



**THE SINDHUDURG DISTRICT CENTRAL CO-OPERATIVE BANK LTD.,
SINDHUDURG**

Head Office: Plot No. 32, Sindhudurnagari (Oros)
Tal - Kudal, Dist. - Sindhudurg 416 812

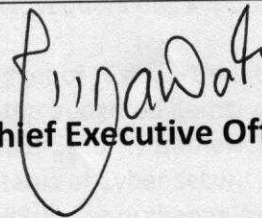
Enquiry for Invitation of Quotations for Providing Consultancy Service

Competitive quotations are invited from interested and experienced vendors for providing Technical Consultancy and Oracle/SQL Consultancy for the Bank .

Last date and Time for Receipt of enquiry offers	Date - 29/03/2025 Time - 3.00 PM
Address of Communication	Sindhudurg District Central Co-Operative Bank Ltd., Sindhudurg, Head Office Sindhudurnagari, Plot No. 32, Navanagar Vikas Pradhikarn, Sindhudurnagari, Dist – Sindhudurg, Maharashtra Pin – 416812
Contact Telephone Numbers and e-mail ID for any clarification(s) of the document.	e-mail ID - to - it@sindhudurgdcc.com , cc - delivery.channel@sindhudurgdcc.com dba@sindhudurgdcc.com Phone No. 02362-229005 to 10 EXT 285 Mr. Nitin S. Sawant – General Manager (IT) Technical – Ext 291 and 292

Dt. 18/03/2025




Chief Executive Officer

ANNEXURE-'A'

Scope of Technical Consultancy and Support Services

- a) Consultant shall physically visit the Bank for minimum four days in a month & shall be available on online mode. Also whenever required for various meetings or activities, consultant shall physically visit the Bank.
- b) Consultant shall report all activities, actions, guidance etc on a monthly basis.
- c) Consultant shall review all the policies on quarterly basis mapping with the Bank existing practice as well as process & suggest the necessary changes.
- d) Consultant shall sign the nondisclosure agreement (NDA) with Bank.
- e) Consultant shall guide & support for Data Center/DR uptime & zero downtime. Consultant is responsible for monitoring of DATA Center/DR uptime. Consultant shall arrange the necessary visits for monitoring & monthly report of DATA Center/DR monitoring activities to be submitted to the Board of Directors.
- f) Consultant shall review the implementation of CBS, Delivery Channels, all other modules & shall prepare the plan of action for non implementation of any of these modules.
- g) Consultant shall discuss with the IT team & key operational users to understand the various operational & technical issues in CBS, Delivery Channels, all other modules & shall prepare plan of action to resolve the issues in timely manner. Consultant shall conduct these meetings with IT team & key operational users on monthly basis.
- h) Consultant shall try to resolve the technical and operational issues by discussing it with CBS and other vendors.
- i) Consultant shall update the bank upon the regulatory and technical changes related to CBS, delivery channels, and other modules at the earliest point of time.
- j) Consultant shall monthly conduct the discussion with Board of Directors, Hon. Chairman, Hon. Vice Chairman etc and update them about DC/DR monitoring, technical and operational issues, issues pending with various vendors, action initiated to resolve the issues etc.
- k) Consultant shall update Board of directors, Hon. Chairman, Hon. Vice Chairman etc about the technical changes , regulatory changes related to CBS, Delivery channel and other modules etc.
- l) Consultant shall understand the business strategy of Board of Directors, Hon. Chairman, Hon. Vice Chairman etc and guide the Board of Directors to match the business strategy with the IT strategy.
- m) Consultant shall prepare the plan of action to implement the IT strategy decided by Board of Directors, Hon. Chairman, Hon. Vice Chairman etc and monitor the same and report the same to the Board of Directors on regular basis.
- n) Consultant shall help the IT team in compliance of legal and regulatory issues, NABARD inspection points, VAPT points etc.
- o) Consultant shall interact with various authorities, regulators, vendors etc, support the IT team for drafting of various letters, reports etc to these authorities.
- p) Consultant shall help the IT team to prepare the yearly budget of IT department, consultant shall also help the IT team to revise and decide the priorities of the budgeted items.
- q) Consultant shall help CISO in its Role for compliances of Cyber Security framework.
- r) Consultant shall periodically take a review of compliance status of Cyber security framework.
- s) Consultant shall support and guidance for all the issues in CBS, Delivery channel and other modules etc.



- t) Technical Evaluation with technical criteria's (technical criteria's to be discussed with IT team) of new RFP for vendor selection.
- u) Consultant shall discuss with the IT team & IT committee regarding preparation of RFP, points to be incorporated in the RFP & its benefits.
- v) Consultant shall review the licensing aspects of various IT products & guide the Bank for the compliances of licensing policies.
- w) Consultant shall support the Bank in the drafting of various SLA's, Contracts & agreements with different vendors.
- x) Consultant shall support to implementation of New delivery channel like Internet Banking, BASE, AEPS etc. smooth functioning support.
- y) Consultant shall support DC ISO and RBI/NABARD Mandatory Module implementation Project, Network, Hardware etc related guidance.
- z) Consultant shall support to make IT related Policies and Documentation as well as guidance of Cyber Security time to time.
- aa) Consultant shall support and guide to IT team for metigate observations identified in C-SOC logs, NABARD audit, ISO servilance, IS Audit, VAPT Audit, Cyber Security Gap Assesment, and any other audit conducted by various authorities.
- ab) Technical Consultancy Services with minimum 5 Banks at list 1 DCCB from last 2 years.

Other support -

- i) Consultant shall support for making Award documentation, presentation & guide to IT related banking Business Prospective.



ANNEXURE-'B'

Scope of Oracle/SQL Consultancy and Support Services

A. RDBMS Setup

1. Oracle Database Instances (19c Enterprise Edition):

- ✓ Production: Active-passive cluster on RHEL (Red Hat Enterprise Linux) for high availability.
- ✓ MIS (Management Information System): Standalone instance on RHEL.
- ✓ UAT (User Acceptance Testing): Shared instance on the MIS server.
- ✓ DR (Disaster Recovery): Standalone instance at the DR site.

2. MSSQL Instances:

- ✓ Production: Standalone MSSQL instance with SSRS (SQL Server Reporting Services) setup.
- ✓ DR: Standalone instance at the DR site.

3. Database Synchronization:

- Oracle:
 - Production to MIS: Data Guard for real-time data replication.
 - Production to DR: Data Guard for disaster recovery.
- MSSQL:
 - Production to DR: Log Shipping for data replication and disaster recovery.

B. Database Support Services

Scope of Support:

- ✓ Expert Level 2 - Level 3 (L2-L3) DBA services for all production, testing, and development database environments across all locations.
- ✓ Comprehensive support for Oracle and MSSQL databases used for Core Banking Systems (CBS) and other allied services.

Experience Requirements:

- Level 2 (L2) Resources:
 - ✓ Minimum 8 years of industry experience in database administration, with expertise in Oracle and MSSQL databases.
 - ✓ Proven experience in managing production, testing, and development environments.
 - ✓ Strong knowledge of database performance tuning, backup and recovery, and high availability solutions.



- **Level 3 (L3) Resources:**

- ✓ Minimum 15 years of industry experience in database administration, with deep expertise in Oracle and MSSQL databases.
- ✓ Extensive experience in handling complex database environments, including large-scale production systems.
- ✓ Advanced skills in database architecture, disaster recovery, and performance optimization.
- ✓ Experience in leading database teams and providing strategic recommendations for database management.

Key Responsibilities:

1. Database Administration & Maintenance:

- **Change Management:**
 - Database schema changes, storage management, disk space allocation, tablespace management, user roles, backup, and purging.
- **Database Space Management:**
 - Tablespace management, physical file management (data files, control files, redo log files), and rollback segment management.
- **Patch Management:**
 - Applying security patches and updates with minimal downtime.
 - Recommending appropriate OS patches relevant to the database.

2. High Availability & Disaster Recovery:

- **Data Guard Management:**
 - Configuration and management of Data Guard for synchronization between Production, MIS, and DR environments.
- **Instance Management:**
 - Creation and management of multiple instances on MIS/UAT servers for MIS and UAT databases.
- **Backup and Recovery:**
 - Regular RMAN and Data Pump (expdp/impdp) backups, restoration, and verification of backup health to ensure compliance with RBI guidelines.
 - Executing switchover and failover during DR drills, with at least two drills per year as per RBI guidelines.

3. Performance Monitoring & Tuning:

- **Performance Tuning:**
 - System parameters tuning (CPU, I/O, memory utilization, user sessions).
 - Undo space configuration and redo log sizing.



- Object tuning (tables, indexes, undo segments).
- I/O tuning and SQL query optimization.
- Statistics gathering using Oracle tools.
- **Database Operations:**
 - Starting, shutting down, and troubleshooting databases, including critical error resolution and crash recovery.
 - Troubleshooting and resolution of database errors, including crash recovery.

4. Security & User Management:

- **User Account Management:**
 - User creation, deletion, password management, and space/quota allocation.
- **Database Security:**
 - Support for database security policies, including access control, roles, and privileges.
 - Ensuring database compliance with regulatory requirements (e.g., RBI guidelines, security audits).

5. Incident Management & Coordination:

- **Issue Resolution:**
 - Identifying and resolving database issues, even if indirectly related to the database (e.g., application dependencies, OS-level issues).
 - Coordinating with application and infrastructure teams to resolve performance issues.
- **Escalation to OEMs:**
 - Logging and managing cases with OEMs (e.g., Oracle, Microsoft) for critical issues and patching requirements.

6. Maintenance and Optimization:

- **Scheduled Maintenance:**
 - Regular and on-demand database administration and maintenance to maximize efficiency and minimize outages.
 - Setting and tuning system parameters for optimal database performance.
- **Database Health Monitoring:**
 - Monitoring databases for faults, errors, and fragmentation.
 - Performing maintenance activities like statistics updates and index rebuilds.
- **Database Indexing and Cache Management:**
 - Managing database indexing, buffer, and cache management.
 - Reorganizing databases and managing database space and tablespace.



7. Documentation and Recommendations:

- **Standard Operating Procedures (SOPs):**
 - Providing SOPs for database performance optimization.
- **Best Practices:**
 - Documenting and recommending best practices for database management.

C. Onsite and Remote Support

1. Onsite Support:

- **Monthly Visits:**
 - Monthly visits to the Data Center (DC) for health checks and issue reviews.
 - Proactive monitoring and resolution of database-related issues.
 - Submitting a detailed database health check report after each visit.

2. Remote Support:

- **Resource Monitoring:**
 - Checking database server resource usage (CPU, memory, disk, etc.).
- **Alert Management:**
 - Monitoring and resolving database alerts and warnings.
- **Space Management:**
 - Reviewing space usage and providing solutions for optimization.
- **Log Monitoring:**
 - Proactively monitoring database logs and errors, taking corrective actions as needed.
- **24x7 Electronic Support:**
 - Providing round-the-clock support for database-related issues via phone, email, or remote connectivity.
- **On-Demand Support:**
 - Resolving database issues through remote sessions as required.

D. Compliance and Reporting

- **Regulatory Compliance:**
 - Ensuring all database activities comply with RBI guidelines and other regulatory requirements.
- **Reporting:**
 - Providing regular reports on database health, performance, and compliance status.
 - Submitting detailed database health check reports after each onsite visit.



E. Additional Services

1. Database Object Management:

- **Administration of Database Objects:**
 - Managing tables, clusters, indexes, views, sequences, packages, and procedures.
- **Database Reorganization:**
 - Reorganizing databases to optimize performance and manage space efficiently.

2. Backup Verification and Maintenance:

- **Backup Verification:**
 - Verifying backups on a random basis to ensure data integrity.
- **Fragmentation Management:**
 - Verifying database fragmentation and planning maintenance activities like statistics updates and index rebuilds as needed.

3. User Management and Security:

- **User Access Management:**
 - Granting user access and authorization, including roles and responsibilities.
- **Password Management:**
 - Managing user passwords and ensuring compliance with security policies.

4. Database Performance Optimization:

- **System Parameter Tuning:**
 - Setting and tuning system parameters for optimal database response and performance.
- **Database Alignment with IT Infrastructure:**
 - Aligning database management with the organization's IT infrastructure requirements.

F. Service Level Agreements (SLAs)

- **Availability:**
 - 24x7 electronic support for database-related issues.
- **Response Time:**
 - Immediate response for critical issues, with resolution timelines as per agreed SLAs.
- **DR Drill Compliance:**
 - Performing switchovers during DR drills at least twice a year as per RBI guidelines.
- **Reporting:**
 - Monthly database health check reports and compliance status updates.

G. Deliverables



- Database Health Check Reports:
- Detailed reports after each onsite visit, including performance metrics, space utilization, and issue resolutions.
- 1. **Backup Verification Reports:**
 - Regular reports on backup health and integrity.
- 2. **Performance Optimization Recommendations:**
 - Recommendations for database performance tuning and optimization.
- 3. **Incident Resolution Reports:**
 - Detailed reports on database issues resolved, including root cause analysis and corrective actions.
- Minimum 5 Banks for last 2 years with FM service on Oracle Enterprizes and MS SQL.

