



सिंधुदुर्ग बँक

SINDHUDURG BANK

सिंधुदुर्ग जिल्हा मध्य. सह. बँक लि.

Request for Proposal –

For:- Data Center Colocation Services for Hosting of Banks IT Infrastructure with Managed Services

Dated: 6th December 2023

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Part - I

General Terms

TENDER NOTICE

Sindhudurg District Central Co-operative Bank Limited, Oros, Sindhudurg.

1) Introduction

- a) Sindhudurg District Central Co-operative Bank Ltd. established as a Dist. Co-operative Bank having 99 Branches, and Head office within jurisdiction of Sindhudurg District. Bank is on Core Banking Solution. Bank has 38 ATM in Sindhudurg District with Switching Services and Core Banking Solution from service provider. Bank is issuing RuPay debit card to the Customers and has Mobile Banking Solution with IMPS transaction and also UPI transaction as issuer. Bank has issued more than 50,000 Debit card to the Customers of the Bank.
- b) Banks current Data Center is at Oros, Sindhudurg District, Maharashtra at its Head Office. The replication is done directly at current disaster recovery site from DC. The data at Disaster Recover Site is not more than 15 minutes behind the production data at DC. In case of disaster the Disaster Recover Site can be up and running within 3 hours.
- c) Bank wants to implement the DR site facility in minimum 500 KM away in different seismic zone. Bank wants to appoint a Service Provider to provide a Tier III/IV Data Centre infrastructure to co-host the Bank's IT infrastructure.

2) Note

None of the Technical terms used in the RFP are intended to be proprietary/vendor-specific. If, inadvertently, such terms are used bidders are encouraged to point out and offer equivalent open/industry-standard solution with similar functionality.

3) Invitation for tender offers

Bank invites sealed quotations from Colocation of Disaster Recovery Site as per specifications, terms & conditions given in enclosed forms.

4) Terms and Conditions

Sealed Technical & Commercial Proposals are invited by the Sindhudurg District Central Co-op. Bank Ltd., from authorized Data center providers for colocation services for hosting of the Banks IT Infrastructure as per the terms and conditions governing the RFP as under:

- a. The sealed tenders are to be submitted in prescribed format on the organization's business letter head duly stamped, signed and dated on each page as your unconditional acceptance to 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 full signature of the bidder. Incomplete bids received shall be summarily rejected.

- b. The tender document may be obtained during working hours from -06-12-2023 to 15-12- 2023 **(till 3.00 PM)** on all working days on payment of Rs. 5000/- (Rupees five thousand only) from the Head Office of the Bank at Sindhudurg District Central Co-op. Bank Ltd. Sindhudurg Nagri, Plot No.32, Navnagar, Vikas Pradhikaran, Oros, Sindhudurg 416812 Maharashtra, on cash payment or by submitting a Demand Draft in favour of “Sindhudurg District Central Co-op. Bank Ltd. ” The tender document can also be downloaded from the website of the Bank <http://sindhudurgdcc.com> for which tenderer / bidder would be required to enclose a Demand Draft of Rs. 5000/-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. 50,000/- [Rupees Fifty Thousand only] towards earnest deposit money (EMD) by way of crossed demand draft in favor of “Sindhudurg District Central Co-op. Bank Ltd.” payable at Sindhudurg. The earnest money of tenderer(s) / bidder(s) will be refunded without interest/Bank commission within 90 (Ninety) days from the date of acceptance /finalization of the RFP.
- d. The tenderer / bidder is required to submit the **Technical/Infrastructure 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/infrastructure bid and commercial bid should be duly superscripted as ‘Technical/Infrastructure Bid’ and ‘Commercial Bid’ respectively for easy identification. The Demand Draft pertaining to EMD amount should be submitted with the Technical/Infrastructure Bid. Both the envelopes should be placed together in a bigger envelope super scribed, as **“For Colocation Services for Disaster Recovery Site Hosting of Banks IT Infrastructure “**
- e. The sealed tender duly super scribed, **“For Colocation Services for Disaster Recovery Site Hosting of Banks IT Infrastructure”**, should be addressed to Chief Executive Officer, Sindhudurg District Central Co-op. Bank Ltd. and sent to the Bank’s address given below either by registered post/speed post/or by dropping in the tender box placed at Head Office of the Bank & should reach before **3.00 PM on or before 20th December 2023**
Address:
Sindhudurg District Central Co-operative Bank Ltd.
Sindhudurg Nagri, Plot No.32,
Navnagar, Vikas Pradhikaran,
Oros, Sindhudurg 416812,
Maharashtra,
- Tenders received after the stipulated date and time shall not be entertained. Bank shall not be liable for any postal delays what so ever and tender received after the stipulated time/date are liable to be rejected summarily without giving any reason.
- f. The Eligibility Criteria & Technical Bid shall be opened by the Bank for Technical Evaluation as First Step.
- g. Bank shall have the right to assess the competencies and capabilities of the tenderer / bidder by going through the credentials given in the Technical / Infrastructure Bid and on the basis of such credentials, Bank may 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 Committee of the Bank.

- h.** Non acceptance of any of the terms & conditions as stated in 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 tender are determined to be in consonance with Banks 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 3 (Three) years on the date of the submission of the tender.
- j.** Escalation matrix up to the level of CEO must be provided with phone number and email address of all personnel in the matrix.

k. Security Deposit

The tenderer / Bidder whose tender is accepted by Bank shall be required to give a security deposit or irrecoverable Bank Guarantee in addition to EMD amount from any Scheduled Bank for 10 % of the Amount of One time charges plus monthly recurring charges for one year for faithful performance of the Tender. The Bank Guarantee shall be valid for a period of 66 (sixty-six) months 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; or fails to deliver the satisfactory after sales service or fails to execute SLA or liquidity damage (as per terms and conditions mentioned in clause no.9), the Bank all have the right to invoke the said Bank Guarantee being part of the security deposit. 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.** Bank does not bind itself to accept the lowest or any tender or to assign any reason thereof and also reserves the right of accepting 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 with in 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 in accordance with the directions of the Bank after receiving the acceptance in writing thereof.
- p.** All corrections in the tender shall be attested by initials of the Tenderers / Bidders. Corrections, if not attested may entail rejection of tender.

- q. It shall be clearly understood that the rates quoted in the tender will be for complete work at site, as per instructions to Tenderers / Bidders, conditions of 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 firm 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 are required to quote additionally.** No component of cost shall be paid by the Bank unless the same is included specifically in the quotations. No advice of any change in rate after the opening of the tender shall be entertained.
- r. 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, if any made while filling the tender must be attested by initials of the Tenderer / Bidder's authorize personnel. Cuttings and overwriting is not permitted. Failure to comply with either of these conditions will render the tender liable for rejection.
- s. All disputes arising out of this tender are subject to the jurisdiction of Courts in Sindhudurg District.
- t. The offer should hold good for a period of 180 days from the closing date of the tender.
- u. **Proposal Ownership-** The proposal and all supporting documentation submitted by the vendor shall become the property of the Bank.
- v. **Documentation -** Functional and Technical information in the form of Brochures/Manuals/CDs etc. must be submitted in support of the Offer made.

5) Format for Technical offer

The suggested format for submission of technical offer is as follows:

- a) Index
- b) Annexure 1 Tender Offer Cover Letter
- c) Annexure 2 Technical Compliance
- d) Annexure 3 Eligibility Criteria Compliance
- e) Annexure 4 Undertaking Letter for Technical Compliance
- f) Annexure 5 Vendors Details
- g) Annexure 6 Details of Past Track record
- h) Annexure 7 Details of the Location for Data Center offered
- i) Annexure 8 Technical Bill of Material
- j) Annexure 10 Pre Bid Query Format
- k) Annexure 11 Undertaking for Non Black Listing
- l) Annexure 12 Non-Disclosure Agreement
- m) Annexure 13 Background Check Undertaking
- n) Annexure 14 Escalation Matrix
- o) Annexure 15 NEFT Details

- p) Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation submitted with the offer must be enclosed.
- q) Valid Bank Draft for EMD.
- r) Vendor's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the tender document.

6) Format for Commercial Offer

The Commercial offer must not contradict the technical offer in any way. The suggested format for submission of Commercial offer is as follows:

- a) Index
- b) Covering letter
- c) Commercial Version of Bill of Materials and Price Schedule (as per Annexure 9). This must contain all price information. This commercial offer should strictly adhere to our format and offers which are not in that format may be liable for rejection.
- d) A statement that the vendor complies with Payment schedule given in the tender.

7) Service Levels

- a) The purpose of this Service Level Requirements/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 period of this engagement.
- b) The successful bidder has to sign a SLA with the Bank within 10 days of issuing the LOA for the provision and execution of services as per the tender terms.
- c) 99.99% Uptime is required for the Near DR Environmental Infrastructure and services.
- d) Bidder shall monitor and maintain the stated service levels to provide quality customer service to the BANK.
- e) Service Levels will include Availability measurements & Performance measurements. Availability Report will be provided on monthly basis and a review shall be conducted based on this report.
- f) A monthly report shall be provided to the Bank by the Bidder at the end of every month containing the summary of all incidents reported and associated Bidder performance measurement for that period.
- g) All Availability Measurements will be on a monthly basis for the purpose of Service Level reporting.
- h) Availability of Critical and Key Infrastructural Elements for providing Disaster Recovery Colocation Services shall be 99.99%. Audits will normally be done on monthly/quarterly basis or as required by Bank and will be performed by Bank or Bank appointed third party agencies.
- i) Each planned down - time for servicing (up gradation, repairs, regular maintenance etc.) will not be more than 2 hours. This activity will not be carried out during business hours. However, such activities which require more than 2 hours or required to be carried out during business hours will be scheduled in consultation with the Bank

j) System availability is defined as: $\{(Scheduled\ operation\ time - NS\ IT\ infrastructure\ downtime) / (scheduled\ operation\ time)\} * 100\%$

Where:

i) “ DR site facilities” means the facility propose by the Service provider to co-host Bank’s equipment’s .

“Scheduled operation time” means the scheduled operating hours of the System for the month.

All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.

k) “IT infrastructure downtime” subject to the SLA, means accumulated time during which the IT infrastructure is totally inoperable due to in-scope system or infrastructure failure, and measured from the time Bank and/or its customers log a call with the Bidder help desk of the failure or the failure is known to the Bidder from the availability measurement tools to the time when the System is returned to proper operation.

l) Critical and Key infrastructure of Data Center will be supported on 24x7 basis.

m) Outage shall commence when each or either fails If any one or more of the components defined in “Critical” at the Data Center Facility are down resulting in non-availability of Banking solution deployed, then the services listed in the availability measurements table shall be considered for calculating the downtime.

n) Typical Resolution time will be applicable only if any equipment or Infrastructure is down.

LEVEL	Type of Infrastructure	Function / Technology	TYPICAL RESOLUTION time
I. Critical	Environmental Infrastructure	Access controls, UPS supply, Precision Air conditioning, Fire Detection System, Water detection systems, Humidity Controllers, Gen-sets, Building Management Systems, LAN cabling, Power ,	<ul style="list-style-type: none"> • During business hours - Within 10 minutes • Non - business hours - - Within 2 hours or earlier
II. Key	Environmental Infrastructure	All other environmental infrastructure being a part of SP solution and not considered as critical.	<ul style="list-style-type: none"> • During business hours - Within 30 minutes • Non - business hours - - Within 4 hours or earlier

8) Penalty for downtime

Inability of the solution (entire Infrastructure provided by the Bidder for example AC, UPS, DG, Power etc.) to deliver the required functionality at performance levels expected at the specified volumes (including the expected increase in volumes) detailed under the above detailed under the above clauses would result in breach of contract and would invoke the penalty clause.

SLA compliance (quarterly basis) - A	Penalty Amount (on Total recurring charges for 1 quarter)
A >= 99.99 %	No penalty

99.90 =< A < 99.99	10% of Recurring Charges
99.80 =< A < 99.90	20% of Recurring Charges
99.70 =< A < 99.80	30% of Recurring Charges
99.60 =< A < 99.70	40% of Recurring Charges
99.50 =< A < 99.60	50% of Recurring Charges
A < 99.50	No amount to be paid for the quarter

The penalty will be subject to an overall cap of 50% of the contract value and thereafter, the contract may be cancelled.

9) Liquidated Damages

If the Tenderer fails to deliver the services or does not complete the installation/ commissioning within the period specified in the purchase/work order, Bank shall without prejudice to its other remedies, deduct as liquidated damage 1.0(one) percent of the price of Project Cost for every week of delay or part thereof. Subject to Maximum cap for penalty shall be 5% of project cost or part thereof by mutual agreement between the parties.

10) Bidders Integrity –

Bidder is responsible for and obliged to conduct all contracted activities in accordance with the Contract, using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

11) Bidders Obligations

- a) Bidder is obliged to work closely with the Bank staff, act within its own authority and abide by directives issued by the bank.
- b) Bidder will abide by the job safety measures prevalent in India and will free the bank from all demands or responsibilities arising from accidents or loss of life the cause of which is the Bidders negligence. Bidder will pay all indemnities arising from such incidents and will not hold the Purchaser responsible or obligated.
- c) Bidder is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.
- d) Bidder will treat as confidential, all data and information about the Purchaser, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Purchaser.

12) Indemnity

Bidder hereby indemnifies Bank, and shall always keep indemnified and hold Bank, its employees, personnel, officers, directors, representatives (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against Bank as a result of:

- a) Bank's authorized/ bonafide use of the Deliverables and/ or the Services provided by Service provider under this RFP;

- b) and/ or an act or omission of the Bidders, employees, agents, sub-contractors in the performance of the obligations (including delivery of equipment and performance of service) of the Service provider under this RFP;
- c) and/ or claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against Bank;
- d) and/ or breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder provider under this RFP;
- e) and/ or any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights;
- f) and/ or breach of confidentiality obligations of the Bidder contained in this RFP;
- g) and/ or willful negligence or gross misconduct solely attributable to the Bidder or its employees or sub-contractors.
- h) Non-compliance of the Bidder with Laws/ Governmental Requirements
- i) IP infringement under any laws including Copyrights Act 1957 and IT Amendment Act 2008
- j) Loss of data due to any of the reasons mentioned above
- k) Bidder shall at its own cost and expenses defend or settle any such claim against Bank, provided Bank notifies the Bidder in writing. The Bank shall cooperate with the Bidder in the defense and settlement of the claims.
- l) It will be the Bidder's responsibility to rapidly do away with such third-party claims. The Bidder will also pay any compensation arising from the infringement claims and the Bank will in no manner be responsible for such payments. In addition, the Bidder will bear all the related expenses and legal fees.
- m) On its part, the Bank will promptly relay to the Bidder any such claims and offer assistance within reasonable limits to rid the claim.
- n) The Bidder must undertake to indemnify that all the components delivered are free of defects, are brand new and original. If at some stage it is discovered that the components do not meet these criteria, the Bank has the right to cancel the order and the Bidder will have to refund the total amount received from the Bank along with the interest and separate penalties. Similar conditions apply to software as well. Software offered must be licensed and original.

13) Bidders Liability

The successful Bidder's aggregate liability in connection with obligations undertaken within the scope of this RFP, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract (i.e. TCO for three years). The exception to the above being that the Service provider's liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder, its employees and subcontractors or from

infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be limited to the value of such claims against the Bank.

The Bank shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied by the Bidder as part of this RFP.

In no event shall the Bank be liable for any incidental or consequential damages or liability, under or in connection with or arising out of this Tender and subsequent agreement or the hardware or the software delivered hereunder.

14) Patent Rights

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

15) Termination

- a) The Bank shall be entitled to terminate the agreement with the Bidder at any time by giving ninety (90) days prior written notice to the Bidder.
- b) The Bank shall be entitled to terminate the agreement at any time by giving notice if:
 - I. Bidder fails to deliver the solution within timeline given in the purchase order.
 - II. The Bidder breaches its obligations under the tender document or the subsequent agreement and if the breach is not cured within 30 days from the date of notice.
 - III. Bidder has a winding up order made against it; or
 - IV. has a receiver appointed over all or substantial assets; or
 - V. becomes unable to pay its debts as they become due;
 - VI. passes a resolution for its voluntary winding up or dissolution or if it is dissolved.
- c) The Bidder shall have right to terminate only in the event of winding up of the Bank.
- d) Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by the Bank, continue to provide facility to the Bank at no less favorable terms than those contained in this tender document. In case the bank wants to continue with the Bidders facility after the completion of this contract then the Bidder shall offer the same or better terms to the bank. Unless mutually agreed, the rates shall remain firm.
- e) The Bank shall make such prorated payment for services rendered by the Bidder and accepted by the Bank at the sole discretion of the Bank in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.
- f) Termination shall not absolve the liability of the Bank to make payments of undisputed amounts to the Bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.

16) Force Majeure

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidders fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, and acts of Sindhudurg District Central Co-op. Bank Ltd., in fires, floods and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify Sindhudurg District Central in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Sindhudurg District Central Co-op. Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of One-month, Sindhudurg District Central Co-op. Bank Ltd., and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem.

17) Confidentiality –

- a) 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 with respect to 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 Banks information after the termination of the agreement also.
- b) 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.
- c) 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:
- d) To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by Bank;
- e) To only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- f) To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause, and
- g) To treat all Information as Confidential Information.

- h) Conflict of interest: 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 practical after it becomes aware of that conflict.

18) Non Discloser Agreement –

- a) During the contract period, the Personnel of 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 of 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 service provider having a need to know such information in order 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.
- b) In case the selected vendor acts is extending similar services to multiple customers, 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.
- c) The shortlisted bidder shall submit a non-disclosure agreement as per **Annexure -J** on non-judicial stamp paper of appropriate value.
- d) Violation of NDA will lead to legal action against the vendors for breach of trust, forfeiture of PBG and blacklisting.

19) Right to Alter Quantities – The bank reserves the right to :

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

20) No Commitment to Accept Lowest or Any Offer –

- a) 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.
- b) The Bank makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- c) The Bank will not be obliged to meet and have discussions with any bidder and/ or to entertain any representations in this regard.
- d) This RFP document does not constitute an offer by Bank. The bidder's response to this RFP may result into selection of bidder(s) after completion of selection process as detailed in this RFP document.

21) Selection

It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest, selection will be based on Technical Compliance and Lowest Commercial Bid. If required Bank will enter into any price negotiations with L1 Vendor only whose Offer is found to be technically in line with the tender specifications.

22) Selection process for the Bidder

- a) Issue of tender notification
- b) Pre-bid meeting with Vendors
- c) Submission of Bids
- d) Opening of Eligibility Criteria & Technical Bids
- e) Technical/Infrastructure bids evaluation
- f) Short-listing of Bidders for Commercial bids opening.
- g) Commercial bids opening.
- h) Commercial bids evaluation
- i) Selection of L1 Vendor
- j) Issuance of Letter Of Appointment (LOA)
- k) Acceptance of the LOA.
- l) Finalization and Signing of SLA.

23) Governing Law and Jurisdiction

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

24) 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.

25) RFP Response Instructions

- a) 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 Bank, the Bidder may, in sole discretion of Bank, be disqualified.
- b) 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. In the event that 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 actually spent by 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.

- c) By submitting the bid, the Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all hardware and software supplied in response to this RFP shall meet the proposed requirements of the Bank. The Bidder also acknowledges that 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, Bank expects the Bidder to fulfill 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.
- d) All terms and conditions, payments schedules, time frame for implementation, expected service levels as per this RFP will remain unchanged unless explicitly communicated by Bank in writing to the Bidders. The Bidder shall at no point be entitled to excuse themselves from any claims by Bank whatsoever for their deviations in conforming to the terms and conditions, payments schedules, expected service levels, time frame for implementation etc. as mentioned in this RFP.
- e) Bank will not bear any costs incurred by the Bidder for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.
- f) 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.
- g) Bank reserves the right to cancel this RFP any time or at any stage without any reason / notice to the vender or change/add any terms and conditions of the RFP by issuing addenda/corrigenda and putting it on Bank's website.
- h) Bank reserves the right to extend the dates for submission of any and all responses to this document.
- i) 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.
- j) Preliminary Scrutiny – 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. 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 Bank reserves the right for such waivers and Bank's decision in the matter will be final.
- k) Clarification of Offers – To assist in the scrutiny, evaluation and comparison of offers, Bank may, at its discretion, ask some or all Bidders for clarification of their offer. Bank has the right to disqualify the Bidder whose clarification is found not suitable to the project requirements.

- l) 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.
- m) 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 of the product being offered must be filled in.
- n) Filling up of the information using terms such as “OK”, “accepted”, “noted”, “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/over writing/cutting are liable to be rejected.
- o) There will be an acceptance test by Bank or its nominated representatives after installation of the Hardware. In case of discrepancy Bank reserves the right to cancel the entire contract.
- p) In case of software supplied with the ATM the selected bidder should ensure that the same is licensed and legally obtained with valid documentation made available to Bank.

26) Additional Information

- a) 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, each page of the bid in original and photocopies including brochures/ pamphlets/ write-up etc.
- b) Cost of Preparing the Bids- The cost of preparing the response to this RFP will be the responsibility of the Bidder and Bank will not be liable for any cost incurred by the Bidder.
- c) Clarification on RFP document
 - I. The Bidder shall carefully examine and understand the specifications /conditions of RFP, intent of the RFP and seek clarifications, if required, to ensure that they have understood all specifications /conditions/intent of RFP.
 - II. The Bidder in all such cases must seek clarification in writing in the same serial order of that of RFP by mentioning relevant page number and clause number of RFP. Such clarifications should be sought, by submitting a list of queries as per Appendix M – Pre Bid Query Format in writing to Bank on or before the timeline prescribed in this RFP.

27) Non-transferable Tender

This tender document is not transferable. Only the vendor, who has purchased this tender, is entitled to quote.

28) Publicity

Any publicity by the vendor in which the name of Sindhudurg District Central Co-op. Bank Ltd. is to be used should be done only with the explicit written permission of the Bank

29) Clarifications

For any details / clarifications, Bidders should contact
General Manager – IT
Sindhudurg District Central Co-op. Bank Ltd.
Sindhudurg Nagri, Plot No.32,
Navnagar, Vikas Pradhikaran,
Oros, Sindhudurg 416812
Maharashtra
it@sindhudurgdcc.com

The Vendor will have to submit queries pertaining to the RFP as per the RFP Schedule in the format specified in “**Annexure M**” in this document to the communication address as 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

1) Eligibility & Technical Criteria

The bidder must possess the requisite experience, strength and capabilities in providing 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 DR Manage services sought by the Bank. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the tender document. The invitation to bid is open to all bidders who qualify the eligibility criteria as given below. Eligibility criteria are mandatory and any deviation in the same will attract bid disqualification.

This RFP is open to all Private / Public Limited Companies within India, who are having and eligible to do business of Data Center 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 site offered for co-hosting the DR Site should conform to the minimum specifications as set out in the detailed requirement in Annexure 2 of this RFP.
- b. All Vendors are allowed to quote fully for the project and it is bank's decision to choose various products / services from one / multiple vendors. However the first preference will be given to a Vendor who takes up the entire project.

S.NO.	Eligibility Criteria	Documents to be Submitted
1.	The bidder must be an Indian Company Public or Private registered under Indian Companies Act. Consortium is not allowed.	Copy of Certificate of Incorporation issued by Registrar of Companies
2.	The bidder should have a minimum Average Annual turnover of Rs.10 Crores for last 3 audited Financial Years (2020-21, 2021-22 and 2022-23) or should have Certificate of recognition from Dep. Of Industrial Policy and Promotion, Ministry of Commerce and Industry, Govt. of India for Start-up and relaxation under Government of India Circular dated 8th November 2016 for relaxation of norms for start-ups, medium enterprise in public procurement regarding prior experience and prior turnover criteria	Copy of the audit Annual Reports and /or certificate of the Chartered Accountant.
3.	The bidder should not be blacklisted by any Bank/Central/State Govt. dept. /Public Sector Unit.	Certificate from Company Chief Executive as per Annexure 14
4.	Bidders should have its Owned Tier III\IV DR providing Data Center hosting Services and should have been in the business for a period exceeding three years as on 31.03.2023.	Work Orders confirming year and area of activity. Memorandum and Articles of Association.
5.	The bidder should have experience in providing Data Center and Disaster Recovery Centre services to at least 10 Clients including Companies/NBFC/Banking	Copy of work orders / client certificates.

	sector/ Government organizations. Services offered to the client should encompass either of the following among others among others: <ul style="list-style-type: none"> • DC/DR Managed Hosting Services • DC/DR implementation and managed Services; 	
6.	The bidder should have either of valid ISO 23001 / ISO 27001 / ISO 9001 certification	Copy of 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 with CA certificate for net worth
8.	The bidder must have on its roll at least 10 technically qualified professionals preferably CDPC or PMP or in networking, hardware, systems integration having prior experience in providing the Data Center Infrastructure maintenance services as on 31-03-2023 .	a) Certificate from bidder's HR Department for total number of Technically Qualified professionals employed by the company.
9.	Infrastructure at the Data Centers should be in compliance to industry renowned standards, as highlighted below. a) Uptime\TIA 942 standard (Telecommunications Industry Association standard for Building, Network Design & Cabling system),	Certificate and Declaration from the bidder required.
10	Bidder should provide background check of employees deputed on Bank project for non-criminal.	Self-Declaration (Annexure - 13)
11.	Ownership of Property (Primary Data) a) The premises where the Data Center and Disaster Recovery Centre is located should be owned by the bidder OR DC site should not be on lease which expires within Five years from the date of submission of bid.	1) Premises / Property owner's/Lease agreement details applicable for Primary Site. Declaration from the bidder that the DC/DR site is owned/leased with required number of balance years by the bidder
12.	Bidders should provide a detailed time schedule for the total implementation of the colocation Solution to be provided. Colocation solution should be implemented in 45 days from the acceptance of the purchase order by the Bidder	Copy of detail time schedule with implementation plan should be provided by the bidder
13.	The bidder should provide address details of their DR site, project office and support center for personal visit by the concerned Bank officials.	Copy of address detail should be provided.

14	Solution document: Solution document provided by the bidder as part of response should include the following parameters: a) Design details and parameters based on which bidder proposed DR Site services Solution. b) Complete scope of work and list of the activities to be executed as part of the project. c) Security principles: The procedures, best practices which are followed and adopted.	Solution document as part of bid response document
15	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
16	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.	Board resolution/ authority letter.
17	The bidder shall organize 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.	Self-Declaration. & Hard copy of RFP with signature of authorize signatory on each page.
18	Permission from all local and regulatory authorities to conduct the business.	Copies of certification done

2) Scope of Work for Infrastructure

I. Physical and Environmental Security

- a) The disaster site environment should have best of security in place.
- b) DR site infrastructure and services are to be of minimum Tier-III standard. Technical specifications / Compliance sheet is to be provided as per given in Annexure hereto.
- c) Bidder should have Data Centre and Disaster Recovery Centre constructed to world class hosting standards as defined by the "Uptime Institute, USA" or TIA 942 Standards.
- d) Data Center services for DR offered by Bidder should not be delivered on outsourced or white-label service platform of other backend provider.
- e) DR site facility building should be designed and constructed for Earthquake resistance and should be away from hazardous chemical materials, LPG Storage areas, chemical godowns and other storage.

- f)** The doors and walls for the server room, communications room, and other critical areas should be fire rated for minimum 2 hours.
- g)** The Server room should have precision air conditioning with redundancy.
- h)** Monitoring and maintenance: The data center staff will monitor the hardware and network connectivity to ensure that they are running smoothly. Any issues will be addressed promptly, and maintenance performed as required.
- i)** Security: The data center staff will ensure that the rack space and the client's hardware are secure. This will include physical security, access control, and monitoring for any security threats.
- j)** Bidder shall provide Access cards; Gate passes to the 2 personnel who would be regularly visiting the site.
- k)** Bidder shall make sure that the required power, air conditioning, security system and other facilities provided to the Bank is always available (24x7x365 days).
- l)** Bidder shall provide Fire detection & suppression system exclusively for the server room caged area provided to bank. Fire detection and suppression can be common however the areas allocated to the Bank should be well within the coverage of fire detection and suppression.
- m)** The building & Rack area should be provided with Water Leak detection system and fire alarm system. The facility areas proposed for the Bank should be well within the coverage of water leak detection system.
- n)** DR site should have electronic rodent control systems with operating ability on varied frequency range.
- o)** All the Building Management system (BMS) activities are to be controlled centrally in a room specifically to be used for BMS activities. Bidder should manage the BMS activities on a 24x7x365 days basis or as the Bank decides.
- p)** Service Provider should minimum have following industry level certification compliances,
 - ISO 23001 / ISO 27001
 - ISO 9001
 - ISO 20000
 - TIA 942
 - ITIL certified Engineers.
- q)** Bidder should ensure that Banks infrastructure should be provided with assured security with all latest features/appliances with firewalling, content filtering, and intrusion prevention.

II. Power

- a. The power should be available from two different power sources. Two separate power paths from the UPS to be provided to the Server room area and the network communication area. The UPS should be configured in redundant mode.
- b. Bidder should also provide sufficient uninterrupted power, electrical connections, air conditioning, backup power through UPS and Generator, telecom facilities (as part of telecom facility, SP shall provide necessary junction box / space in the telecom room for multiplexer/s and other equipment's.), Surveillance, access control system, fire suppression system, physical security and soft services as applicable for Data Center and as required for the proposed equipment on 24 x 7 basis, in order to maintain uptime of all such facilities as per SLA. The complete electrical work is to be performed by the Bidder as per requirement of _____ bank.
- c. There is a need to install the equipment's in racks with different rated power requirements ranging from 2 KVA to 6 KVA per rack. Therefore, DR site infrastructure (including electrical cabling, cooling etc.) should support rack up to 8 KVA rated power. However, average rated power per rack shall be around 6 KVA.
- d. Complete electrical cabling with 32amp single phase/ three phase Industrial power sockets from 2 different sources for each rack. Three phase sockets shall be required for few equipment's viz. storage etc. For Server and Storage racks compatible power sockets will be required.
- e. Bidder shall provide adequate power points in the Rack allocated to the Bank. Additional power if required shall be made available by the Bidder.
- f. Bidder is required to make provision for separate dedicated power meter to measure power consumption for racks by the Bank. Payments will be made by the bank only on the basis of consumed power.
- g. The bank will pay only for consumed power at the unit rate provided in the commercials. The Bidder is expected to quote for the same in the Commercial Bid.
- h. Single phase and three phase power should be made available to bank to support Bank's equipment's as per requirement in the Rack.
- i. The entire facility should be automatic with power supply from the transformer as the primary source and automatic switchover to DG set as a secondary source.

III. Security-related

- a. Bidder should have full time CCTV surveillance at the proposed Disaster Recovery Site where setup is installed. Periodic CCTV footage to be provided.
- b. The server room area should be accessible using Biometric access.

- c. Entry and exit at the DR site premise (Building), seating area, Server room area, server cage area, and network communication room should be restricted and monitored. Security for the building should be made available 24x7x365 days at the entry / exit levels.
- d. Bidder shall regularly monitor the access to the Bank's Rack by means of access control system, physical security, Biometric access and CCTV and should always make sure that they are functional 24x7x365 days.
- e. There should be CCTV monitoring for surveillance of building entrance, exits and other critical areas where Bank's components are placed. Activities to be recorded and the archival should be kept for at least one month.
- f. Bidder is expected to maintain the CCTV monitoring records for at least 1 month, post which the Bidder is expected to archive such records for maximum Of 90 days availability.

IV. Rack space

- a. Bank requires dedicated 42 U Rack to host Bank's IT infrastructure in the server room area. However, if there is change in requirement Bidder has to provide additional space on the same floor and adjacent to the space provided. The unit rate quoted by Bidder in the commercial bid will be considered for such requirement.
- b. Bidder has to provide a dedicated Rack for the Bank in the server room area. Rack should have both manual lock and biometric access facilities.
- c. Rack installation: The data center staff will install the rack in the designated space as per the specifications provided by the Bank.
- d. Hardware installation: The Bank's hardware, such as servers, storage devices, and networking equipment, will be installed in the rack as per the Bank's specifications by the Banks Hardware vendor

V. Network connectivity:

- a. The data center staff will provide network connectivity to the rack space. Complete Structured Network cabling (LAN) for racks/servers/storage etc. and terminated at patch panels in network racks including connectivity to the internet and other networks as required by the Bank. This shall include provisioning of 2 numbers of 24 ports patch panel in each server rack, patch cords for servers etc.
- b. Bidder shall also be responsible for LAN cabling between server room and seating space area at the DR site, extending link from communication room to rack area.
- c. For SAN Storage connectivity from Servers, laying in conduit is to be done.
- d. The service provider will be responsible for LAN cabling between server rooms and seating area at the DR site.
- e. The service provider should provide for 2 extra redundant network points apart from the 2 that will be provided for the seating space.

- f. Bidder will also be responsible for extension of links from Bidders communication room to rack area
- g. Provision is required for Termination of Eight external ISP lines at DR site.
- h. DR services should be accessible via MPLS, P2P, and Internet VPN.
- i. Bidder will connect Primary Site to Disaster Recovery Site and Banks MPLS POP by providing required cross connect and network configuration at DR site.
- j. Bidder should provide pool of 16 numbers of IPV4 and IPV 6 public IPs.
- k. Bidder should provide 10 + 10 cross connect at DR.
- l. Bidder shall also be responsible for extending all links from communication room to the Rack area allocated to the Bank.
- m. Bidder in their communication area shall have Telecom junction box / multiplexers of various link service providers and should be available in and around the facility building for Bank's use.

VI. Seating Room

- a) Bidder is required to provide the seating space for 2 personnel at the proposed DR site
- b) All seats ordered, are to be provided in same building/block.
- c) The UPS / generator backup power facility should be available to the proposed seating area.
- d) The seating area should be provided with comfort air conditioning.
- e) Bidder should provide adequate power in the seating space
- f) Bidder shall be responsible for LAN cabling between Rack and the seating space area.

VII. Reports

- a) Managed Services should include providing up/down status reporting, malfunction alarms/alerts, fault monitoring, incident management, escalation, and resolution; 24/7 network monitoring; and online portal-based availability performance reporting. Bank's designated IT needs to have 24/7 access of the portal with their credentials.
- b) The Bank would require monthly reports in this regard. The access logs to the bank specific Rack area, seating area and the server room area need to be maintained for the period of the contract.
- c) The log reports of bank's Rack area and seating area are to be provided on a monthly basis.
- d) If required by the Bank the Bidder should be able to provide details of people accessing the Bank's Rack by means of sharing the entries made in the security register, reports from access control system, CCTV video clips.

- e) Bidder has to perform following function in respect of data base
 - I. Checking resource usage of Server for CPU, RAM, Memory, I/O etc.
 - II. Check alerts and warning of Server
 - III. Review space usage of the Server and monitor storage space
 - IV. check network connectivity
 - V. Provide monthly check report

VIII. General

- a) Bidder should allow to Bank Audit infrastructure remotely and/or On Site by it's own team and/or by any 3rd party Auditor appointed by bank based on bank's request.
- b) Bidder will provide 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
- c) Bank will provide all hardware, software, routers, firewall and any other components require for setup of disaster recovery site.
- d) Bidder will provide service for entire hardware Bank want to move from gate of DR site to designated rack.
- e) Configuration: Banks hardware vendor will configure the hardware as per the Bank's requirements and ensure that it is operating optimally.
- f) Support: The data center staff will provide support to the client, including technical support and assistance with any issues related to the rack space or the client's hardware.
- g) Bank will have its own Database license, operating systems license, firewall license, CBS license or any other for operation of DR site.
- h) DR Drill has to be conducted half yearly or as decide by Bank. Bank shall run the CBS & digital Channels from DR site in half yearly during the financial year or based on disaster situation and can run the same for the period of 1 day or more based on the requirement of the bank. Vendor will provide support during DR drill and/or disaster event.
- i) Bidder shall make available required resources for the successful completion of the entire assignment within the quoted cost to Bank.
- j) Bidder shall provide
 - I. The details of the monitoring and management tools,
 - II. Solution for Helpdesk,
 - III. Escalation matrix to be adopted,
 - IV. Detailed Migration Plan with Roles & Responsibilities.
- k) Bidder has to ensure that the solution shall work as desired and the Bidder is also responsible to supply and install any other components that is inadvertently missed out but required for the overall solution to work, without adding any line item in the Bill of Materials.

- l) Bidder's overall responsibility shall be to relocate, maintain, monitor and support and to operate hardware, network and security requirements for Bank's applications, Database hosted in their DR site.
- m) Service Window - Bidder will assign a service manager for the duration of the Contract – this resource should be the "Single point of contact" for all service related matters to Bank and should be able to respond within the designated service window. The proposed "Service manager" should be a multi-skilled professional and supported by back-end support as required with 24 X 7X 365 is the expected Service Window.
- n) Bidder shall maintain & manage all the facility provided by the Bidder to host Bank's DR Site IT Infrastructure for the contract period of three years.
- o) The Bank will at no point bear any additional cost for any DR site facility provided by Bidder other than the quoted price in the commercial bid if any repair, upgrade, power, capacity enhancement etc. needed at the proposed site unless and until Bank specifically requests for it.
- p) Provide all infrastructure components that would be necessary as per the defined requirements; manage and maintain the same throughout the period of the contract. Bidder has to ensure that the desired objective of the hosting the Bank's IT infrastructure is completely met.
- q) Bidder shall provide contacts and escalation matrix to log the complaints / problems faced in the facility provided to the Bank. The service provider shall provide for periodic monthly reports to the Bank on the incidents/ problems reported and corrective action taken on the same.
- r) Bidder shall provide the sanitary facility to the Bank's representatives at the site.
- s) Bidder shall provide for staging area at the DR site for 4 weeks for initial hardware deployment. However, for further additional activities, if the staging area is required by the Bank, the Bank shall inform the service provider at least 7 days in advance and the service provider will be expected to provide the staging area for Bank's use.
- t) Bidder shall provide all necessary help to the Bank's appointed System Integrator or Vendor while moving the Bank's equipment's into the site. For example, entry permission for vehicles carrying equipment's, parking of such vehicles to be closer to the lift till the time the equipment's are being offloaded, use of lift / service lift, assist in procedures documentation, providing trolley to carry heavy equipment's to the allocated Rack etc. The Bank should not incur any extra cost for availing these said services

3) Description of Activities for DR site

The expected description of Activities at DR site 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.

Sr. No.	Nature of Activity	Description
1.	Lifting and sifting facility from Gate of proposed data centre to propose rack.	In co-ordination with data center team and Bank team Bank team will delivered hardware at data center with all details and data center team will take custody of that hardware with due documentation and shift that to propose location/rack
2	DR Managed Service	a) Support during DR drill/disaster event. b) 24 x7 Monitoring and Management of the below: c) Server Management d) Virtual Environment Management e) Network Management

4) Presentation by Bidders

- i. Presentation meeting & Site visit will be conducted with all the bidders who are eligible as per eligible criteria. Each of the bidders will be requested to demonstrate the architecture / solution being proposed in the technical evaluation phase of the process.
- ii. Bank shall communicate the venue, date and time of Presentation to the Bidders separately. No request for change in date/time shall be entertained after communicating by the Bank. Bank reserves the right to change the venue, date, 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 Bidder is not interested in bidding for the project.
- iv. The Bidder has to show the Proficiency of the Company in implementing proposed (DR site Setup) Project for the Bank.

Part – III

Commercial Bid

1) Commercial Evaluation (CE)

- a) The bidder will be required to submit commercial bids as a part of the bid submission.
- b) The placement of hard copy of commercial bid in eligibility bid or technical bid covers will make the bid liable for rejection.
- c) Response to the commercial bid shall include cost of and all the technical specification as per RFP. 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 commissioning and functioning of the colocation of the Disaster Recovery Site within the quoted price.
- d) The total cost to be specified by the Bidder must cover separately the following as detailed in **Annexure K**. The Bidder is expected to quote all components and services in Indian Rupees (without decimal places) on a fixed price basis as part of the commercial Bid.

2) Price Bid

- a) The Bidder shall indicate in the Price Schedules with Unit Rates for providing colocation services which includes supply, installation and commissioning.
- b) The Bidder shall quote rates exclusive of all statutory levies, taxes, charges, surcharges, GST & other taxes if any etc.
- 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 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 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) This bill of material must be attached in Technical Offer as well as commercial offer. The format will be identical for both technical and commercial versions, except that the **technical version will not contain any price information**. Technical offers without the bill of material are liable for rejection.
- h) The vendor must take care in filling price information in the commercial version, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- i) In case of any discrepancy between unit price and total price of an item, the unit price will prevail. Similarly, in case of error in the sum of various items, the correct sum will be calculated by the addition of total prices of each item.

3) Terms of Payment

Sindhudurg District Central Co-Cp. Bank Ltd., will make payment as follows:

- a) 50 % of the One Time Cost if any with Purchase Order
- b) 50% of the One Time Cost if any after delivery of the Solution
- c) Recurring Charges Quarterly at the end of quarter

ANNEXURE – 1

Tender Offer Cover Letter

RFP Reference No

Date: _/ _/ 2023

To

**Chief Executive Officer
Sindhudurg District Central Co-operative Bank Ltd**

Dear Sir,

Sub.-: RFP for Colocation of Disaster recovery Center with manage services

- 1) Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Colocation of Disaster recovery Center with manage services for the Bank as mentioned in RFP document in conformity with the said tender documents, and in accordance with the Commercial bid and made part of this tender.
- 2) We understand that the RFP provides generic specifications about all the items and it has not been prepared keeping in view, any specific bidder.
- 3) 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 Bank any time before the expiration of that period.
- 4) 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.
- 5) 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.
- 6) 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.
- 7) 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.
- 8) 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.

- 9) We understand that 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 rejection of our bids.
- 10) 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 be 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-op Bank.

Dated this _____ day of _____, 2023

Signature: _____

Name and designation of Signatory

Name of Company and Address

ANEXURE – 2

Technical Compliance

1) Technical Compliance Criteria for Disaster Center Hosting with Manage services

SL.No.	Technical requirement	Compliance (Yes / No)	SP's comments
1	The data center should have a load bearing capacity of minimum 750 Kg/ Sq mtr		
2	Freight Lift - The data center should have a high capacity freight lift for ease of movement of Servers and High density Hw devices		
3	The server room area should have a raised floor height of minimum 2 ft		
4	The server hall height from raised floor to false ceiling should be at least 9 ft		
5	Diesel Tanks (for generators) - The data center should have high capacity diesel tanks for ensuring 48 hour power backup with contracts for fuel supply on demand		
6	The design for cooling infrastructure at the data center should be in lines with standard guidelines to support high density cooling needs		
7	Redundant CRAC units to facilitate High density cooling needs		
8	The temperature in the server hall should be maintained at 20 +/- 5 degC		
9	The humidity at the data center should be maintained at 50 % +/- 5% RH.		
10	The server halls should have advanced fire detection & suppression system through systems like VESDA & FM 200 /FE 227 respectively		
11	The data center should have microprocessor based system to detect water leakage within a short period of time		
12	The data center should have electronic rodent control systems with operability on varied frequency range		
13	Manual Lock \ Bio Metric Lock should be available for Rack		
14	Access card entry for the Data Center area		
15	Biometric Access to the common entry to the Server room/ Hall area should be available		
16	Security for the building to be available 24*7 at the entry / exit levels.		
17	Power should be available from two different power sources.		
18	Two separate power paths from the UPS to be provided to the server / network communication room		
19	UPS should be configured in redundant mode		

20	32 amps and 64 amps power sockets (as per requirement) will be made available		
21	Separate power meter should be provided to bank		
22	There should be CCTV monitoring for surveillance of the server hall area. The CCTV surveillance should cover Bank's Rack and other critical areas where Bank's components are placed. Activities to be recorded and the archival should be kept for at-least one month.		
23	The infrastructure should be of tier-III and above standard.		
24	Entry & Exit should be restricted and monitored and should also be in CCTV surveillance coverage		
25	Smoke detection and fire suppression for the building to be available		
26	Telecom junction box, multiplexers of various service providers to be available in and around the building		
27	If the Telecom junction box, multiplexers of service provider from whom Bank would be getting the links is not available then the Bidder has to provide the same		
28	The Bidder should extend the link terminated by the link service provider on the junction box till the server room where the Bank's equipments will be located		
29	All the Building Management system (BMS) activities are to be controlled centrally in a room specifically to be used for BMS activities. The Bidder should manage the BMS activities on a 24*7 basis or as the bank decides		
30	The doors for the server room, communications room, and other critical areas beyond level 2 should be fire rated		
31	The Server room / Hall area should have precision air conditioning with redundancy		
32	The entire solution should be automatic with power supply from the transformer as the primary source and automatic switchover to DG set as a secondary source		
33	99.99% Uptime is required for the DC Environmental Infrastructure as well as Network link availability		
34	Gate passes to enter Data Center premises for Bank's representatives- free of any cost		
35	Audit reports of people accessing the Rack should be available as and when required by Bank		
36	Share the video monitoring data in case required by Bank		
37	Availability of single phase & three phase power to support bank's equipment's in the Rack		
38	Bidder shall provide the electrical cabling required by the racks to be hosted in the data center		
39	The seating area provided to the Bank shall have the network connection facility available between the seating area and the Bank's Rack		

40	The network link required between seating area and Bank's server caged area shall be provided within 2 hours of such request from the Bank		
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Annexure – 3

Eligibility Criteria Compliance

S.NO.	Eligibility Criteria	Documents to be Submitted
1.	The bidder must be an Indian Company Public or Private registered under Indian Companies Act. Consortium is not allowed.	Copy of Certificate of Incorporation issued by Registrar of Companies
2.	The bidder should have a minimum Average Annual turnover of Rs.10 Crores for last 3 audited Financial Years (2020-21, 2021-22 and 2022-23) or should have Certificate of recognition from Dep. Of Industrial Policy and Promotion, Ministry of Commerce and Industry, Govt. of India for Start-up and relaxation under Government of India Circular dated 8th November 2016 for relaxation of norms for start-ups, medium enterprise in public procurement regarding prior experience and prior turnover criteria	Copy of the audit Annual Reports and /or certificate of the Chartered Accountant.
3.	The bidder should not be blacklisted by any Bank/Central/State Govt. dept. /Public Sector Unit.	Certificate from Company Chief Executive as per Annexure 14
4.	Bidders should have its Owned Tier III\IV DR providing Data Center hosting Services and should have been in the business for a period exceeding three years as on 31.03.2023.	Work Orders confirming year and area of activity. Memorandum and Articles of Association.
5.	The bidder should have experience in providing Data Center and Disaster Recovery Centre services to at least 10 Clients including Companies/NBFC/Banking sector/ Government organizations. Services offered to the client should encompass either of the following among others among others: <ul style="list-style-type: none"> • DC/DR Managed Hosting Services • DC/DR implementation and managed Services; 	Copy of work orders / client certificates.
6.	The bidder should have either of valid ISO 23001 / ISO 27001 / ISO 9001 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 with CA certificate for net worth

Request for Proposal for Colocation and Managed Services for Disaster Recovery Site

8.	The bidder must have on its roll at least 10 technically qualified professionals preferably CDPC or PMP or in networking, hardware, systems integration having prior experience in providing the Data Center Infrastructure maintenance services as on 31-03-2023 .	a) Certificate from bidder's HR Department for total number of Technically Qualified professionals employed by the company.
9.	Infrastructure at the Data Centers should be in compliance to industry renowned standards, as highlighted below. b) Uptime\TIA 942 standard (Telecommunications Industry Association standard for Building, Network Design & Cabling system),	Certificate and Declaration from the bidder required.
10	Bidder should provide background check of employees deputed on Bank project for non-criminal.	Self-Declaration (Annexure 13)
11.	Ownership of Property (Primary Data) b) The premises where the Data Center and Disaster Recovery Centre is located should be owned by the bidder OR DC site should not be on lease which expires within Five years from the date of submission of bid.	5) Premises / Property owner's/Lease agreement details applicable for Primary Site. Declaration from the bidder that the DC/DR site is owned/leased with required number of balance years by the bidder
12.	Bidders should provide a detailed time schedule for the total implementation of the colocation Solution to be provided. Colocation solution should be implemented in 45 days from the acceptance of the purchase order by the Bidder	Copy of detail time schedule with implementation plan should be provided by the bidder
13.	The bidder should provide address details of their DR site, project office and support center for personal visit by the concerned Bank officials.	Copy of address detail should be provided.
14	Solution document: Solution document provided by the bidder as part of response should include the following parameters: d) Design details and parameters based on which bidder proposed DR Site services Solution. e) Complete scope of work and list of the activities to be executed as part of the project. f) Security principles: The procedures, best practices which are followed and adopted.	Solution document as part of bid response document
15	The bidder shall commit that the key personnel to be employed for the project have been sufficiently involved	Self-Certification

	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.	
16	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.	Board resolution/ authority letter.
17	The bidder shall organize 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.	Self-Declaration. & Hard copy of RFP with signature of authorize signatory on each page.
18	Permission from all local and regulatory authorities to conduct the business.	Copies of certification done

Annexure – 4

**To,
Chief Executive Officer
Sindhudurg District Central Co-operative Bank Limited**

Dear Sir,

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

Ref.: Colocation of Disaster recovery Center with manage services

We, hereby, undertake that we would 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- 5

Vendor's Details

Details filled in this form must be accompanied by sufficient do

cumentary evidence, in order to verify the correctness of the information.

S. No	Item	Details
1.	Name of Company	
2.	Mailing Address	
3.	Telephone and Fax numbers	
4.	Constitution of the Company	
5.	Name and designation of the person authorised to make commitments to the Bank	
6.	Email Address and Contact Number	
7.	Year of commencement of Business	
8.	Turnover of the company (not of group) for the year 2020-2021 2021-2022 2022-2023	
9.	Profit of the company (not of group) for the year 2020-2021 2021-2022 2022-2023	
10.	GST Number	
11.	Income Tax Number	
12.	Whether DR site own or on lease	
13.	Name and Address of propose DR site	
14.	Support center contact details	
15.	Brief Description of after sales service facilities	

Annexure- 6

Details of Track Record (Past Installations)

Name of the Vendor _____

Name of the Client	Details of the installation and equipment's used	Contact person <ul style="list-style-type: none">• Name• Tel. No.• Fax No.• Address

Date: _____

Place: _____

Signature of the Vendor

Annexure- 7

Details of Location of the Data Center offered

S. No	Place	Address	Land Area	Ownership/ Lease	Total Rack space in the Data Center	Certification Level
1	...					
2	...					

Annexure – 8 Technical Bill of Material

Technical Bill of Materials

(To be submitted as per this format only)

Commercial for Disaster Recovery Colocation Services

Sr.	Description of item	Qty.
1	Colocation Charges including Rack - 800mm*1200mm*42U Inclusions : N+N Shared UPS power through PDU delivered through N+N industrial sockets of 16A/32A/63A or multiples thereof (Single or 3 phase), upto the bottom of the along with associated Cooling infrastructure. 2 No's of Vertical Rack PDU, Physical Rack having Vertical Cable Tray / Basket - 125 mm Wide - 2 nos per Racks, 1U Horizontal Cable Manager-4 no, Fixed Shelf – 2 nos per rack, Gland Plate for Rack Opening on top & bottom (1 set) , Front Air seal kit (1 Set), Brush Panel for all cable entry points Vertical Rack PDU - 1Ph, 230V, 32A (Zero U) having 36 Sockets of IEC C13 + 6 Sockets of IEC C19 , 3 Mtr PDU input power cable, 32A Industrial Plug with Power Indicator , PDU Rating 7.3KVA / 32A Physical Rack cabinets, Rack based STS or power strips, Caging, data cabling, or any other fitouts.	
2	Power Charges for Rack for required Load of 6 KVA. Charges based on actual utilization.	
3	Seating Space for 2	
4	Cross Connect for Telecom Ethernet	8
5	Hands and Eye Support 24x7	Lumpsum
6	Electrical Cabling if any	Lumpsum
7	Patch Cord 1 Meter 2 Meter 5 Meter	Per Patch Cord
8	Patch Panel 48 Port	1
9	Internet Bandwidth 100 MBPS and 50 MBPS	2
10	Static IP IPV4/ IPV6	8
11	Managed Services for a) Server Monitoring Physical and Virtual Server b) Link Monitoring Charges	Lumpsum / per server/per link

Annexure - 9

Commercial Bill of Materials
(To be submitted as per this format only)

Commercial for Disaster Recovery Colocation Services

Sr.	Description of item	Qty.	Unit Rate	GST	Unit Cost with GST	Total Cost
1	Colocation Charges including Rack - 600mm*1200mm*48U Inclusions : N+N Shared UPS power through PDU delivered through N+N industrial sockets of 16A/32A/63A or multiples thereof (Single or 3 phase), upto the bottom of the along with associated Cooling infrastructure. 2 No's of Vertical Rack PDU, Physical Rack having Vertical Cable Tray / Basket - 125 mm Wide - 2 nos per Racks, 1U Horizontal Cable Manager-4 no, Fixed Shelf – 2 nos per rack, Gland Plate for Rack Opening on top & bottom (1 set), Front Air seal kit (1 Set), Brush Panel for all cable entry points Vertical Rack PDU - 1Ph, 230V, 32A (Zero U) having 36 Sockets of IEC C13 + 6 Sockets of IEC C19 , 3 Mtr PDU input power cable, 32A Industrial Plug with Power Indicator , PDU	1				

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	Rating 7.3KVA / 32A Physical Rack cabinets, Rack based STS or power strips, Caging, data cabling, or any other fitouts.					
2	Power Charges for Rack for required Load of 6 KVA. Charges based on actual utilization.	2				
3	Seating Space for 2 persons					
4	Cross Connect for Telecom Ethernet	10				
5	Hands and Eye Support 24x7	Lumpsum				
6	Electrical Cabling if any	Lumpsum				
7	Patch Cord 1 Meter 2 Meter 5 Meter	Per Patch Cord				
8	Patch Panel 48 Port	1				
9	Internet Bandwidth 100 MBPS and 50 MBPS	2				
10	Static IP IPV4/ IPV6	16				
11	Managed Services for c) Server Monitoring Physical and Virtual Server Link Monitoring Charges	Lumpsum / per server/per link				

Signature of Bidder: _____

Place:

Name:

Date:

Business Address:

Annexure 10

Pre Bid Query Format

The following are the particulars of deviations from the requirements of the tender specifications:

S.No	CLAUSE	DEVIATION	REMARKS (including justification)

The technical specifications furnished in the bidding document shall prevail over those of any others document forming a part of our bid except only to the extent of deviations furnished in this statement.

Dated _____

Signature and seal of the

Bidder

NOTE: Where there is no deviation, the statement should be returned duly signed with an endorsement indicating "No Deviations"

Annexure 11-

Undertaking for Non-Blacklisting / Non-Debarment of the bidder

To

General Manager

Sindhudurg District Central Co-operative Bank Limited.

Dear Sir(s),

Sub: RFP for Data Center and Disaster Recovery Hosting with Managed Services

We, M/s _____, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfill the same.

- a) We further confirm that all the information as per requirement of the Bank have 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 adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time.

Signature of the Authorized Official

Annexure 12 - 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 scope defined in the Request for Proposal (RFP) No. *** **Dated 06th Dec , 2023** for Chief executive officer Sindhudurg District Central Co-operative Bank Limited, Sindhudurg Nagri, Plot No.32, Navnagar, Vikas Pradhikaran, Oros, Sindhudurg 416812Fort, Mumbai-400 001, Maharashtra, (hereinafter referred to as the Bank) and, Whereas, the Company understands that the information regarding the Bank’s Infrastructure shared by the BANK during execution of 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, in order 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 for the purpose of submitting the offer to the Bank in response to the said RFP, will not be disclosed to during or subsequent to 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 for the purpose of submitting 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 the purposes of such performance.

Yours sincerely,

Date

Signature of Authorized
Signatory ...

Place

Name of the Authorized
Signatory ...

Designation ...

Seal ...

Annexure -13 Background Verification

On the letterhead of the vendor

To

General Manager

Sindhudurg District Central Co-operative Bank Limited.

Dear Sir(s),

Sub: RFP for Data Center and Disaster Recovery Hosting with Managed Services

The ***** represents and warrants that all Staff who is assigned to perform Services for the BANK under this RFP has been subjected to rigorous background check and screening which include: confirmation of prior work experience, academic records and professional qualifications, character reference checks, confirmation of identity through government issued identification and criminal history, if any.

The ***** also undertakes that any staff stationed at or sent by the ***** to the premises of the BANK for the purposes of Services under this RFP shall be subjected to the above background checks and shall have read and understood the BANK's guidelines and code of conduct in this regard which may be provided by the BANK to the ***** from time to time.

The ***** represents and warrants that the Staff assigned to provide the Services, irrespective of the location/premises from which such Staff works, shall at all times be deemed to be the employees of the *****

Authorized Signatory

Annexure 14

Escalation Matrix

In the event of SDCC Bank is dissatisfied with the services or service tickets being unaddressed within the timelines outlined in this agreement, Bank is entitled to escalate concerns/queries to the senior management as prescribed below:

Escalation Level	Channel	Name	Email ID	Contact Number
1	L1 support through ticketing system			
2	L2 support through ticketing system			
3	Escalation Committee through ticketing system			

