | Intrusion Prevention System                    |
| IPSec | Internet Protocol Security                     |
| IPV4  | Internet Protocol Version 4                    |
| IPV6  | Internet Protocol Version 6                    |
| ISO   | International Organisation for Standardisation |
| ISP   | Internet Service Provider                      |
| IT    | Information Technology                         |
| ITIL  | Information Technology Infrastructure Library  |
| ITMG  | Information Technology Management Group        |



|           |   |
|-----------|---|
| LOA       | Letter of Approval                          |
| LUN       | Logical Unit Number                         |
| MB        | Mobile Banking                              |
| MPLS      | Multi-Protocol Label Switching              |
| MUX       | Multiplexer                                 |
| MZ        | Militarized Zone                            |
| NAC       | Network Access Control                      |
| NEFT      | National Electronic Fund Transfer           |
| NGFW      | Next Generation Firewall                    |
| NIC       | Network Interface Controller                |
| NMS       | Network Monitoring System                   |
| NOC       | Network Operations Center                   |
| OEM       | Original Equipment Manufacturer             |
| OPEX      | Operational Expenditure                     |
| OS        | Operating System                            |
| OSPF      | Open Shortest Path First                    |
| OVM       | Oracle Virtual Machine                      |
| OWASP     | Open Worldwide Application Security Project |
| P2P       | Peer to Peer                                |
| PaaS      | Platform as a Service                       |
| PAN India | Presence Across Nation - India              |
| PBG       | Performance Bank Guarantee                  |
| PERT      | Project Evaluation and Review Technique     |
| PI        | Process Integrator                          |
| PM        | Project Management                          |
| PMC       | Project Monitoring Committee                |
| PMP       | Project Management Professional             |
| PO        | Purchase Order                              |
| QoS       | Quality of Service                          |
| RAM       | Random Access Memory                        |
| RBI       | Reserve Bank of India                       |
| RF        | Radio Frequency                             |
| RFP       | Request for Proposal                        |
| RPO       | Recovery Point Objective                    |
| RTGS      | Real Time Gross Settlement                  |
| RTO       | Recovery Time Objective                     |
| SaaS      | Software as a Service                       |
| SAN       | Storage Area Network                        |
| SAS       | Serial Attached SCSI                        |
| SB        | Selected Bidder                             |
| SDWAN     | Software Define Wide Area Network           |
| SIEM      | Security Information and Event Management   |
| SLA       | Service Level Agreement                     |
| SMS       | Short Message Service                       |
| SOC       | Security Operations Center                  |
| SOW       | Scope of Work                               |
| SP Link   | Service Provider Link                       |
| SPLA      | Services Provider License Agreement         |



|        |                                       |
|--------|---------------------------------------|
| SR     | Service Request                       |
| SSH    | Secure Shell                          |
| SSL    | Secure Sockets Layer                  |
| TB SSD | Terabytes Solid State Drive           |
| TRAI   | Telecom Regulatory Authority of India |
| UTM    | Unified Threat Management             |
| vCPU   | Virtual Central Processing Unit       |
| VMs    | Virtual Machines                      |
| VPN    | Virtual Private Network               |
| vSAN   | Virtual Storage Area Network          |
| VSAT   | Very Small Aperture Terminal          |
| WAF    | Web Application Firewall              |
| WAN    | Wide Area Network                     |



## Part - I

### TENDER NOTICE

### GENERAL TERMS

#### 1 Bombay Mercantile Co-operative Bank Ltd.

##### 1.1 Introduction

The Bombay Mercantile Co-operative Bank Ltd., hereinafter referred to as “BANK” or “BMCB”, established in 1939 has created a niche in terms of credibility with the trust of around 4,56,231 patrons and over 4,18,583 shareholders. Nearly 90% of the shareholders of the Bank belong to the lower middle class. The RBI in the year 1988 granted the Bank the status of a "Scheduled Bank". The Bank takes modest pride in being the first "Co-operative Bank" authorized by the RBI to deal in Foreign Exchange Business. It is at the forefront among Indian Banks in financing the country's exports. The Bank also extends banking services to Non-Resident Indians. Today, BMCB has a network of 55 branches spread across the country in the states of Maharashtra, Gujarat, Delhi, Jammu & Kashmir, Rajasthan, Madhya Pradesh, Telangana, Uttar Pradesh, Bihar and West Bengal. The Bank takes modest pride in being the first Cooperative Bank granted Scheduled status by the Reserve Bank of India (RBI) in 1988, and the A Category license to deal in foreign exchange business.

To meet the growing challenges, some of the Key Initiatives undertaken by the bank are IMPS, RTGS, ATM, POS, BBPS, UPI, Tab Banking, EKYC, etc.

#### 2 Project Overview and Objective

The Bank is focused on achieving its long-term goals and business objectives while enhancing operational efficiency. To support this vision, we recognize the opportunity to transition our services, as our current contract with the hosting service provider for the Primary Data Centre and Disaster Recovery Centre approaches its conclusion. The management decided to migrate and expand its Core Banking System, Database, and Services to private cloud infrastructure at both locations, which will improve the performance and reliability of the operations.

For this purpose, the bank invites proposals from Data Centre Service Providers (hereinafter referred to as Vendors/Bidders) to primarily host its services at the Primary Data Centre (DC) and Disaster Recovery Centre (DR) on the Private cloud, including Managed Services. The vendor must prepare and both submit Technical and Commercial proposals for the same, which the Bank will finalize for Five (5) years.

The Technical Proposal (including Managed Services) and Commercial Proposal, are to be submitted separately. The vendor should be capable of providing all the required cloud hosting and managed services, including physical servers, high-performance computing, storage, and managed security services to facilitate performance-intensive applications like Core Banking Solution (CBS) and Digital Banking services with dedicated instances and hardware resources to ensure consistently high performance. The Service must adhere to the following standards.



## 2.1 Standards

- 1. Scalability** - Automatically adjust capacity to maintain high performance during demand spikes or lulls. Quickly change the size and number of instances as needs evolve.
- 2. Reliability** - Availability of multiple isolated locations, within a region for fault tolerance and disaster recovery to ensure business continuity.
- 3. Resource Optimization** - Tools and analytics to monitor usage and change the size and number of instances and resources as needed.
- 4. Security** - Ensuring robust security, advanced identity management features for access control (IAM), Confidentiality, Integrity of Data, and Availability of Services (CIA).
- 5. Compliance** - To Comply with RBI's Cyber Security Framework/Circulars/Notifications, CSITE Audit and Compliance, Bank's Internal and External Audit including third-party audit, and compliance with IS Audit and VAPT.

## 3 Project Scope

The detailed requirements for each area mentioned below are available in the "Scope of Work" section of this document. However, the Bank reserves its right to change the scope of the RFP considering the size and type of the requirements and the changing business scenario. Bank's Data Centre (DC and DR) infrastructure and service are presently hosted and managed by a Data Centre Cloud Service Provider in Mumbai and Bangalore respectively on an Operating Expenses (OPEX) Model including Managed Services and Security.

The proposed solution for DC and DR should be hosted on at least Tier-3 Certified Data Centres, and it should be located within the geographical boundaries of India. The Services should provide at least 99.99% availability per month for the entire proposed infrastructure & managed services seamlessly for end-users.

The Service Provider should provide 24x7x365 support for the overall environment within the minimum response time.

The Service Provider should propose suitable hardware and software at DC and DR for appropriate size, physical servers, and virtualization of the proposed solution. The Service Provider should provision the computing resources, including VM, Operating System (Win and Lin), Storage, Memory, Networking Devices, and Managed Database Administration.

Managed Services should provide status reports, alerts, resource monitoring, incident management, patch management, performance management, change management, including device configuration, backups, and log reporting, escalation, and resolution; 24/7 monitoring; and online portal-based access to the performance monitoring and reporting system.





The scope includes providing OS and Virtualization licenses for all Servers and OS with support subscriptions from the respective Original Equipment Manufacturers (OEMs).

The proposal should include deployment and operating support including, but not limited to, architecture, design, and implementation, along with adequate physical and logical security parameters.

The Service Provider should agree to permit the inspection and audit of the Bank's infrastructure remotely and/or Onsite by its team and/or by any 3rd party Auditor appointed by the bank and/or RBI, based on the audit requirements.

Based on the Scope of the RFP, the Service Provider shall be required to independently design a solution, which is suitable for the Bank's requirements. The Service Provider shall be solely responsible for implementing the end-to-end solution itself or through any of their authorized Partners.

The Service Provider will be the single point of contact for the Bank, in regards to this RFP. The Bank categorically stipulates that the selection of the Service Provider under this RFP is on the express understanding that this RFP contains.

The Service Provider shall be required to perform all such tasks, render requisite services, and make available such resources as may be required for the successful completion of the entire assignment, at no additional cost to the Bank.

The Service Provider will deploy On-Site Engineers from the date of Go-Live and a remote Help Desk with Ticketing Tool on a 24x7x365 basis during the currency of the contract.

### 3.1 Data Centre Location

- I. The preferred location for the Data Centre (DC) would be Mumbai, India.
- II. The Disaster Recovery Center (DR) should be located within India's political boundaries in a seismic zone other than Mumbai.

### 3.2 Terms and Conditions

Sealed Technical & Commercial Proposals are invited by the Bombay Mercantile Co-operative Bank Ltd. for the selection of a Cloud Service Provider (CSP) for a **Data Center & Disaster Recovery Site on Private Cloud with Managed Services for Five (5) Years** as per the terms and conditions governing the RFP as under:

- a. The sealed tenders are to be submitted in the prescribed format on the organization's business letterhead duly stamped, signed, and dated on each page as indicating unconditional acceptance of the terms prescribed by the Bank in the tender document. Details/supporting documents wherever applicable, if attached with the tender should be fully authenticated by the tenderer/bidder. No overwriting shall be accepted unless authenticated with the full signature of the bidder. Incomplete bids received shall be summarily rejected.
- b. The tender document may be obtained during working hours from 18<sup>th</sup> Feb 2025 to 17<sup>th</sup> Mar 2025 (till 5.00 PM) on all



working days on payment of Rs. 5000/- (Rupees Five thousand only) from Bombay Mercantile Co-operative Bank Ltd. IT. Department, Patel, and Soni Arcade, Maulana Azad Road, Mumbai - 400 008 or by payment through **NEFT** in favour of **The Bombay Mercantile Co-operative Bank Ltd., A/c. No. 010110100090917, IFSC Code: BMCB0000010, Maulana Azad Road Branch**, or by submitting a Demand Draft in favour of **“Bombay Mercantile Co-operative Bank Ltd”**. The tender document can also be downloaded from the website of the Bank [www.bmcbankltd.com](http://www.bmcbankltd.com), for which the tenderer/bidder would be required to enclose a Demand Draft of Rs. 5000/- or payment through NEFT towards the cost of the tender document along with their quotes, failing which the tender shall be out rightly rejected.

- c. Tenderer(s)/Bidder(s) are required to deposit **Rs.5,00,000/- [Rupees Five Lakhs only]** towards earnest deposit money (EMD) by way of crossed demand draft in favour of **“Bombay Mercantile Co-operative Bank Ltd.”** payable at Mumbai. or by payment through **NEFT** in favour of **The Bombay Mercantile Co-operative Bank Ltd., A/c. No. 010110100090917, IFSC Code: BMCB0000010, Maulana Azad Road Branch**, The earnest money of tenderer(s)/bidder(s) will be refunded without interest within 90 (Ninety) days from the date of finalization of the Tender.
- d. The tenderer/bidder is required to submit the **Technical and Commercial bids separately in two different sealed envelopes**. Sequential page numbering should be marked on all the pages of the bid submitted (including supporting documents). The sealed envelopes containing the technical bid and commercial bid should be duly superscribed as ‘Technical Bid’ and ‘Commercial Bid’ respectively for easy identification. The Demand Draft pertaining to the EMD amount should be submitted with the Technical Bid. Both the envelopes should be placed together in a bigger envelope superscribed, as **“Data Center & Disaster Recovery Site on Private Cloud with Managed Services ”**
- e. The sealed tender duly superscribed, **“Data Center & Disaster Recovery Site on Private Cloud with Managed Services”**, should be addressed to the **Managing Director, Bombay Mercantile Co-operative Bank Ltd.** and sent to the Bank’s Head Office at 78 Mohammed Ali Road, Mumbai – 400003, either by Registered Post/Speed Post/or dropped in the Tender Box placed at the Head Office and **should reach on or before 24<sup>th</sup> March 2025, before 5.00 PM.**

**Address:**

**Bombay Mercantile Co-operative Bank Ltd.**

Chief Operating Officer’s Office,  
78 Mohammed Ali Road, 3<sup>rd</sup> floor,  
Zain G. Rangoonwala Building  
Mumbai – 400 003.

Tenders received after the stipulated date and time shall not be entertained. The bank shall not be liable for any postal delays whatsoever and the tender received after the stipulated time/date is liable to be rejected summarily without giving any reason.



- f. The Eligibility Criteria and Technical Bid shall be opened by the Bank for Technical Evaluation as the First Step.
- g. The bank shall have the right to assess the competencies and capabilities of the tenderer/bidder by going through the credentials given in the Technical Bid and based on such credentials, the Bank may accept or reject the candidature of the tenderer/bidder without assigning any reason. In such case(s) the Commercial Bid shall not be opened for that particular tenderer/bidder. The Commercial Bid of only those parties who qualify in the technical scrutiny shall be opened in the IT Strategy Committee of the Bank.
- h. Non-acceptance of any of the terms & conditions, as stated in the tender and non-submission of the stipulated Earnest Money Deposit (EMD), shall render the Tender invalid. Only tenderer(s)/bidder(s) whose Technical/Infrastructure particulars as stated in the tender are determined to be aligned with the bank's requirements shall be considered further in the Tender Evaluation Process.
- i. The tenderer/bidder should be a registered company under the Companies Act, 1956 of India for at least 5 (Five) years from the date of the submission of the tender.
- j. The tenderer(s)/bidders are required to study the bank's complete set-up while quoting for the **"Data Center & Disaster Recovery Site on Private Cloud with Managed Services."**
- k. **Security Deposit**  
The Tenderer/Bidder whose tender is accepted by the Bank shall be required to give a Security Deposit or Irrecoverable Bank Guarantee in addition to the EMD amount from any Scheduled Bank for 5% of the Amount of Annual Recurring Charges for faithful performance of the Tender. The Bank Guarantee shall be valid for 5 (Five) years and shall be submitted within 10 (ten) days of the award of tender/work.
- In case the Bidder fails to execute the work as per the tender; fails to deliver the services satisfactorily or fails to execute SLA, the Bank will have the right to invoke the said Bank Guarantee. No interest will be payable by Bank on the security deposit, so held.
- l. Bank reserves the right to accept or reject any or all tenders including the lowest tender/s without assigning any reason at its sole discretion and the decision of the Bank will be final and binding on all concerned bidders.
- m. The bank does not bind itself to accept the lowest or any tender or to assign any reason thereof and also reserves the right to accept the tender in whole or in part. The part acceptance of the tender will not violate the terms and conditions of the contract and the tenderer/bidder will execute the work at the specified rates without any extra charges or compensation within the stipulated period.
- n. The whole work included in the Tender shall be executed by the Tenderer/Bidder and the Tenderer/Bidder shall not directly or indirectly transfer assign or sublet the contract or any part



thereof or interest therein without the prior written consent of the Bank.

- o. In case of any work for which there is no specification in the Tender, such work shall be carried out with the directions of the Bank after receiving the acceptance in writing thereof.
- p. Time is the essence of the contract and the Tenderer/Bidder is required to complete the work in all respects within the stipulated time and hand over the same duly completed in all respects to the satisfaction of the Bank.
- q. All corrections in the tender shall be attested by the initials of the Tenderers/Bidders. Corrections, if not attested may entail rejection of tender.
- r. It shall be clearly understood that the rates quoted in the tender will be for the complete work at the site, as per instructions to Tenderers/Bidders, Conditions of the Contract, Specifications, and Drawings, and also for all such works as are necessary for the proper completion of the contract, although specific mention thereof may not have been made in the Specifications or Drawings or tender documents. The rates shall be fixed and shall not be subject to cost escalation. The tenderers/bidders shall quote rates exclusive of all statutory levies, **taxes, charges, surcharges, GST, & other taxes, etc.** No component of cost shall be paid by the Bank unless the same is included specifically in the quotations. No request for any change in the rate after the opening of the tender shall be entertained.
- s. Every page of the tender shall be signed on the left side bottom corner by the person in token of his/her having acquainted himself/herself with the general conditions etc. as laid down. Any tender is liable to be treated as defective and liable to be rejected if any of the pages is not signed. All corrections and alterations made while filling the tender must be attested by the initials of the Tenderer/Bidder's authorized personnel. Cuttings and overwriting are not permitted. Failure to comply with either of these conditions will render the tender liable for rejection.
- t. Bank's Data – Means all Data, files, including hypertext markup language files, documents, audio and visual information, graphics, scripts, programs, applets or servlets that the Bank creates, installs, uploads to, or transfers in or through the services or provides in the course of using the service. The Bank is the absolute owner of the data within the hosted environment used and the successful bidder will have no right or ownership of this. The successful bidder will submit the data periodically as desired/whenever requested by the Bank and maintain full Confidentiality and security of the Data.

### 3.3 Termination of the Contract

- i. The Bank without prejudice to any other remedy, reserves the right to terminate the Tender/Contract in whole or in part and also to blacklist the successful Tenderer/Bidder for a suitable period in case the successful bidder fails to honour his bid/contract without sufficient grounds or found guilty for breach of condition/s of the tender/contract due to negligence, carelessness, inefficiency, fraud, mischief, and misappropriation or any other type of misconduct by such



Tenderer/Bidder or by its staff or in case there are more than three penalties imposed on the Service Provider in any month.

- ii. In case of the failure to perform the services as per the agreed SLA, then the Bank shall give thirty (30) days' Notice for adherence to the terms and performance of the SLA.
- iii. In case of failure thereof by the bidder, the Bank reserves the right to terminate the contract by giving 90 days' notice, for failure of performance as per the SLA. Further, any pending or unresolved operational issues, performance, unpaid fees, and any other remedies shall continue by both parties during the period of termination notice and the same must be satisfied before the agreement is terminated.
- iv. The bank will entertain no claim for interest with respect to any outstanding amount, which may be in its hands, owing to a dispute between itself and the Tenderer/Bidder.
- v. In case of any dispute, claims, and demands arising in relation to or pursuant or touching to the meaning or interpretation of this tender and the contract, the authorized official of the Bank and the Tenderers/Bidders will address the disputes/differences for mutual resolution and failing which the matter shall be referred to the sole arbitrator to be appointed by the Bank. The provisions of the Arbitration and Conciliation Act, 1996, or any statutory modifications on re-enactment thereof as in force will apply to the arbitration proceedings. The venue of the arbitration shall be at Mumbai. The cost of the Arbitration proceedings shall be shared equally by both the parties. The decision/award of the arbitrator shall be final and binding. All disputes arising out of this tender are subject to the jurisdiction of Courts in Mumbai only.

#### **4 The Broad Requirements for Private Cloud Infrastructure**

The bank's Data Center (DC) is presently hosted and managed by an External Service Provider at Navi Mumbai and the Disaster Recovery (DR) Site is presently hosted and managed by an External Service Provider located in Bangalore. The current infrastructure in DC & DR is on the OPEX model.

The Bank requires the services on the OPEX model for all of its Computing, Security, and Networking requirements for its Data Centre & Disaster Recovery, Banks Head Office, Branch offices, and Replication link (private cloud setup for the entire structure), for the applications listed below and any other application/s that may be added in future. The entire private cloud setup for the Bank would be in the OPEX Model.

- I. CBS. application
- II. ATM. interface
- III. RTGS. /NEFT. interface
- IV. Antivirus
- V. HR. application
- VI. SMS. alert/Miscall enquiry
- VII. Mobile Banking
- VIII. CCIL.
- IX. SWIFT.
- X. Active Directory



## XI. Any Other Applications

- a. The Proposed private cloud solution for the primary site and DR site platforms should be hosted in, at least a Tier 3 Certified Data Centre and it should be located within the boundaries of India.
- b. The selected bidder should provide at least 99.9% availability per month for the entire proposed infrastructure & Managed Services.
- c. The DC & DR Site on a private cloud environment should include the option to connect over MPLS/P2P/RF/IPsec/SD-WAN/Others, using Broadband internet connectivity seamlessly for inbound/outbound traffic from/to end-users.
- d. The Bank shall execute the CBS & Digital Channels from the DR site in each Quarter during the financial year or in the case of disaster and can run the same for Three (3) business days or more based on disaster recovery and business continuity of the bank and the successful Bidder should extend the support for this period.
- e. The cloud environment should have the best security in place.
- f. The selected bidder should provide 24x7x365 support for the overall environment. The support mechanism has to be confirmed by the selected bidder with response times, specified by the Bank.
- g. The selected bidder should have full-time CCTV surveillance and recording back-up at the proposed Data Centre and Disaster Recovery Centre where a private cloud setup is installed.
- h. The selected bidder should propose suitable hardware and software at DC & DR in the proposed solution. The details of capabilities and licensing provided should be mentioned in the proposal.
- i. The selected bidder should provision and propose the options of virtual machines and physical servers for replication/addition to current infrastructure as per the information given in **Annexure-1**.
- j. The selected bidder should ensure IPv6 compliance for the entire solution.
- k. Managed Services should include providing up/down status reporting, malfunction alarms/alerts, fault monitoring, incident management, patch management, performance management, change management (including device configuration, backups, and log reporting), escalation and resolution, and online portal-based availability performance reporting. The bank's IT Dept. needs to have 24/7 access to the portal with named user credentials.
- l. Implementation services should include the provision of VMs, Bare Metal Servers as applicable, the configuration of Network and Security devices, OS installation, Provisioning, Commissioning, and Orchestration.
- m. Implementation services should also include setup of the Operating System, hardening of the system, Configuration, and Licensing as per **Annexure-1**.



- n. The scope includes the provision of OS and VM licenses for all the Servers (Virtual and Bare Metal), and OS and VMware support subscriptions from respective OEMs.
- o. Applicable SLAs and Delivery timelines should be submitted along with the proposed solution.
- p. The bidder should ensure compliance with the entire scope of work, SLAs, VAPT Report & Certificates of the proposed Infrastructure.
- q. The selected bidder would be solely responsible for the implementation of Applications and virtualization at DC & DR sites. The bidder should provide a complete virtual environment and necessary infrastructure in the OPEX model for the DC/DR site.
- r. The selected Bidder should allow an Audit of the Bank's proposed infrastructure remotely and/or on-site, by its team, internal, statutory, RBI/ISO/ or by any 3rd party Auditor appointed by the bank or RBI.
- s. The proposal should have deployment and operation support including, but not limited to, design, architecture, implementation, and support of all the proposed components with adequate physical & logical security parameters.
- t. The bidder is required to provide the latest hardware/software for all the infrastructure and components. If any infrastructure component is at the End of Life (EOL) and End of Support (EOS) then Bidder shall be responsible for replacing the said EOL component without any cost thereof, during the currency of the contract.

#### 4.1 Consideration for Proposed Solutions.

- a. The bidder has to propose new infrastructure taking **the existing Bill of Material (BOM) given in Annexure-1 as the base** and considering the anticipated/projected growth during the specified contract period of 5 Years.
- b. All the servers proposed in the new solution should have a minimum of **16 GB RAM 4 VCPU and 500 GB disk space**.
- c. The bidder should provision an appropriate number of **Load Balancers** for CBS application servers.
- d. The bidder should provision for Advance Persistent Threat (APT) solutions for all the servers in the Bill of Material (BOM).
- e. The bidder should propose an appropriate backup software solution for taking online Oracle/Database and VM backups.
- f. In addition to the existing Bill of Material (BOM) as per **Annexure -1**, there is a requirement for an **additional number** of VM servers (40), with Windows 2022 (30), RHEL 9.3 (10), having 4 VCPU, 16 GB RAM, and 500 GB storage.
- g. The bank's current number of customers is 4,56,231 with an average increase of 20% yearly.
- h. The number of current deposit accounts is 31,036 with an average increase of 20% yearly.



- i. The number of Savings deposit accounts is 3,71,796 with an average increase of 20% yearly
- j. The number of Term deposit accounts is 40,254 with an average increase of 20% yearly.
- k. The number of current loan accounts is 13,145 with an average increase of 20% yearly.
- l. The average monthly transaction count is 51,53,000 with approximately 30% increase yearly.
- m. The current Oracle database size is 2.5 TB, with approximately a 25% increase yearly and daily growth of 1.5 GB.

## 4.2 CSITE (RBI) Requirements and Compliance

**Network Segmentation:** Network segments should be clearly defined and segregated in the Network Architecture of the Bank. Different network segments, such as internal, DMZ (Demilitarized Zone), and MZ (Managed Zone), must isolate sensitive traffic and enforce access control, including the security zones.

**Devices to Integrate:** Ensure that SD-WAN Devices, Routers, Switches, and CPE devices are fully integrated with the SIEM (Security Information and Event Management) tool to collect logs for real-time monitoring and threat analysis.

**Logging and Aggregation:** Enable Network device logging features to collect traffic, system logs, and security events. Service providers should set up log aggregation mechanisms to centralize and normalize data for review and analysis.

**Documentation & Monthly Report:** Provide documentation detailing the integration steps, configurations, and maintenance procedures. Generate monthly reports summarizing security events, anomalies, and performance metrics.

**Access Control Lists (ACLs):** Create ACLs on the data center router to control branch traffic based on source/destination IP addresses. To, ensure that only authorized traffic is allowed and restricts unauthorized access.

**Address Space Limitation:** Implement a policy that prevents branches from utilizing more than their assigned /27 subnet and configure ACLs to block traffic from unused IPs within the subnet.

**Simple Network Management Protocol (SNMP) Version - 4:** Configure SNMPv3 (and higher version) on SDWAN devices for secure network management across all the branches, ensuring data privacy and integrity in managing network devices.

**Network Device Access Control:** The Service Provider should provide read-only access for all network infrastructure devices, allowing the Bank to monitor the devices, prevent unauthorized changes, and ensure that the monthly performance reports are generated for audit and review.





**Enable Sys-logs on CPE Devices:** Enable and centralize syslog functionality across all CPE devices to capture critical event data for security monitoring, troubleshooting, and compliance reporting.

**Proxy Solution for Internet Access Control:** The Service provider should implement a proxy solution to control and access the Internet for bank users, and make sure that access policies are enforced to restrict Internet access on standalone systems for the users as an added security.

**Any Other CSITE Compliance and Audit:** The Service Provider must ensure that any other Cyber Security and Information Technology Examination (CSITE) alerts, advisories, and audit observations, are always timely complied with from time to time.

## 5 Tenure

Initially, the tenure of the contract is **Five (5) years** from the date of the Go-live of the new infrastructure. The bank can further extend this at its discretion at mutually agreed terms and conditions. All charges will be applicable from the date of Go-live.

## 6 Service Levels

- a. The purpose of this Service Level Requirement/Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected bidder to the Bank, for the duration of this contract and the period of this engagement.
- b. The successful bidder has to sign an SLA with the Bank within 10 days of issuing of the Letter of Acceptance (LOA) for the provision and execution of services as per the tender terms.
- c. The bidder shall be responsible for providing a safe and secure computing environment to the Bank and shall be responsible for any cyber loss that may be incurred by the Bank due to negligence of the bidder in providing safe and secure services to the Bank.
- d. The work as detailed in this RFP shall be executed and completed within the period stipulated in the Work Order that will be issued as per the Tender documents. Technical Specifications, Bill of Quantities and Drawings, and Solution documents are required to the satisfaction of the Bank. The work shall however be carried out and completed in phases for which the start date and completion date shall be mutually discussed and agreed upon before the award of the work order. The work shall not be considered completed until the Bank certifies in writing that the same has been completed.
- e. The charges payable per annum/monthly under the said SLA for five (5) years, shall however be fixed and should be mentioned clearly in the price Bid.
- f. Timelines specified in the above section (Implementation Timelines and Deliverables (point 8) shall form the Service Levels for delivery of Services specified therein.
- g. All the payments to the Bidder are linked to compliance with the SLA metrics specified in this document.



- h. The SLA is proposed to be performance-based. For purposes of SLA, the definitions and terms as specified along with the following terms, shall have the meanings set forth below:
  - i. The selected Bidder will be required to schedule “planned maintenance time” with prior approval of the Bank. This will be planned outside working time. In exceptional circumstances, the bank may allow the service provider to plan scheduled downtime during working hours.
  - j. “Incident” refers to any event/abnormalities in the functioning, connectivity, and services that may lead to disruption in normal operations.
  - k. “Resolution Time” shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting, and fixing) or escalating (to the second level) getting the confirmatory details about the incident from the bidder and conveying the same to the end user), the services related troubles during the first level escalation.
  - l. Commencement of SLA: The SLA shall commence from the commencement of implementation for adherence to the implementation plan. The penalty will be deducted from the next payment date during the implementation period.
  - m. The successful bidder will be solely responsible for any defect/ disruption in the services.

## 6.1 Downtime and Penalty

A single SLA will be signed between the Bank and the Service Provider for all services mentioned in this RFP. The Service Provider should ensure 99.99 % uptime availability of the infrastructure.

Subject to exceptions as per clause (k) and (i) of this RFP, in the event the Service Provider fails to provide the Bank with the Services required by the Bank as per the RFP, such failure resulting from unavailability of Services, such event will be treated as “Qualified Downtime Event”, for which the Bank will charge a penalty to the Service Provider as downtime mentioned in the clause “**Penalty Rate**”.

## 6.2 Exceptions

The following events do not constitute a Downtime and shall not be eligible to be considered for any penalty:

- i. Interruption due to scheduled maintenance, alteration, or implementation, where the Service Provider provides at least one day’s prior notice;
- ii. Negligence or other conduct on the part of the Bank or its Authorized Users.
- iii. Failure or malfunction of any equipment or services not provided by the Service Provider;
- iv. Any abuse or fraud, or failure to comply with the Acceptable User Policy on the part of the Bank and its Authorized Users.
- v. Any Scheduled Service Downtime.



- vi. Force Majeure event.

### 6.3 Penalty Rate

| S. No. | Parameter | Uptime | Periodicity Per-Occurrence | Penalty                                       |
|--------|-----------|--------|----------------------------|---|
| 1.     | DC and DR | 99.99% | Monthly                    | 5% of MRC For every 0.5% drop in SLA criteria |

**Where MRC is Monthly Recurring Charges.  
The maximum penalty shall not be more than 30% of the Monthly Recurring Charges payable.**

### 6.4 Penalty Charging Procedure

Whenever the Bank encounters a Service Outage, the following procedure will be followed;

- I. The Bank's staff or an authorized person will contact the Service Provider's "Support Desk" or its authorized person and register the complaint/request by phone or email within 15 minutes of the outage. They will then request a Trouble Ticket number immediately and track the Trouble Ticket number until the Trouble Ticket is closed upon resolution of the outage.
- II. The bank will then inform the Service Provider about the applicable penalty for the outage as per the SLA. The Service Provider will carry out a background check to verify the applicability of the penalty
- III. If the Service Provider in its reasonable commercial judgment believes that it has failed to provide the Services as per the scope, the Service Provider will confirm the Bank for the penalty, from the day the Trouble Ticket is issued to the Bank till the Trouble Ticket is closed on resolution of the outage.

Penalty will be recovered from quarterly payments payable to the service provider.

### 6.5 Important Points

- I. The Service Provider has to submit all the reports about the SLA Review process within 7 working days after the end of the quarter.
- II. All the reports must be made available to the Bank, as and when the report is generated or as and when asked by the competent authority.
- III. In case the issue is still unresolved, the arbitration procedures described in the Terms & Conditions section will be applicable.
- IV. The downtime will be calculated monthly for infra and on per per-occurrence basis. Non-adherence to any of the services mentioned below will lead to a penalty as per the SLA clause and will be used to calculate downtime. The downtime calculated shall not include the following.
- V. Failure or malfunction of any equipment or services not provided by the Service Provider.



- VI. However, it will be the responsibility/onus of the Service Provider to prove that the outage is attributable to the Bank. The Service Provider shall obtain the proof authenticated by the Bank official that the outage is attributable to the Bank.
- VII. If the deductions for two consecutive quarters exceed 20% of the QPs on account of any reason/s, it will be deemed to be an event of default and termination as per the Bank's discretion.
- VIII. No Carry forward of any penalties of SLA calculations can be done from any of the preceding quarters.
- IX. The Service Provider shall deploy sufficient manpower suitably qualified and experienced in shifts to meet the SLA.
- X. The Service Provider shall appoint as many team members as deemed fit/necessary, to meet the Schedule and SLA requirements.

### **6.6 Violation of terms:**

The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Service Provider from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation of right for recovery of any amounts and related costs and a right for damages.

### **6.7 Confidentiality:**

- I. The BIDDER acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to Bank will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. The BIDDER agrees to take appropriate action concerning its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to the Bank in divulging the information by the employees of the BIDDER, the Bank shall be indemnified. The BIDDER agrees to maintain the confidentiality of the bank's information after the termination of the agreement.
- II. The BIDDER/Bank will treat as confidential all data and information about the BIDDER /Bank/Contract, obtained in the execution of this tender including any business, technical, or financial information, in strict confidence and will not reveal such information to any other party.
- III. The selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:



- IV. To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by BANK;
- V. To only make copies as specifically authorized by the prior written consent of the Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- VI. To restrict access and disclosure of Information to such of their employees, and agents, strictly on a “need to know” basis, to maintain confidentiality of the Information disclosed to them by this Clause, and
- VII. To treat all Information as Confidential Information.

### **6.8 Conflict of Interest**

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

### **6.9 Non-Discloser Agreement**

- I. During the contract period, the Personnel of the service provider will have access to confidential information of the Bank such as Customer data, Data configuration, IP addresses, device configuration, network architecture, etc. The service provider or its Personnel shall not disclose at any point in time to any other person/third party the information so received and use the same degree of care to maintain the confidentiality of the information as if the information is their own. Also, the service provider may use the information only for serving the Bank’s interest and restrict disclosure of information solely to those employees of the service provider needing to know such information to accomplish the purpose stated above, advise each such employee, before he or she receives access to information, of the obligation of service provider under this agreement and require such employees to maintain these obligations.
- II. In case the selected vendor acts as extending similar services to multiple customers, the vendor shall take care to build strong safeguards so that there is no co-mingling of information, documents, records, and assets related to services within the ambit of this RFP and subsequent purchase order.
- III. The shortlisted bidder shall submit a non-disclosure agreement as per **Annexure-11** on non-judicial stamp paper of appropriate value.
- IV. Violation of the NDA will lead to legal action against the vendors for breach of trust, forfeiture of PBG, and blacklisting.

### **6.10 Patent Rights**

- I. In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods or any part thereof in India or abroad, the Supplier shall act expeditiously to dispel such claim.

If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs, and lawyer fees. The Bank will give notice to the Supplier of such a claim, if it is made, without delay.

- II. The Bank will give notice to the supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

### 6.11 Corrupt and Fraudulent Practice

As per Central Vigilance Commission (CVC) directives, it is required that Bidders/Suppliers/Contractors observe the highest standard of ethics during the execution of this RFP and subsequent contract(s). In this context, the bidders are to note the following:

- I. **“Corrupt Practice”** means the offering, giving, receiving, or soliciting of anything of value to influence the action of an official in the procurement process or contract execution.
- II. **“Fraudulent Practice”** means a misrepresentation of facts to influence a procurement process or the execution of the contract to the detriment of the Bank and includes collusive practice among bidders (before or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- III. **“Coercive Practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process;
- IV. **“Undesirable Practice”** means (i) establishing contact with any person connected with or employed or engaged by the Bank with the objective of canvassing, lobbying, or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- V. **“Restrictive Practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders to restrict or manipulate a full and fair competition in the Bidding Process.
- VI. The Bank reserves the right to declare a bidder ineligible for three years to be awarded a contract if at any time it determines that the bidder has engaged in corrupt or fraudulent practices in competing for or executing the contract.

### 6.12 Business Continuity

The bidder agrees to the following continuity arrangements to ensure the business continuity of the Bank:

- I. If this agreement comes to an end on account of termination or by the expiry of the term/renewed term of the agreement or otherwise, the bidder shall render all reasonable assistance and help to the Bank and any new service provider engaged by the Bank, for the smooth switch over and continuity of the services.



- II. In the event of failure of the bidder to render the service, without prejudice to any other right the Bank shall have as per this agreement, the bank at its sole discretion may make alternate arrangements for getting the services from any other source. And if the bank gives a prior notice to the service provider before availing such service from any other alternative source, the service provider shall be liable to reimburse the expenses, if any incurred by the bank in availing such services from the alternative source.

### **6.13 No Employer-Employee Relationship**

The selected bidder or any of its holding/subsidiary/joint-venture/affiliate/group/client companies or any of their employees/officers/staff/personnel/representatives/agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees/officers/staff/representatives/personnel/agents.

### **6.14 Right to Alter Quantities**

The bank reserves the right to:

- I. Alter the requirement (increase/decrease) specified in the RFP or change the specification of the infra proposed by the bidder.
- II. Delete one or more items from the scope of work specified in the RFP.

### **6.15 Commitment to Accept**

- I. The Bank reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action.
- II. The Bank makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- III. The Bank will not be obliged to meet and have discussions with any bidder and/ or to entertain any representations in this regard.
- IV. This RFP document does not constitute an offer by the Bank. The bidder's response to this RFP may result in a selection of bidder(s) after completion of the selection process as detailed in this RFP document.

### **6.16 Preventive Maintenance**

- I. The preventive maintenance should be carried out at least once in quarter year.
- II. The service provider has to prepare a PM schedule and intimate the Bank. The onsite resource deployed by the bidder at the Bank has to coordinate with the field engineers during PM.
- III. On completion of PM, the service provider has to submit the report.

## 6.17 Audit Observations and Compliance

- I. The selected Bidder should allow to Audit the Bank's proposed infrastructure remotely and/or On-Site by its own team/internal/statutory/RBI/ISO or by any 3<sup>rd</sup> party Auditor appointed by the bank, based on the bank's request. The selected service provider must consider the same while delivering the desired services. Further in the event of any observation by any of the audits regarding security, access control to CPE, hardening, access control, etc., the same will be intimated to the service provider. The service provider will be required to undertake compliance with the same.
- II. It shall be the responsibility of the Bidder to configure the solution as per the requirement of the Bank/Industry best practices, fixing security vulnerabilities, mitigation of various audit points, and VAPT points, and taking prompt action on the advisories shared by the Bank at any point of time during the validity of the contract period.
- III. In case any additional information about the security of the network or deployed solution is required by the auditor, the bidder would be intimated to provide the necessary information. The bidder has to provide the information within the period communicated by the bank.
- IV. No additional cost whatsoever would be paid by the Bank.

## 6.18 Pre-Bid Meeting

The Bank shall hold a pre-bid meeting on **11.03.2025**. The purpose of the meeting is to bring utmost clarity on the scope of work and terms of the RFP being floated. The Bidders are expected to use the platform to have all their queries answered. No query will be entertained after the pre-bid meeting.

- I. It would be the responsibility of the Bidders representatives (only one person per bidder) to be present at the venue of the meeting.
- II. Clarification sought by the bidder should be made in writing (Letter/E-mail) as per **Annexure-9** and submitted on or before the date indicated. The bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- III. The text of the clarifications asked (without identifying the source of inquiry) and the response given by the Bank, together with amendment/corrigendum to the bidding document, if any, will be posted on the Bank's website after the pre-bid meeting. It would be the responsibility of the bidder to check the bank's website before final submission of bids.
- IV. If the Bank, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then the Bank reserves the right to communicate such response to all Respondents.

## 6.19 Project Monitoring Committee

- I. The service provider should deploy a full-time project manager at the Bank office in Mumbai within one week from the date of placing the order.





- II. The project manager should coordinate with various teams for solution architecture design, implementation, and acceptance at all locations.
- III. A Project Monitoring Committee (PMC) would be formed with representatives of the Bank and/or outsourcing partner and the project manager of the selected Service Provider.

## 6.20 Review Meetings

- I. **During Implementation**- The Service Provider's representative would meet daily to review the progress of the project till acceptance of the solution at all locations is completed.
- II. **Monthly Review** - Monthly review meeting during the first week of every month, throughout the contract. Minutes to be submitted within 5 working days
- III. **Discussion**- Discuss the progress of implementation and performance of the solution, including technical manpower performance.
- IV. **Annual Review** - The Bank will also carry out an annual review of the contract yearly to ascertain the financial stability of the bidder, performance of the solution, addition of new customers, etc.
- V. **Documentation**- The bidder is required to submit the Security certification, VAPT reports, audited balance sheet, CA certificate, details of customers added during the year, etc.

## 7 Bidder Selection Process

1. Issue of tender notification
2. A pre-bid meeting with Vendors
3. Submission of Bids
4. Opening of Eligibility Criteria & Technical Bids
5. Presentation by Bidder(s) and clarification of queries – The Bidder (s) are expected to present the major jobs which it will be doing under this project as per the scope and deliverables sought in this tender document along with a schedule.
6. Technical/Infrastructure bids evaluation
7. Short-listing of Bidders for Commercial bids opening.
8. Commercial bids opening.
9. Commercial bids evaluation
10. Discussion with the IT Strategy Committee of the Board.
11. Issuance of Letter of Appointment (LOA)
12. Acceptance of the LOA.
13. Finalization and signing of SLA.

### 7.1 Bid Evaluation Process

The following are the key considerations that form part of the bid evaluation process:



- i. Alternate bids are not allowed.
- ii. The evaluation team will thoroughly review the proposals submitted by various bidders.
- iii. Presentation meetings & Site visits will be conducted for all the bidders. Each of the bidders will be requested to demonstrate the architecture/solution being proposed in the technical evaluation phase of the process.

## **7.2 Single-Stage: Two-Envelope Bidding Procedure**

In the single-stage: two-envelope bidding procedure, bidders should submit two sealed envelopes simultaneously, one containing the Eligibility Criteria & technical proposal with a soft copy of proposals without any encryption and password and the other containing the price proposal, enclosed together in an outer single envelope. Initially, only the Eligibility Criteria & technical proposals will be opened at the date and time as advised by the Bank. The price proposals shall remain sealed and will be held in custody by the MD of the Bank. The Eligibility Criteria & technical proposals will be evaluated by the Bank. No amendments or changes to the technical proposals will be permitted except if required by the Bank.

Bids of bidders that do not conform to the mandatory requirements may be termed as non-responsive and will not be evaluated further. Commercial Proposals of the technically qualified bidders shall be opened in the Bank's IT Strategy Committee Meeting. The price proposals will be evaluated and technically qualified bidders shall be called for discussion with the IT Strategy Committee.

## **7.3 Evaluation and Comparison of Bids**

Initially, the bidder's responses will be reviewed for compliance with the terms and conditions mentioned across different sections of this RFP document. The bidders who fail to comply with any of the terms and conditions mentioned may be termed as non-responsive and will not be evaluated further. For those bidders who have qualified for the terms and conditions, the technical evaluation will be conducted followed by the price-bid evaluation. The bidders who qualify for the minimum technical requirement will be considered for the price bid evaluation. The price proposals will remain sealed until the technical evaluation is completed.

## **7.4 Price-Bid Evaluation**

The Price-Bid evaluation is done only for those bids which are technically qualified.

## **8 Implementation Timelines and Deliverables**

The work as detailed in this tender shall be executed and completed within the period stipulated in the Work Order that will be issued in accordance with the Tender documents. Technical Specifications, Bills of Quantities, Drawings, and solution documents are required to the satisfaction of the Bank. The work shall however be carried out and completed within 10 weeks for which the start date and completion date shall be mutually discussed and agreed upon before the award of the work order. The work shall not be considered completed until the Bank certifies in writing that the same has been completed.



The vendor has to submit date-wise activity details report for completion of the project plan with contact persons and escalation matrix.

### **8.1 Liquidated Damages**

If the Tenderer fails to deliver the project and services or complete the installation/ commissioning within the period specified in the purchase/work order, the Bank shall without prejudice to its other remedies, deduct as liquidated damage One (1) percent of the price of Project Cost for every week of delay or part thereof.

## **9 Other Terms**

- I. The Bidder will not have any direct interaction with any third-party agency on behalf of the Bank.
- II. The bidder must have a proven track record in leadership roles with the provision of DC & DR on Cloud, connectivity, and related fields.
- III. The bidder shall not use or disclose any Confidential Information of the Bank except as specifically contemplated herein. For purposes of this tender/contract "Confidential Information" means information that: (i) is sufficiently secret to derive economic value, actual or potential, from not being generally known to other persons who can obtain economic value from its disclosure or use; and (ii) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy or confidentiality.

### **9.1 Governing Law and Jurisdiction**

This RFP and subsequent agreement with the Selected Bidders shall be governed and construed by the laws of India and courts in Mumbai will have the exclusive jurisdiction to determine the issues arising out of this RFP.

### **9.2 Privacy and Security Safeguards**

The selected bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location. The selected bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software & data. The selected bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location.

### **9.3 RFP Response Instructions**

- a. Responses to this RFP by the Bidders shall not constitute an obligation on the part of the Bank to award a contract for any services or combination of services. Failure of the Bank to select a Bidder shall not result in any claim whatsoever against the Bank and the Bank reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.



- b. By submitting a proposal, the Bidder agrees to promptly contract with the Bank for any work awarded to the Bidder, if any. Failure on the part of the selected Bidder to execute a valid contract with the Bank within 30 days from the date of the Purchase order herein will relieve the Bank of any obligation to the Bidder, and a different Bidder may be selected based on the selection process of Bank.
- c. The terms and conditions as specified in the RFP, addenda, and corrigenda issued by the Bank thereafter are final and binding on the Bidders. In the event the Bidder is not willing to accept the terms and conditions of the Bank, the Bidder may, at the sole discretion of the Bank, be disqualified.
- d. The Bidder must strictly adhere to the delivery dates or lead times identified in their proposal including the project timeline. Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the selected Bidder's performance. If the Bank is forced to cancel an awarded contract (related to this RFP) due to the Bidder's inability to meet the established delivery dates that Bidder will be responsible for any re-procurement costs suffered by the Bank. The liability of re-procurement costs in such an event could be limited to the amount spent by the Bank for procuring similar deliverables and services. The re-procurement cost would be established post a reasonable due – diligence of the re-procurement cost to be incurred.
- e. By submitting the bid, the Bidder represents and acknowledges to the Bank that it possesses the necessary experience, expertise, and ability to undertake and fulfil its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder acknowledges that all services supplied in response to this RFP shall meet the proposed Solution requirements of the Bank. The Bidder shall be required to independently arrive at a Solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions, or responsibilities not specifically described in this RFP are an inherent, necessary, or customary part of the deliverables or services and are required for the proper performance or provision of the deliverables or services under this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to Bank. The Bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the Bidder to fulfil all the terms and conditions of this RFP. The modifications, which are accepted by the Bank in writing, shall form a part of the final contract.
- f. All terms and conditions, payment schedules, time frame for implementation, and expected service levels as per this RFP will remain unchanged unless explicitly communicated by the Bank in writing to the Bidders. The Bidder shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in conforming to the terms and conditions, payment schedules, expected service levels, time frame for implementation, etc. as mentioned in this RFP.



- g. The selected Bidder shall undertake to provide appropriate manpower as well as other resources required, to execute the various tasks assigned as part of the project, from time to time. The Bank has the right to interview any of the resources deputed by the selected bidder and only upon satisfaction will allow the resource to work on the project.
- h. All RFP response documents would become the property of the Bank and the Bank would not return the bid documents to the Bidders.
- i. Bank will not bear any costs incurred by the Bidder for any discussion, presentation, demonstrations, etc. on proposals or proposed contract or any work performed in connection therewith.
- j. Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- k. The bank reserves the right to cancel this RFP at any time or any stage without any reason/notice to the vendor or change/add any terms and conditions of the RFP by issuing addenda/corrigenda and putting it on the Bank's website and/or extending the dates for submission of any responses to this document.
- l. Bidders shall have the opportunity to get their doubts clarified about the RFP to clarify any issues they may have, before finalizing their responses. All questions are to be submitted to the contact officer, not later than the query submission date mentioned in the RFP and as indicated by Bank from time to time. Responses to inquiries and any other corrections and amendments will be communicated to all the Bidders by fax or in electronic mail format.
- m. If there are conflicting points in the RFP, the Bank reserves the right to take a position on the conflicting issue which will be binding on the selected Bidder any time during the period of contract. No appeal will be entertained.
- n. Preliminary Scrutiny – The bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The bank may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on all Bidders and the Bank reserves the right for such waivers and the Bank's decision in the matter will be final.
- o. Clarification of Offers – To assist in the scrutiny, evaluation, and comparison of offers, the Bank may, at its discretion, ask some or all Bidders for clarification of their offer. The bank has the right to disqualify the Bidder whose clarification is found not suitable to the project requirements.
- p. No Commitment to Accept Lowest bid or any bid – Bank shall be under no obligation to accept the lowest price bid or any



other offer received in response to this RFP. Bank will not be obliged to meet and have discussions with any Bidder, and/or to listen to any representations in respect of the rejection.

- q. Erasures or Alterations – The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections, or alterations in the offer. Technical details must be completely filled up. Correct technical information about the product being offered must be filled in.
- r. Filling up the information using terms such as “OK”, “accepted”, “noted”, and “as given in brochure/manual” is not acceptable. Bank may treat the offers not adhering to these guidelines as unacceptable. The proposals should be in the template that is recommended and provided in this RFP. Bids with eraser/overwriting/cutting are liable to be rejected.
- s. There will be an acceptance test by the Bank or its nominated representatives after installation of the Links. In case of discrepancy, the Bank reserves the right to cancel the entire contract.
- t. The Bidder has to submit the escalation matrix upto the highest management authority of the Bidder along with necessary contact details.
- u. However, the elected Bidder shall install and commission the Primary and Backup Links, in terms of this RFP, at locations designated by the Bank or at such Centers as the Bank may deem fit and the changes, if any, in the locations will be intimated to the Bidder.
- v. The selected Bidder is responsible for managing the activities of its personnel or the personnel of its subcontractors/franchisees, if any, and will be accountable for both. The Bidder shall be vicariously liable for any acts, deeds, or things done by their employees, agents, contractors, subcontractors, and their employees and agents, etc. which is outside the scope of power vested or instructions issued by the Bank. Bidder shall be the principal employer of the employees, agents, contractors, subcontractors, etc. engaged by Bidder and shall be vicariously liable for all the acts, deeds, or things, whether the same is within the scope of power or outside the scope of power, vested under the Contract to be issued for this RFP. No right of any employment shall accrue or arise, by engagement of employees, agents, contractors, subcontractors, etc. by the selected bidder, for any assignment under the contract to be issued for this RFP. All remuneration, claims, wages, dues, etc. of such employees, agents, contractors, subcontractors, etc. of the selected bidder shall be paid by the selected bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of selected bidder’s employee, agents, contractors, and subcontractors, etc. The selected bidder shall hold the Bank, its successors, assignees and administrators, and its directors and officials, fully indemnified and harmless against loss or liability, claims, actions, or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of selected bidder’s employees, agents, contractors, subcontractors, etc. However, the selected bidder would be



given an opportunity to be heard by the Bank before deciding in respect of such loss or damage.

- w. The bank shall inform the selected bidder of all known breaches and claims of indemnification and the selected bidder shall be required at their expense to remedy the breaches, defend, manage, negotiate, or settle such claims. The written demand by the Bank as to the loss/damages mentioned above shall be final, conclusive, and binding on the selected bidder, and the selected bidder shall be liable to pay on demand the actual amount of such loss/damages caused to the Bank including but not limited and all costs and expenses, including, without limitation, reasonable attorneys' fees and court costs. In respect of demands levied by the Bank on the Bidder towards breaches, claims, etc. Bank shall provide the selected bidder with details of such demand levied by the Bank. For the purposes of this section, the indemnity may include but is not limited to the areas mentioned, i.e., "claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the selected bidder to its employees, its agents, contractors, and sub-contractors." However, there are other indemnities such as indemnity for IPR violation, confidentiality breach, etc., that the Bidder is expected to provide as per the RFP. The selected bidder's representative will be the point of contact for the Bank. The delivery, installation, and configuration status of the project should be reported weekly or as desired by the bank.
- x. In the case of software supplied with the solution the selected bidder should ensure that the same is licensed and legally obtained with valid documentation made available to the Bank.
- y. Technical inspection and performance evaluation – The Bank may choose to carry out a technical inspection/audit and performance evaluation of the solution offered by the Bidders. The Bidder would permit the Bank or any person/persons appointed by the Bank to observe the technical and performance evaluation/benchmarks carried out by the Bidder. Any expenses (travel, stay, etc.) incurred for the same would be borne by the Bank.
- z. The Bidder shall ensure that the solution provided and sized by the Bidder is capable of meeting the Bank's current and terminal year transaction and business volumes.

#### **9.4 Additional Information**

- i. Authorized Signatory- The Bidder shall submit the bid authenticated by an authorized person from any of their offices in India. The Bidder's authorized signatory shall authenticate by sign and seal, on each page of the bid in original and photocopies including brochures/pamphlets/write up, etc.
- ii. Cost of Preparing the Bids- The cost of preparing the response to this RFP will be the responsibility of the Bidder and the Bank will not be liable for any cost incurred by the Bidder.

#### **9.5 Clarification on RFP Document**

- I. The Bidder shall carefully examine and understand the specifications /conditions of the RFP, and the intent of the RFP and seek clarifications, if required, to ensure that they have understood all specifications /conditions/ intent of the RFP for



implementing the MPLS Primary and Backup WAN Connectivity Solution in total.

- II. The Bidder in all such cases must seek clarification in writing in the same serial order as that of RFP by mentioning the relevant page number and clause number of RFP. Such clarifications should be sought, by submitting a list of queries as per **Annexure-9** – Pre-Bid Query Format in writing to the Bank on or before the timeline prescribed in this RFP under “Schedule of activities and events”

## 9.6 Visitorial Rights

The Bank shall have the right to visit any of the Vendor’s premises, DC or DR without prior notice to ensure that data provided by the Bank are not misused.

## 9.7 Clarifications

For any details/clarifications, Bidders should contact:

Mr. M. Nawaz A. Shaikh  
Bombay Mercantile Co-operative Bank Ltd.  
I.T. Department,  
Patel & Soni Arcade  
Maulana Azad Road  
Mumbai – 400008  
Land Line #: 022-23019803, Mobile #: 7738654500  
Email: [nawazshaikh@bmcbank.co.in](mailto:nawazshaikh@bmcbank.co.in)

The Vendor will have to submit queries about the RFP as per the RFP Schedule in the format specified in “**Annexure-9**” in this document to the communication address specified above.

Bank will respond to these queries as per the schedule of the RFP, if required there will be a meeting with the Vendors who have obtained this RFP at the agreed time to address any queries in connection with the document.





## Part - II

### Eligibility Criteria

#### 10 Eligibility Criteria for Private Cloud Infrastructure

The bidder must possess the requisite experience, strength, and capabilities to provide the services necessary to meet the requirements, as described in the tender document. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the DC & DR Center on a Private Cloud with Managed services sought by the Bank. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the tender document. The invitation to bid is open to all bidders who meet the eligibility criteria as given below. Eligibility criteria are mandatory and any deviation from the same will attract bid disqualification.

This RFP is open to all Private/Public Limited Companies within India, who are eligible to do business in India under relevant Indian laws as in force at the time of bidding should fulfil the eligibility conditions subject to the following requirements:

- a. The bidding company can participate in the bid independently or in consortium with one or many vendors. Or through their authorized Partner [A registered Private/Public Limited Company as per the Companies Act 1956].
- b. All the members of the consortium should have proper teaming agreements and also should have valid authorization letters from each member from an Authorized signatory of the respective companies.
- c. The Bidder shall submit the role, and responsibilities of each Service Provider with whom the Bidder is tying up.
- d. All Companies represented by the bidder shall be legally liable jointly and severally for the execution of the Contract under the Contract terms, and a statement to this effect shall be included in the bid and the Contract.
- e. Bidders who are responsible for a specific component (s) of the project must meet the relevant minimum qualification criteria for that particular component/Product individually:



### 10.1 Documents to be Submitted

| S.NO. | Eligibility Criteria   | Documents to be Submitted   |
|-------|--|---|
| 1.    | The bidder must be an Indian firm/ organization registered under Indian Companies Act. 1956  | Copy of Certificate of Incorporation issued by Registrar of Companies   |
| 2.    | The bidder should have a minimum average turnover of Rs.25 Crores for last 3 audited Financial Years (2021-22, 2022-23, 2023-24)   | Copy of the audit Annual Reports and /or certificate of the Chartered Accountant.   |
| 3.    | The bidder should not be currently blacklisted by any Bank/Central/State Govt. dept. /Public Sector Unit.  | Certificate from Company Chief Executive as per <b>Annexure-12</b>  |
| 4.    | Bidder should be an established Data Center Services provider and should have been in the business for a period exceeding five years as on 31.12.2024  | Work Orders confirming year and area of activity. Memorandum and Articles of Association.   |
| 5.    | The bidder should have experience in providing Data Center services to at least 10 (Banks and Companies) registered under the Companies Act, 1956/Government organizations/RBI. Services offered to the client should encompass among others: <ul style="list-style-type: none"> <li>• DC Managed Hosting Services</li> <li>• Co-location;</li> <li>• DR implementation and managed Services;</li> </ul>   | Copy of work orders/client certificates.  |
| 6.    | The bidder should have either of valid ISO 23001/ISO 27001/ISO 9001 certification, SOC-2 Certification   | Valid Certification   |
| 7.    | The bidder should have a positive net worth (measured as paid-up capital plus reserves) in the last completed financial year   | Copy of the audited annual accounts of the company for last completed financial year.   |
| 8.    | a) The bidder must have on its roll <b>at least 10</b> technically qualified professionals in networking, hardware, systems integration having prior experience in providing the Data Center Infrastructure maintenance services as on <b>31-12-2024</b> .   | a) Certificate from bidder's HR Department for total number of Technically Qualified professionals employed by the company.   |
| 9.    | <ul style="list-style-type: none"> <li>a) At least three resources should be ITIL certified/ ISO 27001, ISO 23001, lead Auditor/Lead Implementer certified.</li> <li>b) At least 2 CDCP/PMP and at least one certified Business Continuity Professional (CBCP) should be available.</li> <li>c) The Bidder should have 1 (one) Certified Ethical Hacker And/or 1 (one) Certified Cloud Security Professional with Industry Experience of at least 3 years</li> </ul> | b) Name of the employees along with certified copies of the certifications done, which are ITIL/ISO 23001/ISO 27001 lead Auditor or Lead Implementer Certifications, CDCP certification, Project Management Professional Certification and BCP. |
| 10.   | Infrastructure at the Data Centers should be in compliance to industry renowned standards, as highlighted below. <ul style="list-style-type: none"> <li>a) TIA 942 standard (Telecommunications Industry Association standard for Building, Network Design &amp; Cabling system),</li> <li>b) ASHRAE (For Precision Air Conditioning).</li> </ul>  | Certificate and Declaration from the bidder required.   |
| 11.   | Ownership of Property (Primary Data Center and Disaster site)  | Premises/Property owner's details applicable  |



|     |  |  |
|-----|--|--|
|     | a) The premises where the Data Center & Disaster Recovery Center is located should be owned by the bidder, OR DC & DR site should not be on lease which expires within seven years from the date of submission of bid.   | for Primary and Disaster Site. Declaration from the bidder that the DC and DR site is owned/leased with required number of balance years by the bidder                       |
| 12. | Perimeter Security (Primary Data Center and Disaster Site)<br>a) Dedicated Physical and logical security systems will be the responsibility of the bidder and should be exclusive for the Bank's Data Center setup premises and should not be shared by any other occupants of the building/ premises. | Relevant and adequate details of the Security arrangements at the Data Center location and Managed Hosting facility (Primary and Disaster Recovery Site) need to be provided |
|     | b) Complete perimeter security arrangement should be within the control of the bidder  | Declaration from the bidder.   |
| 13. | Electricity Power redundancy for ensuring constant power supply (Primary Data Center and Disaster Site) a) Mains power should be available from two separate Sub-Station.<br>b) Data Center premises should have adequate dual UPS supply setup with other backup arrangements of DG sets.             | Relevant and adequate details of the power supply and electricity arrangements need to be provided for both Primary and Disaster Site  |
| 14. | The bidder should be preferably partner of OEM for the DC & DR site hardware, proposed or authorized by OEM to provide such hardware and maintenance support under warranty/AMC. (if applicable to one of the DC & DR solutions).  | The OEM should provide an authorization letter.  |
| 15. | The bidder's Data Center from where the cloud services would be offered, should be at least a Tier 3 certified facility.   | Tier III Certificate   |
| 16. | The bidder should have implemented at least 3 Cloud/DC/DR projects in Banking Sector.  | Copy of order and/or certificate of completion of the work.  |
| 17. | The bidder should provide complete Bio-data of all resources that will be deputed to this project.   | Copy of Bio-data of resources  |
| 18. | Preferably Bidders with SC (Support Centre) and project office based in Mumbai would be preferred.   | Copy of the address proof  |
| 19. | Bidders should provide a detailed time schedule for the total implementation of the DC, DR services.   | Copy of detailed time schedule with implementation plan should be provided by the bidder   |
| 20. | The bidder should provide address details of their data center, project office and support center for personal visit by the concerned Bank officials.  | Copy of address detail should be provided.   |
| 27  | If bid in consortium   | Copy of mutual agreement with agreed SLA clause.   |



## 10.2 Mandatory Requirements

The following is the list of the mandatory requirements that need to be fulfilled/ provided by the bidder as part of the bid response:

| S.NO. | Criteria  | Documents to be provided                           |
|-------|---|--|
| 1.    | Solution document: Solution document provided by the bidder as part of response should include the following parameters:<br><br>a) Design details and parameters of the solution based on which bidder has proposed DC & DR location and services.<br>b) Complete scope of work and list of the activities to be executed as part of the project.<br>c) Security principles: The procedures, best practices which are followed and adopted. | Solution document as part of bid response document |
| 2.    | The bidder shall commit that the key personnel to be employed for the project have been sufficiently involved in the similar implementations and that once assigned to the project will not be moved out of it, except for reasons beyond the control of the bidder. In such case an equally competent employee shall be provided as a replacement.   | Self-Certification                                 |
| 3.    | Power of Attorney/Authorization Letter is to be submitted in-favour of the person, who is signing and submitting the RFP on behalf of the bidder.   | Self-Attested Letter                               |
| 4.    | The bidder shall submit the responses in accordance with the format specified in the tender and under no circumstance shall leave any response item unanswered. If any row or column does not contain the response, the entire response may not be taken up for consideration. Any response not as per the format may not be included for any further consideration.  | -  |
| 5.    | The bidder shall furnish relevant documentation supporting the above eligibility/qualification criteria separately and it shall not be enclosed in the sealed envelopes containing the technical bid and commercial bid. In case of non-compliance to any of the eligibility criteria mentioned above the bidder shall be disqualified without any notice and the bids of the bidder may not be processed further.                          | -  |

**Tender Offer Cover Letter, Pre-Qualification Criteria, Technical Bid, and Details of the Vendor**

**Please see attached Annexure-2, Annexure-3, Annexure-4, and Annexure-5**



## Part – III

### Technical Bid

**The current Data Centre setup of Bombay Mercantile Co-operative Bank Ltd is hosted and managed by an External Service Provider as per Annexure-1.**

#### 11 Scope of Work for Infrastructure

The tasks associated with this project are broadly as under:

- a. The selected bidder should understand the current infrastructure and application landscape and propose a DC & DR Solution leveraging the existing investments in software.
- b. Database license i.e. Oracle 12c will be provided by Bank.
- c. The bank requires usable FC storage approximately 40 TB SSD & 80 TB SAS for the proposed solution.

##### 11.1 Data Center Migration

- a. The selected bidder shall migrate the Bank's complete setup from the existing Cloud Service Provider's premises to their DC and DR premises. All necessary installations and configurations are to be done by the selected bidder and the bidder has to propose a solution strategy to migrate within a specified downtime.
- b. The selected bidder shall ensure minimum downtime while migrating from the existing system. This should include a test run on the proposed solution, migrating applications, databases, and associated services. The selected bidder should ensure quick and efficient migration. The service provider shall submit a detailed migration plan before carrying out the migration job.
- c. The selected bidder shall do all the necessary installations and configurations and has to give a **strategy to migrate** within a specified downtime.
- d. The selected bidder shall make available the required resources for the successful completion of the entire assignment within the quoted cost to the Bank.
- e. The selected bidder shall provide all IT equipment required at the DC & DR site in the OPEX Model (Private Cloud approach). The selected bidder shall not use any old equipment and must provide new equipment for the complete setup. The selected bidder shall install and commission the infrastructure as per the architecture at the proposed/hosted cloud location.
- f. The selected bidder shall create a virtual environment for the entire Bank setup (Virtualized Private cloud approach) for DC & DR sites. The selected bidder shall enable automatic scale-up and scale-down of services, switch over/ failover between DC & DR, ease infrastructure management, should be acquainted with the underlying hardware, storage, network



& operating system should support open platforms for virtual machines.

- g. The selected bidder shall setup infrastructure application inventory and carry out dependency mapping, security assessment, risk assessment, and documentation review.
- h. The selected bidder shall provide
  - I. The details of the monitoring and management tools,
  - II. Solution for Helpdesk,
  - III. The manpower deployment details at SOC,
  - IV. Escalation matrix to be adopted,
  - V. The detailed BOQ for Security, backup, storage, and compute elements,
  - VI. Other required details such as MZ and DMZ
  - VII. Detailed Migration Plan with Roles & Responsibilities of Cloud Service Provider
- i. The selected bidder shall provide security solution services as mentioned in the RFP including all hardware, software, and storage as part of the solution. Dedicated Firewalls with UTM features at DC & DR, and log analysis solutions to be considered.
- j. The selected bidder shall propose the DR site in a different seismic zone from the DC site. The selected bidder shall propose the solution for DC & DR Management, and DR Drill Plans. DR Drill has to be conducted quarterly or as decided by the Bank.
- k. Procurement, Supply, Installation & Commissioning of all the components & sub-components including all necessary hardware & software as per the proposed solution will be the selected bidder's responsibility.
- l. The selected bidder has to ensure that the solution shall work as desired and the bidder is also responsible for supplying and installing any other components that are inadvertently missed out but are required for the overall solution to work, without adding any additional cost to the bank in the Bill of Materials.
- m. The selected bidder's overall responsibility shall be - to host, maintain, monitor support, and operate hardware, and security requirements for the Bank's applications, hosted in their DC & DR sites. The selected bidder is required to provide the detailed architectural diagram and other required diagrams i.e. network diagram etc.
- n. The selected bidder has to carry out hardening of OS (Operating System), patch management activity, and other configurations on OS, private cloud, and its related software, etc., (which is provided under this RFP) as per the requirement of the Bank.
- o. The selected Bidder shall share VAPT (Vulnerability Assessment & Penetration Testing) Observations/audits during the contract period (Half Yearly) as per the Bank's requirement.



- p. The selected bidder has to undertake firmware upgrades, OS, etc. upgrades wherever the requirement is felt by the Bank (during the contract period). The bank conducts VAPT and Information Security audits based on the Bank's audit policy. The selected bidder will be required to comply with the findings of the VAPT in terms of the hardware/OS/applications provided under this RFP.
- q. The selected bidder shall submit a detailed Time Schedule and project Timelines chart, within one (1) week from the date of receiving the PO.
- r. The selected bidder shall submit weekly reports on the progress of the project and also the status as of the scheduled date and actual date of each activity detailing any deviation from the baseline chart. The selected bidder shall take total responsibility for working out macro and micro-level details of the project plan and the requirements while responding to this RFP.
- s. Designing & Implementation
- t. Project Planning & Management
- u. Provisioning of Virtual Private Cloud as per Industry Standard Guidelines.
- v. The selected bidder will be required to ensure DC & DR setup on a Virtual Private Cloud along with the replication from the primary site to the disaster recovery site.
- w. Post Migration support and planning for the entire infrastructure.
- x. The hosting shall include the following:
  - i. All compute infrastructure like web servers, application servers, database servers, etc.
  - ii. Server
  - iii. Storage
  - iv. Software Licensing – OS, Antivirus, EMS/NMS.
  - v. Networking Components like – Switches and routers.
  - vi. Security Components – Antivirus, Firewall, SIEM, Vulnerability assessment.
  - vii. Load Balancing
  - viii. Backup Solution
  - ix. Security Services
  - x. Helpdesk Services & Ticketing Tool – For Call logging and tracking
  - xi. Any other components as per solution requirements.
- y. The installation, configuration, testing, and commissioning of compute infrastructure (hardware & software) such as Servers, Operating systems, Antivirus, Storage, networking devices, and security devices at the proposed Primary Site cloud infrastructure and Disaster Recovery site cloud infrastructure.



- z. Install & Configure operating system, Database Software, Other systems software, storage, and other security components at the Primary Site and Disaster Recovery Site on a Virtual Private Cloud.
- aa. The Service Provider should design the Primary Site and Disaster Recovery Site solution in such a way as to provide business continuity with no interruptions in case of any disruptions/disasters at the primary site.
- bb. The Service Provider shall be required to provide the dedicated P2P connectivity bandwidth between DC and DR for data replication between them to meet the RPO and RTO.
- cc. Shall be required to perform DR-related activities including DR planning, testing, Drills, Switchover, and Switchback from the Primary Site to the Disaster Recovery Site in case of any disaster.
- dd. Shall be required to provide Event Analysis Reports for the disaster recovery solution as a part of the services.
- ee. Shall be required to provide a monitoring tool with a dashboard showing RPO, RTO, changeover facility, etc.
- ff. The Service Provider should ensure that the data should not leave the boundaries of the country and data residing with the Service Provider and should not be accessed by any entity outside the control of the Bank.
- gg. The Service Provider shall not delete any data at the end of the agreement (for a maximum of 90 days beyond the expiry of the Agreement) without the express approval of the Bank.
- hh. Cloud services should be accessible via MPLS, P2P, and Internet.
- ii. The Service Provider shall take necessary measures for the security of the Cloud platform and should provide 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, ransomware, botnets, etc. The Service Provider shall protect against network issues such as traffic and routing instability.
- jj. A Next-Generation Firewall (NGFW) should be provisioned by the Service Provider that combines a traditional firewall with other network device filtering functionalities such as deep packet inspection, an intrusion prevention system, and/or other techniques such as SSL and SSH interception, website filtering, QoS/bandwidth management and antivirus inspection.
- kk. The proposed solution must include an Enterprise Class Next Gen firewall with UTM, IDS, IPS, and ATP Features.
- ll. The Vulnerability Assessment & Penetration Testing (VAPT) should be done twice a year. The Vulnerability assessment reports should be shared with the Bank, and The





Vulnerability assessment tool should cover the top 10 OWASPs.

- mm. Security information and event management (SIEM) supports threat detection and security incident response through the real-time collection and historical analysis and correlation of security events from a wide variety of event and contextual data sources. It also supports compliance reporting and incident investigation through analysis of historical data from these sources. The core capabilities of SIEM technology are a broad scope of event collection and the ability to correlate and analyze events across disparate sources.
- nn. The System Incident and Event Management (SIEM) must be capable of handling 500 EPS to 1000 EPS (Event per Second).
- oo. The Service Provider should provide the infrastructure performance and availability of the cloud services being used, as well as alerts that are automatically triggered by changes in the robustness of those services.
- pp. Event-based alerts, provide proactive notifications of scheduled activities, such as any changes to the infrastructure powering the cloud resources.
- qq. Ability to discover all of the provisioned resources and view the configuration of each.
- rr. Notifications should be triggered each time a configuration changes.
- ss. Monitoring and maintenance reports should be handed over monthly/as and when required by the bank.
- tt. Availability of server logs/records for audits.
- uu. Access to monitoring tools for measuring the service levels, and application performance.
- vv. Server performance, storage performance, and network performance.
- ww. Bidder may propose virtualization platforms. The bidder should propose suitable hardware and software at DC & DR in the proposed solution. The following licenses will be provided by the bank: Oracle 12c for Database Servers, and Wild-Fly (JBoss) for both DC/DR.
- xx. The bidder should appropriately size and propose the options of virtual machines and bare metal servers as per current infrastructure and projected future growth.
- yy. The selected bidder should provision, install, and maintain - processing/computing, memory, storage, network devices, security devices, and other fundamental computing resources including but not limited to the Operating system, Virtualization for non-oracle workloads such as Wild Fly (JBoss) or above.



- zz. Support in the annual audit of the entire system.
- aaa. The solution should support a minimum of 90 days of log storage.
- bbb. The selected bidder shall coordinate with existing CBS Partner for (including but not limited to) Performance Tuning & monitoring of database & Application Server workloads, Network issues, and/or any issue related to hosted infrastructure.
- ccc. Service Provider shall provide services comprising of, but not limited to below items.
  - i. Infrastructure Management.
  - ii. Operating System Management.
  - iii. Network Management.
  - iv. Security Management.
  - v. Storage Management.
  - vi. Backup Management.
  - vii. Disaster Recovery Management.
  - viii. Logs Management. (Archive, collecting log, take out report, monitoring, etc.)
- ddd. OEM AUTHORIZATION: BID Specific authorization (MAF) is mandatory with letter head including contact person name, mail ID and Phone number and gives the certification that particular bid model which was submitted by the bidder was not obsolete in next 5 (Five) years & Without MAF, the submitted Tender Documents will be disqualified /rejected.

### **11.2 Project Scope Exclusion**

- a. Oracle Data Base, Oracle Enterprise Linux (OEL) Oracle VM License, Wild-Fly JBoss (Bank will provide its licenses)
- b. Oracle VM Installation, Data Base Maintenance, Performance Tuning, Patching, Updates & Upgrades
- c. Core Banking Solution Installation and its Maintenance
- d. Branch Desktops and it's OS Maintenance
- e. Mail Servers Provisioning
- f. Access Control List will be provided by the bank to the selected bidder.
- g. Oracle Database Replication Management

### **11.3 Physical and Environmental Security Requirement**

- a. The bidder should host the entire Cloud infrastructure in a secure data center which should be at least a Tier 3 Compliant facility.
- b. Cloud services offered by the Bidder should not be delivered on outsourced or white-label service platforms of another backend provider.



- c. The bidder should have the Data Centre constructed to world-class hosting standards as defined by the “Uptime Institute, USA”
- d. The bidder should ensure that services provided are to be backed by high QOS (Quality of Service)/SLA (Service Level Agreement)
- e. The bidder should have a Centralized NMS (Network Management System) & 24x7x365 helpdesk.
- f. The bidder should provide advanced system security, monitoring, and management.
- g. The bidder should ensure that the Fire Suppression and Protection System includes three levels of redundancy based on Gas gas-fired systems, Carbon monoxide-based systems, and Water sprinkler-based systems.
- h. The bidder should ensure that the floors as well as the ceiling should be based on false flooring and ceiling where the wire conduits and the fire protection systems are installed.
- i. The bidder should ensure that the entire facility around the data Centre is also equipped with a fire detection and smoke alarm system to alert the facilities administration group in case of fire hazards before this can affect the data center area.
- j. The bidder should ensure that the entire premises is monitored through a Video-Based Close-Circuit TV system for 24x7 Security Surveillance.
- k. The bidder should ensure that general-level security personnel are available on a 24-hour basis at all the entry and exit points into the premises with any non-employee entrance restricted to only one entry point.
- l. The bidder should ensure that physical entry of any visitor or non-employee beyond the Reception Lobby should be permitted only with authorized employee presence at all times within the facility to build in an additional level of security.
- m. The bidder should ensure that physical access to the Main Data Centre facility is protected through a Biometric Finger-Print Scan facility with an added access card-based authentication system.
- n. The bidder should ensure accessibility to the bank through:
  - i. 24x7 Phone Support
  - ii. 24x7 Smart Messaging
  - iii. Via Email
- o. The bidder should provide an uninterruptible power system.
- p. The bidder should provide redundant connectivity.
- q. The bidder should provide the required atmospheric conditioning system at the data center.



- r. The bidder should ensure that they configure services on world-class systems and equipment like Lucent Technologies, Dell/HP/IBM/ Fortinet/Check Point/F5/Juniper/F-Secure/Cisco Systems, etc.
- s. Service providers should have minimum industry-level certification compliances as under:
  - i. ISO 23001/ISO 27001
  - ii. ISO 9001
  - iii. ITIL certified Engineers.
- t. The bidder should ensure that the bank's infrastructure is provided with assured security with all the latest features/appliances firewalling, content filtering, and intrusion prevention.
- u. The bidder should ensure half-yearly VAPT Reports & Certificates based on the bank's request for the entire proposed Infrastructure.
- v. Network Devices Redundancy, Firewalls, IP Whitelisting Approach papers
- w. The bidder should provide the Complete Network Landscape Diagram with DMZ Implementation.
- x. The Successful Bidder will be required to coordinate with the CBS Partner and Network Service Provider for any issues or issues that are raised by the bank.

### 11.4 Description of Activities for DC & DR

The expected description of Activities at DC & DR is given in the table below. The selected bidder shall add additional components as they feel are required to meet the requirements given in the Service Level Agreement (SLA).

| S. No. | Nature of Activity  | Description   |
|--------|---|---|
| 1.     | Installation and Commissioning of required hardware, OS etc. as per application architecture at proposed hosted location. | The selected bidder shall install and configure the proposed infrastructure/software at DR site   |
| 2.     | Software application licenses   | <ul style="list-style-type: none"> <li>a) The selected bidder shall provide and manage all System Software (OS), VM ware, Firewalls and routers under OPEX/SPLA Model.</li> <li>b) Management and monitoring software along with helpdesk will be provided by Selected Bidder.</li> <li>c) Bank will take care of Database and Application Licensing as per RFP</li> </ul>  |
| 3.     | Installation & configuration of equipment to suit the requirements.   | a) The selected bidder shall conduct the Installation/re-installation and Configuration/re-configuration of all equipment as part of SOW. Thus, the Selected Bidder is required to unpack, assemble/upgrade, mount and boot the equipment and install the necessary service packs, patches, and fixes to the Operating System, set up and configure the equipment. Compatibility issues of sub-systems with OS, respective drivers, firmware, any other cards to be installed if required, are to be resolved by the selected bidder.   |
| 4      | DC & DR Managed Service   | <ul style="list-style-type: none"> <li>a) Equipment (Hardware/Software) deployment, configuration, patch management etc. at DC &amp; DR as part of the RFP.</li> <li>b) Software installation and configuration as and when required</li> <li>c) 24 x7 Monitoring and Management of the below:</li> <li>d) Server Management</li> <li>e) Virtual Environment/ Cloud Management</li> <li>f) Security Management</li> <li>g) Change Management</li> <li>h) DC &amp; DR Network Management</li> <li>i) Storage Management</li> <li>j) Configuration of IPSEC VPN for all Branches</li> <li>k) P2P Link Management (Primary &amp; Secondary)</li> <li>l) HO/Branch Link Management to DC/DR with both Primary &amp; Secondary Links</li> <li>m) Selected bidder shall set up the Data Centre &amp; Disaster Recovery site with all required equipment, on OPEX, based on a Private Cloud approach</li> <li>n) NATTING of the Server as required by the Bank</li> <li>o) OS Management and administration. Hardware monitoring and Administration</li> <li>p) Pro-active Patch Management &amp; monitoring housekeeping tasks</li> </ul> |



|    |                                       |   |
|----|---------------------------------------|---|
|    |                                       | q) Comprehensive Technical Support of Incident and Service Request. Management of Disaster Recovery services of Configuration Management Log monitoring and Management.   |
| 5  | Security Managed Services for DC & DR | <ul style="list-style-type: none"> <li>a) Firewall Management</li> <li>b) Anti-APT of the Servers</li> <li>c) SIEM services for entire network</li> <li>d) Intrusion Detection system</li> <li>e) Intrusion Prevention system</li> <li>f) Prevention Mechanism against Ransom ware/ Zero-Day-Attacks</li> <li>g) Anti-Virus Management</li> <li>h) DLP Tools</li> </ul>   |
| 6  | Software application licenses         | The selected bidder has to provide all System Software (OS), under OPEX/SPLA Model. (Bank will take care of Application Licensing)  |
| 7  | Provisioning and Data Copy/Migration  | <ul style="list-style-type: none"> <li>a) The selected bidder shall provide infrastructure at DC &amp; DR as per accepted timelines.</li> <li>b) Migration of existing Servers or VM's from DC to DR</li> <li>c) The selected bidder shall co-ordinate with the Bank's application teams to set-up the systems at DC &amp; DR.</li> <li>d) The selected bidder shall co-ordinate with the Bank's existing application support vendor for inputs/configuration details for configuring the equipment/application along with related documents if required.</li> </ul>  |
| 8  | Management Services                   | Managed Hosting portal to view performance statistics.  |
| 9  | Storage services                      | Selected bidder shall provide storages (OPEX) for all servers as per SOW.   |
| 10 | Disaster Recovery Services            | <ul style="list-style-type: none"> <li>a) Selected bidder shall set up the Data Centre &amp; Disaster Recovery site with all required equipment, on OPEX, based on a Private Cloud approach.</li> <li>b) Selected bidder shall configure and ensure uninterrupted replication of Data between both the sites. Monitoring tools for the entire DC &amp; DR Setup has to be provided as well.</li> <li>c) Design and document an efficient disaster recovery solution in lines with the requirements of the Bank and as per the RTO of 2 Hour and RPO of 20 Minutes. (As per Bank's Policy)</li> <li>d) Automated switchover/ failover facilities (during DC failure &amp; DR Drills) to be provided and ensured by the selected bidder. The switchback mechanism shall also be automated. The selected bidder shall also provide a tool/ mechanism for Bank to trigger DR switchover, for example a "one-click DR"</li> <li>e) Selected bidder has to study the existing application and IT infrastructure setup at primary site and provision the hardware requirements at DC &amp; DR site that would meet the overall RTO and RPO objectives of applications in event of disaster</li> <li>f) Selected bidder shall provide all IT equipment required at DC &amp; DR site in OPEX Model</li> <li>g) Selected bidder shall analyse and provide sizing of bandwidth required for replication of data with burstable limits. Minimum 20 Mbps replication bandwidth is expected to be provided</li> </ul> |



|    |                          |  |
|----|--------------------------|--|
|    |                          | <ul style="list-style-type: none"> <li>h) Selected bidder shall provide support for the development and configuration of any additional scripts for successful working of DC &amp; DR</li> <li>i) Selected bidder shall provide support for the development of detailed activity plans for recovery for all systems</li> <li>j) Selected bidder shall provide support for the development of a detailed disaster recovery plan. This plan document will contain steps/procedures to switch over services to DR site in the event of occurrence of disaster at DC site. Selected bidder shall also document steps for restoring services from DR site to DC site</li> <li>k) Selected bidder shall provide support with the development of detailed operating manuals for the implemented solution from the system administrator's perspective.</li> </ul>  |
| 11 | DC & DR Managed Services | <p>The bidder shall be required to provision managed services for the entire DC &amp; DR facility. The Selected bidder shall provide continuous maintenance activities to support the Data center &amp; disaster recovery site. This includes (but not restricted to):</p> <ul style="list-style-type: none"> <li>a) Conducting quarterly periodic DR drills to demonstrate IT business continuity through the DR site.</li> <li>b) Selected bidder should have proper escalation procedure and emergency response system in case of failure / disaster at DC</li> <li>c) Selected bidder shall provide support for all server maintenance activities. This would include periodic health check, on-demand troubleshooting, repairs, part replacement etc. from certified vendors. ITIL named problems, viz change, incident, configuration, etc will be followed by selected bidder at DC &amp; DR sites</li> <li>d) Selected bidder shall partner with respective application/product support vendors to support DC &amp; DR in the event of disaster or for performing periodic maintenance and upgrade activities</li> </ul> |
| 12 | Disaster situation       | <ul style="list-style-type: none"> <li>a) Selected bidder shall provide Disaster Recovery services during the event of Disaster.</li> <li>b) Selected bidder shall provide a complete Managed Hosting solution to the Bank as part of their technical bid. Any activities not identified or mentioned in this RFP but are required for the implementation, operation, and maintenance and monitoring of the Data Center and DR site shall be carried out. The solution provided by the Bidder shall meet all the service level requirements.</li> <li>c) The Selected bidder shall configure all the components and sub-components for end-to-end user access to all applications/services.</li> <li>d) The Selected bidder will have to demonstrate that the DC &amp; DR site runs on hundred percent capacity for proving successful implementation of the DC &amp; DR site.</li> <li>e) Bank reserves the right, to conduct overall testing at any point of time, on its own or via a third-party auditor, for the services delivered by the selected bidder.</li> </ul>  |

## 12 Technical Evaluation Criteria

| S.No. | Eligibility  | Document Proof  |
|-------|--|---|
| 1     | Bidder should have a minimum of 5 years' experience in doing the same kind of work.  | Self-attested experience certificate                                  |
| 2     | Bidder should provide complete Bio-data of all resources that will be deputed to this project.   | Bio-data of all the employees deployed on the project.                |
| 3     | Bidder should be able to produce the certifications such as ISI/ISO/IEC certifications regarding the quality and security of its services. The firm should submit the documentary proof for the same.                                  | Copies of Certificates  |
| 4     | Bidder should have at least Tier 3 data center and submit the documentary proof for the same.  | Copies of Certificates  |
| 5     | Bidder should provide list of the clients with whom contract has been executed for the last three years.   | Acknowledgement letters from clients                                  |
| 6     | The bidder should provide the private cloud self service provisioning portal to create, delete or modify the resources available in the cloud, so the bank users can manage the entire infrastructure on cloud portal.                 | Self-Declaration Certificate  |
| 7     | Bidder should provide details of their data Centre, project office and technical support Centre for personal visit by the Bank concerned officials.  | Addresses of Data Centre, Project Office and Technical Support Centre |
| 8     | The bidders should propose the WARM DR solution with the RPO of 20 Min and RTO of 2 Hours.   | Written Proposal /Confirmation of the same.                           |
| 9     | The Bidder should also include the Indicative Bill of Materials without cost which would be submitted as part of the Technical bid should contain "XX" instead of actual commercial value for ALL the corresponding commercial values. | Bill of Materials   |

### 12.1 Technical Evaluation

#### Presentation by Bidders

- i. Presentation meetings and Site visits will be conducted with all the bidders or as deemed necessary by the bank. Each of the bidders will be requested to demonstrate the architecture/solution being proposed in the technical evaluation phase of the process.
- ii. The bank shall communicate the venue, date, and time of Presentation to the Bidders separately. No request for a change in date/time shall be entertained after communication by the Bank. The bank reserves the right to change the venue, date, and time with due intimation to the Bidders.
- iii. If a Bidder does not come up for Presentation at the appointed date and time, it will be construed that the Bidder is not interested in bidding for the project.
- iv. The Bidder has to show the Company's proficiency in implementing the proposed Data Centre & disaster recovery site (Cloud Setup) Project for the Bank.

**FC Storage Requirement - Approximately 40 TB of SSD and 80 TB of SAS usable storage are required for the proposed solution.**

**Undertaking on Technical Compliance, Bidder Support Center**





**Please refer attached Annexure-6, and Annexure-7 as part of the technical criteria.**

**Bidder has to propose Hardware, Software, and Services as per format Annexure-8. Vendor can add or delete any component as per their solution.**



## Part – IV

### Commercial Bid

#### 13 Commercial Evaluation (CE)

- a. Technically qualified bidders will be called for discussion with the Bank's IT Strategy Committee.
- b. The bidder will be required to submit commercial bids as a part of the bid submission.
- c. The placement of a hard copy of the commercial bid in the eligibility bid or technical bid covers will make the bid liable for rejection.
- d. Post the commercial evaluation process the L1 bidder would be required to submit their final commercial as per **Annexure-10**– Cost Sheet and other terms and conditions of the RFP on prices. In a nutshell, the commercial Bid details will need to be provided for all requirements of the Bank to arrive at the TCO of the solution.
- e. Response to the commercial bid shall include the cost of provision, installation, implementation, and all the components required for the commissioning and functioning of the Solution. It is the responsibility of the Bidder to provide all the items which may or may not have been mentioned in the Bid to ensure the commissioning and functioning of the Solution within the final agreed price between the selected Bidder and Bank.
- f. The total cost to be specified by the Bidder must cover separately the following as detailed in **Annexure-10** – Cost Sheet. The Bidders have to note that the commercial bid proposal must contain the following:

##### 13.1 Price Bid and Comparison

- a. The Bidder shall indicate in the Price Schedules the all-inclusive Unit Rates for the supply and erection of each good and service which includes supply, erection, and commissioning.
- b. The Bidder shall quote rates exclusive of all statutory levies, taxes, charges, surcharges, GST & other taxes if any, etc. The Prices for the supply portion and execution portion shall be FIRM throughout the contract.
- c. Any alteration in the rates etc. will not be allowed on any ground, such as mistake, misunderstanding, etc., after the Bid has been submitted.
- d. The Bidder shall quote the rate only in Indian Rupees.
- e. The prices and other terms offered by Bidders must be firm for an acceptance period of 180 days from the date of opening of the commercial bid.
- f. The bidder will be required to submit commercial bids as part of the bid submission. The Bank will open commercial bids of technically qualified bidders in its Meeting.
- g. Normalization of bids: The Bank will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are more or less on the same technical ground. After the normalization process, if



the Bank feels that any of the bids need to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the technically short-listed Bidders to resubmit the technical bids once again for scrutiny.

- h. The Price offer shall be on a fixed price basis. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be liable to be rejected. The rate quoted by the Bidder should necessarily include the following:
  - i. Prices quoted by the Bidder should be exclusive of all taxes, duties levies, etc. The Bidder is expected to provide a breakup of the taxes indicated in the commercial bid format. The Bidder is expected to provide the tax types and tax percentages in commercial bids.
  - j. The Bidder is expected to provide services that are required to be extended by the Bidder under the terms and conditions of the RFP and subsequent contract.
  - k. The Bidder must provide and quote for the product and services as desired by the Bank as mentioned in this RFP. If the Bidder does not quote for all the products/ services then the proposal will be treated as incomplete, which may lead to disqualification of the Bidder.
- l. End of Sales/ End of support: The Bidder has to ensure that the device and CPE provided put to use as part of this RFP should not have reached the end of support. If any equipment supplied/put to use by the Bidder reaches the end of support, within the contract period from the date of use, the Bidder has to replace the equipment/ software at no additional cost to the Bank before the end of support.

### **13.2 Terms of Payment**

- a. Recurring Charges will be paid at the end of each quarter
- b. One-time charges shall be paid after supply, physical acceptance, successful installation, and commissioning of the DC & DR Site
- c. The charges payable per annum/monthly under the said SLA for Five (5) years, shall however be fixed and firm and mentioned clearly in the price Bid.
- d. The bidder's request for payment shall be made to the Bank in writing, accompanied by invoices, and delivery receipts, accompanied by the supporting documents.
- e. Payments shall be made promptly by the Bank, no later than Thirty (30) days after submission of an invoice, and the acceptance of the same by the Bank.



## ANNEXURES

### Annexure-1

#### 1.1 Existing DC Setup and Requirements

**Note – Virtual Servers are on dedicated Physical Host servers in High Availability mode.**

| <b>Existing and Required DC setup of Bombay Mercantile Co-operative Bank Ltd Hosted and Managed by an External Service Provider</b> |               |              |            |          |              |            |  |   |                     |                   |   |
|---|---------------|--------------|------------|----------|--------------|------------|--|---|---------------------|-------------------|---|
| S. N.   | Server Name   | Physical /VM | Exist. RAM | Req. RAM | Exist. CORES | Req. CORES | Exist. OS  | Req. OS   | Exist. Storage (GB) | Req. Storage (GB) | Server Role   |
| 1   | QRT DB1       | Physical     | 128        | 256      | 12           | 16         | Red Hat Enterprise Linux 6.9 (OS Active Passive Clusters with “QRT DB1” & “QRT DB2”) | Red Hat Enterprises Linux 6.9 (OS Active Passive Clusters with “QRT DB1” & “QRT DB2”) | 9000                | 20000             | Database Server (Bare Metal, No Virtualization) 500 GB OS Disk (Clustered Storage 1 TB on SAS, 1 TB on SSD, 5 TB on NL-SAS/SATA for Backup) |
| 2   | QRT DB2       | Physical     | 128        | 256      | 12           | 16         | Red Hat Linux 6.9 (OS active Passive Cluster with “QRT DB1” & “QRT DB2”)             | Red Hat Linux 6.9 (OS active Passive Cluster with “QRT DB1” & “QRT DB2”)              |                     |                   | Database Server (Bare Metal, No Virtualization) Refer Clustered Storage of “QRT DB1” above.   |
| 3   | XYZ QRT ABC01 | VM           | 80         | 100      | 4            | 8          | Red Hat Linux 8.9  | Red Hat Linux 8.9   | 320                 | 500               | CBS - Application Server -1   |
| 4   | XYZ QRT ABC02 | VM           | 80         | 100      | 4            | 8          | Red Hat Linux 8.9  | Red Hat Linux 8.9   | 320                 | 500               | CBS - Application Server -2   |
| 5   | XYZ QRT ABC03 | VM           | 80         | 100      | 4            | 8          | Red Hat Linux 8.9  | Red Hat Linux 8.9   | 320                 | 500               | CBS - Application Server -3   |



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MANAGED SERVICES

|    |                |    |    |     |   |   |                     |                     |     |     |                                    |
|----|----------------|----|----|-----|---|---|---------------------|---------------------|-----|-----|------------------------------------|
| 6  | XYZ QRT ABC04  | VM | 80 | 100 | 4 | 8 | Red Hat Linux 8.9   | Red Hat Linux 8.9   | 320 | 500 | CBS - Application Server -4        |
| 7  | XYZ MOBABC05   | VM | 32 | 64  | 8 | 8 | Red Hat Linux 8.9   | Red Hat Linux 9.3   | 320 | 500 | MB - IMPS Application              |
| 8  | XYZ SMSABC06   | VM | 8  | 16  | 2 | 4 | Red Hat Linux 8.9   | Red Hat Linux 9.3   | 320 | 500 | Miss Call/IVR Application          |
| 9  | LMNABC         | VM | 8  | 0   | 2 | 0 | Windows Server 2019 | Windows Server 2022 | 120 | 0   | Power Off                          |
| 10 | XYZDCESCANAV   | VM | 16 | 16  | 4 | 4 | Windows Server 2019 | Windows Server 2022 | 150 | 500 | Escan Anti-Virus Server            |
| 11 | XYZDCQRT-ABC5  | VM | 16 | 16  | 4 | 4 | Windows Server 2019 | Windows Server 2022 | 135 | 500 | PFMS - Forex Reporting Server      |
| 12 | LMNDATA        | VM | 12 | 16  | 2 | 4 | Windows Server 2019 | Windows Server 2022 | 300 | 500 | RTGS Application - UAT             |
| 13 | XYZDCSEPM-123  | VM | 12 | 32  | 2 | 4 | Windows Server 2019 | Windows Server 2022 | 100 | 500 | ATM/POS/E COM Applications         |
| 14 | XYZDC789-DATA  | VM | 8  | 32  | 2 | 4 | Windows Server 2019 | Windows Server 2022 | 400 | 500 | RTGS Application - LIVE            |
| 15 | XYZDCQRT-ABC1  | VM | 8  | 16  | 4 | 4 | Windows Server 2019 | Windows Server 2022 | 150 | 500 | SWIFT Interface Application Server |
| 16 | XYZDC-SOS      | VM | 12 | 16  | 2 | 4 | Windows Server 2019 | Windows Server 2022 | 100 | 500 | Active Directory                   |
| 17 | XYZDCOPQR-ABC  | VM | 8  | 16  | 4 | 4 | Windows Server 2019 | Windows Server 2022 | 565 | 500 | AXIS – RTGS Application            |
| 18 | XYZDCQRTABC4   | VM | 8  | 16  | 4 | 4 | Windows Server 2019 | Windows Server 2022 | 550 | 500 | CCIL Application - Treasury        |
| 19 | XYZDCQRT-ABC2  | VM | 16 | 16  | 4 | 4 | Windows Server 2019 | Windows Server 2022 | 150 | 500 | PAN Online Verification Server     |
| 20 | XYZ-STUABC08   | VM | 8  | 0   | 2 | 0 | Windows Server 2019 |                     | 100 | 0   | Power Off                          |
| 21 | XYZPATCHDAC    | VM | 8  | 16  | 4 | 4 | Windows Server 2016 | Windows Server 2022 | 400 | 500 | Central Patch Management Server    |
| 22 | XYZDCQRT-ABC3  | VM | 8  | 0   | 4 | 0 | Windows Server 2019 |                     | 100 | 0   | Power Off                          |
| 23 | XYZ-KIOSKABC09 | VM | 8  | 0   | 4 | 0 | Windows Server 2019 |                     | 100 | 0   | Power Off                          |



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MANAGED SERVICES

|    |                   |    |            |            |           |            |                     |                     |             |              |                                    |
|----|-------------------|----|------------|------------|-----------|------------|---------------------|---------------------|-------------|--------------|------------------------------------|
| 24 | XYZDC-SOS1        | VM | 12         | 16         | 2         | 4          | Windows Server 2019 | Windows Server 2022 | 100         | 500          | Additional Domain Controller - ADC |
| 25 | XYZ-EFGABC07      | VM | 64         | 100        | 4         | 4          | Windows Server 2019 | Windows Server 2022 | 300         | 500          | CCIL Application - MQ Server       |
| 26 | XYZDCEFGOLD-ABC   | VM | 32         | 32         | 2         | 4          | Windows Server 2016 | Windows Server 2022 | 100         | 500          | Change Management Application      |
| 27 | XYZ-XYZDCHJK-ABC1 | VM | 64         | 64         | 16        | 16         | Cent OS 9           | Cent OS 9           | 500         | 500          | EKYC Application Server            |
|    | <b>TOTAL</b>      |    | <b>688</b> | <b>900</b> | <b>98</b> | <b>116</b> |                     |                     | <b>6340</b> | <b>10500</b> |                                    |

**Note – Server Names are masked**



## 1.2 Backup and Restore

| Backup and Restore |                    |          |   |
|--------------------|--------------------|----------|---|
| 1                  | Backup and Restore | Services | Remote Hands support - Execution of commands as per the Backup policy of the Bank   |
| 2                  | Tape Rotation      | Services | As required, insert and remove tapes in the drive of the customer's tape backup system. Tape/Data handling as per the requirements                      |
| 3                  | Vaulting           | Services | Tape storage in a secondary location within the city of the Data Centre location, Unit for 1 Chamber in the fireproof vault (max capacity of 25 tapes), |

## 1.3 Managed Services

| Managed Services |                                       |          |   |
|------------------|---------------------------------------|----------|---|
| 1                | Win Support                           | Services | OS Support - Windows, 24x7 PROFICIENT-Management & Monitoring-Per OS                                |
| 2                | AD Support                            | Services | Infra Application Support ACTIVE DIRECTORY, 24x7 PROFICIENT-Management & monitoring-Per Application |
| 3                | VM management per physical Server     | Services | Virtualisation Support - VMWARE, 24x7 PROFICIENT-Management & monitoring-Per Virtual Server         |
| 4                | DMZ Switch                            | Services | Network Support - MID END SWITCH-24x7 PROFICIENT-Management & monitoring-Per Switch                 |
| 5                | Core Switch                           | Services | Network Support - HIGH-END SWITCH-24x7 PROFICIENT-Management & monitoring-Per Switch                |
| 6                | MPLS/SDWAN/Internet Routers           | Services | Network Support - MID END ROUTER-24x7 PROFICIENT-Management & monitoring-Per Router                 |
| 7                | Network Firewall Management Appliance | Services | Security Support - MID END Firewall-24x7 PROFICIENT-Management & monitoring-Per Firewall            |
| 8                | NAS/SAN management                    | Services | NAS/SAN Support - 24x7-PROFICIENT Management & Monitoring   |
| 9                | NAS/SAN Switch Management             | Services | SAN Switch Support - 24x7-PROFICIENT Management & Monitoring  |
| 10               | Backup Management                     | Services | Backup Support - Backup, 24x7-PROFICIENT-Management & Monitoring                                    |
| 11               | Linux-Red Hat Enterprise (64 bit)     | Services | OS Support - Linux, 24x7-PROFICIENT-Management & Monitoring   |



### 1.4 Existing DR Setup and Requirements

**Note - Virtual Servers are on dedicated Physical Host servers**

| Existing and Required Disaster Recovery setup of Bombay Mercantile Co-operative Bank Ltd Hosted and Managed by an External Service Provider |                   |              |            |            |              |            |   |   |                     |                   |  |
|---|-------------------|--------------|------------|------------|--------------|------------|---|---|---------------------|-------------------|--|
| S. N.   | VM Name           | Physical/ VM | Exist. RAM | Req. RAM   | Exist. CORES | Req. CORES | Exist. OS   | Req. OS   | Exist. Storage (GB) | Req. Storage (GB) | Server Role  |
| 1   | QRT DB1           | Physical     | 32         | 256        | 8            | 16         | Red Hat Enterprise Linux Server release 7.7 (Maipo) | Red Hat Enterprise Linux Server release 7.7 (Maipo) | 10000               | 15000             | Database Server (On Bare Metal No Virtualization) 500 GB OS Disk (Clustered Storage 1 TB on SAS, 1 TB on SSD, 3 TB on NL-SAS/ SATA for Backup) |
| 2   | QRT DB2           | Physical     | 32         | 256        | 8            | 16         | Red Hat Enterprise Linux Server release 7.7 (Maipo) | Red Hat Enterprise Linux Server release 7.7 (Maipo) |                     |                   | Database Server (Bare Metal, No Virtualization) Refer Clustered Storage of "QRT DB1" above.  |
| 3   | XYZ QRT ABC01     | VM           | 80         | 100        | 4            | 8          | Red Hat Linux 8.9                                   | Red Hat Linux 8.9                                   | 200                 | 500               | CBS - Application Server -1  |
| 4   | XYZ QRT ABC02     | VM           | 80         | 100        | 4            | 8          | Red Hat Linux 8.9                                   | Red Hat Linux 8.9                                   | 200                 | 500               | CBS - Application Server -2  |
| 5   | XYZ QRT ABC03     | VM           | 80         | 100        | 4            | 8          | Red Hat Linux 8.9                                   | Red Hat Linux 8.9                                   | 200                 | 500               | CBS - Application Server -3  |
| 6   | XYZ QRT ABC04     | VM           | 80         | 100        | 4            | 8          | Red Hat Linux 8.9                                   | Red Hat Linux 8.9                                   | 200                 | 500               | CBS - Application Server -4  |
| 7   | SMS_MISS_IVR_ABC  | VM           | 8          | 16         | 2            | 4          | Red Hat Linux 8.9                                   | Red Hat Linux 8.9                                   | 100                 | 500               | SMS/Miss Call/IVR Application  |
| 8   | XYZDC-SOS1-NEW    | VM           | 12         | 16         | 2            | 4          | Windows Server 2019                                 | Windows Server 2022                                 | 100                 | 500               | Active Directory   |
| 9   | XYZDCQRT-ABC1     | VM           | 8          | 16         | 4            | 4          | Windows Server 2019                                 | Windows Server 2022                                 | 150                 | 500               | SWIFT Application  |
| 10  | XYZDCOPQR-ABC     | VM           | 8          | 16         | 4            | 4          | Windows Server 2019                                 | Windows Server 2022                                 | 550                 | 500               | RTGS Application (Axis)  |
| 11  | MOBAABC05         | VM           | 32         | 64         | 8            | 8          | Red Hat Linux 8.9                                   | Red Hat Linux 8.9                                   | 120                 | 500               | MB-IMPS Application  |
| 12  | XYZDCESCANAV      | VM           | 16         | 16         | 4            | 4          | Windows Server 2019                                 | Windows Server 2022                                 | 135                 | 500               | Escan Anti-Virus Server  |
| 13  | XYZDC-EFG-KLM-SMS | VM           | 12         | 32         | 2            | 4          | Windows Server 2019                                 | Windows Server 2022                                 | 80                  | 500               | ATM/POS/ECOM Application   |
| 14  | XYZDCQRT-ABC4     | VM           | 8          | 16         | 4            | 4          | Windows Server 2019                                 | Windows Server 2022                                 | 550                 | 500               | CCIL Application - Treasury  |
| 15  | XYZDCSEPM-123-NEW | VM           | 8          | 32         | 4            | 4          | Windows Server 2019                                 | Windows Server 2022                                 | 250                 | 500               | RTGS Application - IFTAS   |
| 16  | XYZDCQRTABC2      | VM           | 64         | 100        | 4            | 4          | Windows Server 2019                                 | Windows Server 2022                                 | 150                 | 500               | CCIL Application MQ  |
|   | <b>TOTAL</b>      |              | <b>528</b> | <b>980</b> | <b>62</b>    | <b>92</b>  |   |   | <b>2986</b>         | <b>7000</b>       |  |

**Note – Server Names are masked**





## 1.5 Future Server Requirements DC

| <b>Future Server Requirement/Provision (VM) - DC</b> |                      |    |            |            |                     |              |  |
|--|----------------------|----|------------|------------|---------------------|--------------|--|
| S. N.  | Server Name          | VM | Req. RAM   | Req. CORES | Req. OS             | Req. Storage | Server Role                                      |
| 1  | PIM PAM              | VM | 16         | 4          | Windows Server 2022 | 500          | PIM PAM  |
| 2  | Reporting            | VM | 16         | 4          | Windows Server 2022 | 500          | Reporting  |
| 3  | Complaint Management | VM | 16         | 4          | Windows Server 2022 | 500          | Complaint Management Application                 |
| 4  | ATM Scan Plus        | VM | 16         | 4          | Windows Server 2022 | 500          | ATM Scan Plus                                    |
| 5  | HRD - P2B            | VM | 16         | 4          | Windows Server 2022 | 500          | HRD - P2B  |
| 6  | HRD - DB             | VM | 16         | 4          | Windows Server 2022 | 500          | HRD - DB   |
| 7  | HRD - Web            | VM | 16         | 4          | Windows Server 2022 | 500          | HRD - Web  |
| 8  | NACH H2H             | VM | 16         | 4          | Windows Server 2022 | 500          | NACH H2H   |
| 9  | Signature Clearing   | VM | 16         | 4          | Windows Server 2022 | 500          | Signature Clearing                               |
| 10   | Additional x 11 Nos. | VM | 16 x 11    | 4 x 11     | Windows Server 2022 | 500 x 11     | Provisional 11 Addl. Servers required for future |
| 11   | Additional x 05 Nos. | VM | 16 x 5     | 4 x 5      | Red Hat Linux 9.3   | 500 x 5      | Provisional 05 Addl. Servers required for future |
|  | Total                |    | <b>400</b> | <b>100</b> |                     | <b>12500</b> |  |



## 1.6 Future Server Requirements DR

| <b>Future Server Requirement/Provision (VM) - DR</b> |                      |           |                 |                   |                   |                     |  |
|--|----------------------|-----------|-----------------|-------------------|-------------------|---------------------|--|
| <b>S. No</b>   | <b>Server Name</b>   | <b>VM</b> | <b>Req. RAM</b> | <b>Req. CORES</b> | <b>Req. OS</b>    | <b>Req. Storage</b> | <b>Server Role</b>                               |
| 1  | Additional x 10 Nos. | VM        | 16 x 10         | 4 x 10            | Red Hat Linux 9.3 | 500 x 10            | Provisional 10 Addl. Servers required for future |
| 2  | Additional x 05 Nos. | VM        | 16 x 5          | 4 x 5             | Red Hat Linux 9.3 | 500 x 5             | Provisional 05 Addl. Servers required for future |
| 3  | CBS DB               | VM        |                 |                   |                   |                     | Cluster Software                                 |
|  | <b>Total</b>         |           | <b>240</b>      | <b>60</b>         |                   | <b>7500</b>         |  |



## **Annexure-2**

### **Tender Offer Cover Letter**

(Company Letterhead)

RFP Reference No

Date: \_/ \_/ 2025

To

Bombay Mercantile Co-operative. Bank

Dear Sir,

Having examined the tender documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **Data Center & Disaster Recovery Site on Private Cloud with Managed Services** for the Bank as mentioned in the RFP document in conformity with the said tender documents, and by the Commercial bid and made part of this tender.

We understand that the RFP provides generic specifications about all the items and it has not been prepared to keep in view, any specific bidder.

We agree to abide by this tender offer for 180 days from the date of tender opening and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract. Vendor means the bidder who is decided and declared so after examination of commercial bids.

If our offer is accepted, we undertake to provide a Performance Bank Guarantee in the form, in the amount, and within the time specified in the bidding documents.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the Bank is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Bank as to any material fact.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations subject to clauses in the Form Deviation Sheet of the RFP.



Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We agree to abide by this tender offer till 180 days from the closing date of tender and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

We understand that the Bank is not bound to accept the lowest or any bid you may receive and in turn, we will not have any rights to raise any claim, whatsoever it may be, due to or arising out of the rejection of our bids.

We confirm that we are not blacklisted by Central/State Government Ministry/Department PSU/Government Company or any Co-operative Bank. We also confirm that we're not under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice with any Indian Central/State Government Ministry/Department/PSU Government Company/ Co-operative Bank.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20

Signature: \_\_\_\_\_

Name and designation of Signatory

Name of Company and Address



## Annexure-3 Pre-Qualification Criteria Template

(Company Letterhead)

| S.N. | ITEM   | INFORMATION TO BE FURNISHED BY THE BIDDER |                             |
|------|--|---|-----------------------------|
| 1.   | <b>Name of Organization:</b>   |   |                             |
| 2.   | <b>Address (including telephone numbers and email-id)</b>  |   |                             |
| 3.   | <b>Name of the official in charge of this bid with phone/mob. Nos.</b>   |   |                             |
| 4.   | <b>Type of organization:</b><br>(Pvt. Ltd./Public Ltd)   |   |                             |
| 5.   | <b>Year of establishment</b><br>(Certificate of Incorporation attached)<br>Ref.: Pre-qualification-                                      | Yes <input type="checkbox"/>              | No <input type="checkbox"/> |
| 6.   | <b>Work Orders confirming year and area of activity and Memorandum and Articles of Association attached.</b><br>Ref.: Pre-qualification- | Yes <input type="checkbox"/>              | No <input type="checkbox"/> |
| 7.   | <b>Client References. (Copy of Work orders/Client certificates of at least 10 companies)</b><br>Ref.: Pre-qualification-                 | Yes <input type="checkbox"/>              | No <input type="checkbox"/> |
| 8.   | <b>Client References. Hosting DC or DR Landscape</b> (Copy of Purchase orders attached).<br>Ref.: Pre-qualification-                     | Yes <input type="checkbox"/>              | No <input type="checkbox"/> |
| 9.   | <b>Whether ISO20000 certified.</b><br>(Copy of certification attached)<br>Ref.: Pre-qualification -                                      | Yes <input type="checkbox"/>              | No <input type="checkbox"/> |
| 10.  | <b>Whether ISO 23001/ISO 27001</b>   |   |                             |



|     |   |                              |                              |                             |         |
|-----|---|------------------------------|------------------------------|-----------------------------|---------|
|     | <b>Certified.</b><br>(Copy of valid certificate attached)<br>Ref.: Pre-qualification –  | Yes <input type="checkbox"/> | No <input type="checkbox"/>  |                             |         |
| 11. | <b>Average annual turnover during the last three financial years</b> Ref.: Pre-qualification-7 & 8 (to be supported by auditor's Certificate)                       |                              | 2022-23                      | 2023-24                     | 2024-25 |
|     |   | Turnover                     |                              |                             |         |
|     |   | PAT                          |                              |                             |         |
| 12. | <b>Certified Professionals</b><br>Ref.: Pre-qualification –   | <b>Certification</b>         | <b>No of employees</b>       |                             |         |
|     |   | CDCP                         |                              |                             |         |
|     |   | PMP                          |                              |                             |         |
|     |   |                              |                              |                             |         |
| 13. | <b>Whether bidder has been declared ineligible for corrupt practices or blacklisted with any Govt. Agencies.</b><br>(Self-Declaration should be given)              |                              |                              |                             |         |
| 14. | <b>Whether the bidder has the following certifications.</b> Ref.: Pre-qualification –   | TIA 942                      | Yes <input type="checkbox"/> | No <input type="checkbox"/> |         |
|     |   | ASHRAE                       | Yes <input type="checkbox"/> | No <input type="checkbox"/> |         |
|     |   |                              |                              |                             |         |
| 15. | <b>Whether bidder has own carrier neutral DC &amp; DR built and operated complying with Tier III Standard.</b> –<br>Ref.: Pre-qualification –                       | Yes <input type="checkbox"/> | No <input type="checkbox"/>  |                             |         |
| 16. | <b>Data Center Locations</b><br>Ref.: Pre-qualification   | Yes <input type="checkbox"/> | No <input type="checkbox"/>  |                             |         |
| 17. | <b>Relevant and adequate details of the Security arrangements at the Data Center location and Managed Hosting facility are provided</b><br>Ref.: Pre-qualification- | Yes <input type="checkbox"/> | No <input type="checkbox"/>  |                             |         |



|     |   |                              |                             |
|-----|---|------------------------------|-----------------------------|
| 18. | <b>Relevant and adequate details of the power supply and electricity Arrangements are provided for DC &amp; DR.</b><br>Ref.: Pre-qualification- | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 19. | <b>Whether bidder is OEM/ Partner of OEM for Hardware proposed.</b><br>Ref.: Pre-qualification-   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 20. | <b>Whether vendor provides SLA of 99.99% uptime for Managed hosting services and connectivity between DC, DR &amp; Branch locations.</b>        |                              |                             |
| 21. | <b>Details of previous job, if any, done for Bank.</b>  |                              |                             |

**Date:**

**Name and Signature of Bidder**

**with Corporate Seal**



## Annexure-4 Technical Bid Form

(Company Letterhead)

| S.N.     | Technical Evaluation  | Compliance Details<br>(Please Provide documentary Proof for all requirements) |
|----------|---|---|
| <b>1</b> | <b>Experience in DC Services (Managed Hosting and Co-location Services)</b>   |   |
| a        | No. of Managed hosting and Co-location projects for Data Center and Disaster Recovery Site  |   |
| b        | No. of clients for which both DC and DR Site implementation and Hosting have been done  |   |
| c        | No. of Government including PSUs, public sector banks, insurance companies and autonomous bodies of the Govt. clients hosted and managed. |   |
| <b>2</b> | <b>Data Center Infrastructure</b>   |   |
| a        | Total Number of Data Centres  |   |
| b        | Total sq. ft. of area in raised floor space in the offered primary site.  |   |
| c        | No. of years of operation in India  |   |
| d        | Location of the Site Offered  |   |
| e        | Existing network bandwidth offered between Primary Data Center of the Bank and Disaster Recovery Data Centers.                            |   |
| <b>3</b> | <b>Robustness of Offered Data Center Infrastructure</b>   |   |
| a        | Building management system.   |   |
| b        | Security Management (Access logs, dedicated security personnel, biometric secured access to personnel and clients)                        |   |
| c        | Network operations center features  |   |
| d        | Electrical room, power backup features  |   |
| e        | Anti-Rodent Systems, Smoke detection, fire detection & suppression  |   |
| f        | air-conditioning, raised flooring, false ceiling  |   |
| g        | Video surveillance systems.   |   |
| h        | DC Service certification (ISO 20000)  |   |
| i        | DC TIA 942 Certification  |   |
| j        | DC ISO 270001 Certification   |   |





|          |  |  |
|----------|--|--|
| k        | % uptime for infrastructure services                         |  |
| <b>5</b> | <b>Qualification and competence of Key Staff.</b>            |  |
| a        | ITIL certified   |  |
| b        | BS7799/ISO 27001 lead and/or Lead Implementer certified.     |  |
| d        | CDCP   |  |
| e        | PMP  |  |
| <b>6</b> | <b>Others</b>  |  |
| a        | Proposed solution and Work Plan Implementation Methodology   |  |
| b        | Additional value propositions.                               |  |
| c        | Infrastructure Migration Plan to the Proposed Infrastructure |  |



## **Annexure-5**

### **Details of the Vendor**

(Company Letterhead)

Details filled in this form must be accompanied by sufficient documentary evidence, to verify the correctness of the information.

| <b>S. No</b> | <b>Item</b>  | <b>Details</b>                       |
|--------------|--|--------------------------------------|
| 1            | Name of Company  |                                      |
| 2            | Postal Address   |                                      |
| 3            | Telephone and Fax numbers  | Telephone:                      FAX: |
| 4            | Constitution of the Company  |                                      |
| 5            | Name and designation of the person authorized to make commitments to the Bank [An authorization letter is required from the company] |                                      |
| 6            | Email Address  |                                      |
| 7            | Year of commencement of Business   |                                      |
| 8            | GST Number   |                                      |
| 9            | TAN Number and PAN Number  |                                      |
| 10           | Turnover for last 2 Financial Year<br>2022-23<br>2023-24<br>Attach Certified copies of the Accounts with Tax Audit Report            |                                      |



## **Annexure-6**

### **Technical Compliance**

<<Company Letterhead>>

Dated:

**To,**  
Bombay Mercantile Co-operative. Bank

Dear Sir,

**Sub: Undertaking on compliance to technical specifications mentioned in the RFP**

**Ref.: DATA CENTER & DISASTER RECOVERY SITE ON PRIVATE CLOUD WITH MANAGED SERVICES.**

We, hereby, undertake that we will comply with all the technical specifications mentioned in this RFP for the components to be supplied. We understand that any non-compliance to any of the specifications may lead to rejection of our bid by the Bank.

Yours sincerely,

(Authorized Signatory on behalf of ...)



## **Annexure-7**

### **Bidder Support Center**

<<Company Letterhead>>

Dated:

| <b>S. No.</b> | <b>Support Center Details</b> |                             |                       |
|---------------|-------------------------------|-----------------------------|-----------------------|
|               | <b>Complete Address</b>       | <b>Phone No. (Landline)</b> | <b>Contact Person</b> |
|               |                               |                             |                       |
|               |                               |                             |                       |
|               |                               |                             |                       |

**Authorised Signatory**

**Name:**

**Signature**



## Annexure-8

### 8.1 Technical Note

- a. The vendor has to propose new infrastructure taking the base of the existing BOM given in **Annexure-1** above and the projected growth over 5 years of the contract period.
- b. All the servers proposed in the new solution should have a minimum of 16 GB RAM 4 VCPU and 500 GB disk space.
- c. In the proposal, the Bidder should consider an application load balancer for application servers.
- d. The bidder should consider an ATP solution for all the servers in the BOM.
- e. The bidder should propose appropriate Backup software for taking online Oracle Backup.
- f. In addition to the existing BOM as per **Annexure-1** above, the Bank needs an additional number of VM servers with OS Windows 2022, 4VCPU, 16GB RAM, and 500 GB storage. (As per **Annexure-1**)

### 8.2 Hardware and Software Details for DC

| S. N. | Server Name      | Status<br>Physical/<br>Virtual | RAM | Core<br>s/vC<br>PU | Disk | OS   | Make |
|-------|------------------|--------------------------------|-----|--------------------|------|------|------|
| 1     |                  |                                |     |                    |      |      |      |
| 2     |                  |                                |     |                    |      |      |      |
| 3     |                  |                                |     |                    |      |      |      |
|       |                  |                                |     |                    |      |      |      |
|       |                  |                                |     |                    |      |      |      |
| Sr no | Storage Name     | Status                         |     |                    |      | Size | Make |
|       |                  |                                |     |                    |      |      |      |
| Sr no | Device Name      | Status                         |     |                    |      |      | Make |
| 1     | Auto tape loader |                                |     |                    |      |      |      |



|              |  |               |  |  |  |           |             |
|--------------|--|---------------|--|--|--|-----------|-------------|
| 2            | Backup software with Oracle online agent |               |  |  |  |           |             |
|              |  |               |  |  |  |           |             |
| <b>Sr no</b> | <b>Other device/s</b>                    | <b>Status</b> |  |  |  | <b>OS</b> | <b>Make</b> |
| 1            | Firewall Component (HA mode)             |               |  |  |  |           |             |
| 2            | Network Switches (HA mode)               |               |  |  |  |           |             |
| 3            | Core Router (HA mode)                    |               |  |  |  |           |             |
| 4            | Load Balancer (HA mode)                  |               |  |  |  |           |             |
| 5            |  |               |  |  |  |           |             |

### 8.3 Hardware and Software Details for DR

| S. No | Server Name        | Status<br>Physical/<br>Virtual | RAM | Core<br>s/vC<br>PU | Disk | OS | Make |
|-------|--------------------|--------------------------------|-----|--------------------|------|----|------|
| 1     |                    |                                |     |                    |      |    |      |
| 2     |                    |                                |     |                    |      |    |      |
| 3     |                    |                                |     |                    |      |    |      |
|       |                    |                                |     |                    |      |    |      |
|       |                    |                                |     |                    |      |    |      |
|       |                    |                                |     |                    |      |    |      |
| S. No | Network device     | Status                         |     |                    |      | OS | Make |
| 1     | Firewall Component |                                |     |                    |      |    |      |
| 2     | Network Switches   |                                |     |                    |      |    |      |
| 3     | Core Router        |                                |     |                    |      |    |      |
|       |                    |                                |     |                    |      |    |      |



## 8.4 Services Offered

| Sr No | Services                            | Available Y/N | Details | Resources Available | Qualifications of Resources |
|-------|-------------------------------------|---------------|---------|---------------------|-----------------------------|
| 1     | Vaulting                            |               |         |                     |                             |
| 2     | Rack space                          |               |         |                     |                             |
| 3     | Back up & Restore                   |               |         |                     |                             |
| 4     | Firewall management                 |               |         |                     |                             |
| 5     | Windows support                     |               |         |                     |                             |
| 6     | Active directory support            |               |         |                     |                             |
| 7     | VM management per physical Server   |               |         |                     |                             |
| 8     | Linux-Red Hat Enterprise- (64 bit)- |               |         |                     |                             |
| 9     | Backup Management                   |               |         |                     |                             |
| 10    | SAN/NAS Switch Management           |               |         |                     |                             |
| 11    | SAN management                      |               |         |                     |                             |
| 12    | Network Firewall management         |               |         |                     |                             |
| 13    | MPLS & Internet Routers management  |               |         |                     |                             |
| 14    | Core Switch management              |               |         |                     |                             |
| 15    | DMZ Switch management               |               |         |                     |                             |

- The vendor can add or delete any device and/or service as per the proposed plan.
- The vendor has to produce Escalation metrics for all services.



## **Annexure-9**

### **Pre-Bid Query Format**

(Company Letterhead)

| <b>S. No.</b> | <b>Page No.</b> | <b>Point No.</b> | <b>Tender Original Clause</b> | <b>Clarification</b> | <b>Request for change /addition/modification deletion</b> |
|---------------|-----------------|------------------|-------------------------------|----------------------|---|
|               |                 |                  |                               |                      |   |
|               |                 |                  |                               |                      |   |





## Annexure-10 Bidder's Quote

(Company Letterhead)

The bidder should quote the prices as per the details given below:

| S.NO. | Services Cost   | Charges per Month/Annum (in Rs.)<br>(Including Service Tax and any other Taxes applicable) |           |     |                 |            |
|-------|---|--|-----------|-----|-----------------|------------|
|       |   | QTY.   | Unit Cost | GST | Total Unit Cost | Total Cost |
| 1     | Total one-time cost with Item wise break up.                    |  |           |     |                 |            |
| 2     | Recurring Cost on annual/monthly basis with item wise break up. |  |           |     |                 |            |

| S.NO. | Services Cost   | Charges per Month/Annum (in Rs.)<br>(Including Service Tax and any other Taxes applicable) |           |     |                 |            |
|-------|---|--|-----------|-----|-----------------|------------|
|       |   | QTY.   | Unit Cost | GST | Total Unit Cost | Total Cost |
| 1     | Total one-time cost with Item wise break up.                    |  |           |     |                 |            |
| 2     | Recurring Cost on annual/monthly basis with item wise break up. |  |           |     |                 |            |



| S.NO. | Services Cost   | Charges per Month/Annum (in Rs.)<br>(Including Service Tax and any other Taxes applicable) |           |     |                 |            |
|-------|---|--|-----------|-----|-----------------|------------|
|       |   | QTY.   | Unit Cost | GST | Total Unit Cost | Total Cost |
|       | <b>Manage Services</b>  |  |           |     |                 |            |
| 1     | Total one-time cost with Item wise break up.                    |  |           |     |                 |            |
| 2     | Recurring Cost on annual/monthly basis with item wise break up. |  |           |     |                 |            |

| S.NO. | Services Cost   | Charges per Month/Annum (in Rs.)<br>(Including Service Tax and any other Taxes applicable) |           |     |                 |            |
|-------|---|--|-----------|-----|-----------------|------------|
|       |   | QTY.   | Unit Cost | GST | Total Unit Cost | Total Cost |
|       | <b>Manage Security Services</b>                                 |  |           |     |                 |            |
| 1     | Total one-time cost with Item wise break up.                    |  |           |     |                 |            |
| 2     | Recurring Cost on annual/monthly basis with item wise break up. |  |           |     |                 |            |

The vendor can add any additional charges if any with due reason.



## **Annexure-11**

### **Non-Discloser Agreement**

*(To be executed on a non-judicial stamped paper of requisite value based on place of execution)*

WHEREAS, we, \_\_\_\_\_, having registered office at \_\_\_\_\_, hereinafter referred to as the COMPANY, are agreeable to execute “\_\_\_\_\_” as per the scope defined in the Request for Proposal (RFP) No. **87/IT/1880 dated Feb 15, 2025**, for Bombay Mercantile Co-operative Bank Ltd, having its Head office at Zain G. Rangoonwala Building, 78 Mohamad Ali Road, Mumbai-400 003, (hereinafter referred to as the BANK) and,

WHEREAS, the COMPANY understands that the information regarding the Bank’s Infrastructure shared by the BANK during the execution of the project is confidential and/or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the said RFP and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Bank’s properties and/or have access to certain plans, documents, approvals, data or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, to induce the BANK to grant the COMPANY specific access to the BANK’s property/information, etc.;

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK’s written authorization to do so;

The COMPANY agrees that information and other data shared by the BANK or, prepared or produced by the COMPANY to submit the offer to the BANK in response to the said RFP, will not be disclosed during or after submission of the offer to the BANK, to anyone outside the BANK;

The COMPANY shall not, without the BANK’s written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample, or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the COMPANY to submit the offer to the BANK and/or for



the performance of the Contract in the aftermath. Disclosure to any employed/ engaged person(s) shall be made in confidence and shall extend only so far as necessary for such performance.

Yours sincerely,

Date

Place:

Name of the Authorised Signatory

Designation

Seal



## **Annexure-12**

### **Undertaking**

#### **Undertaking for Non-Blacklisting/Non-Debarment of the Bidder**

**To**  
**The Managing Director**

Dear Sir,

**Sub: RFP for DC and DR as Service**

We, M/s \_\_\_\_\_, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfil the same.

- a) We further confirm that all the information as per requirement of the Bank has been included in our bid.
- b) We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.
- c) We undertake that an adequate number of resources as required by the Bank, will be deployed for the project to complete the assignment within the stipulated time.

Name and Signature of the Authorized Official