



**SADHANA SAHAKARI BANK LTD.**

सर्व सामान्यांच्या जिवाळयाची बँक....

**DATA CENTER AND DISASTER RECOVERY CENTRE HOSTING WITH MANAGE SERVICES**

**Dated: June 2021**

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**DEFINITIONS AND ACRONYMS**

AD	Active Directory
AMC	Annual Maintenance Contract
APT	Advance Persistent Threat
BOQ	Bill of Quantities
CAPEX	Capital expenditure
CCTV	Closed-circuit television
DB	Database
DC	Data Center
DDoS	Distributed Denial of Service
DMS	Document Management System
DR	Disaster Recovery
FW	Firewall
EMD	Earnest Money Deposit
EP	Enterprise Portal
ERM	Enterprise Risk Management
BANK	Sadhana Sahakari Bank Ltd
HO	Head Office
IDS	Intrusion Detection System
INR	Indian Rupees
IP	Internet Protocol
IPS	Intrusion Prevention System
IT	Information Technology
ITMG	Information Technology Management Group
LUN	Logical Unit Number
MPLS	Multiprotocol Label Switching
NIC	Network Interface Controller
NOC	Network Operations Center
OEM	Original Equipment Manufacturer
OPEX	Operational expenditure
OS	Operating System
OSPF	Open Shortest Path First
PBG	Performance Bank Guarantee
PERT	Project Evaluation and Review Technique
PI	Process Integrator
PO	Purchase Order
RFP	Request for Proposal
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SAN	Storage Area Network
SB	Selected Bidder
SIEM	Security Information and Event Management
SLA	Service Level Agreement
SOC	Security Operations Center
SOW	Scope of Work
SPLA	Services Provider License Agreement

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SR	Service Request
VMs	Virtual Machines
VPN	Virtual Private Network
vSAN	Virtual SAN
WAF	Web Application Firewall
WAN	Wide Area Network
VPN	VPN Tunnel Using Broadband
P2P	Peer to Peer
SD WAN	Software Define Wide Area Network
P2P	Peer to Peer
EMS	Enterprise Mobility & Security Licenses
NMS	Network Monitoring system
IaaS	Infrastructure as a service
SaaS	Software as a service
PaaS	platform as a service
EOL	End of Life

## **Part - I**

### **General Terms**

### **TENDER NOTICE**

#### **Sadhana Sahakari Bank Ltd**

#### **1) INTRODUCTION**

- 2) The Sadhana Sahakari Bank Ltd., Pune was established in the year 1978 by Founder Late Shri Dr. S. T. alias Dadasaheb Gujar with the global aim of taking the Bank and the Banking to the common people by adopting the principle of cooperation in Banking. And the same has been fulfilled upto a great extent and now bank is developing as a large bank with the use of latest technology and infrastructure and best customer service. The bank has made an exceptional progress and is developing its strength in various locations

Head Office of the Bank is at Sadhana Sahakari Bank Ltd. Shivam Complex, Pune-Solapur Road, Hadapsar, Pune, MH, India – 411 028 and 28 branches located all over Maharashtra. The total business of the Bank is 854.00 Crore as on March 2021. The area of operation of the bank is Maharashtra state.

#### **3) 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.

#### **4) Terms and Conditions**

Sealed Technical & Commercial Proposals are invited by the Sadhana Sahakari Bank Ltd for selection of Data Center and Disaster Recovery Centre Hosting Services DC \DR for Core Banking System with Managed Services for a period of Five Years 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 requested during working hours from xx<sup>th</sup> June 2021 on all working days on payment of Rs.1000/- ( Rupees One thousand only) from the Head Office of the Bank at Shivam Complex, Pune-Solapur Road, Hadapsar, Pune, MH, India – 411 028 or through mail from [anil.mahajan@sadhanabank.com](mailto:anil.mahajan@sadhanabank.com), [pritam.dhavale@sadhanabank.com](mailto:pritam.dhavale@sadhanabank.com) on

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cash payment or by submitting a Demand Draft in favour of “Sadhana Sahakari Bank Ltd”

- c. Tenderer(s) / Bidder (s) are required to deposit Rs. 100, 000/- (Rupees One lakh only ) towards earnest deposit money (EMD) by way of crossed demand draft/RTGS/NEFT in favor of “Sadhana Sahakari Bank Ltd payable at Pune. 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 **“Data Center & Disaster Recovery Center Hosting with Managed Services.”**
- e. The sealed tender with Subject, **“Data Center and Disaster Recovery Centre Hosting and Managed Services for DC and DR”**, should be addressed to

**Chief Executive Officer,**  
**Sadhana Sahakari Bank Ltd**  
Head Office,  
Shivam Complex,  
Pune-Solapur Road,  
Hadapsar, Pune,  
MH, India – 411 028

and sent to the Bank’s address above by Registered Post/Speed Post/ Courier or handing over Tender personally to CEO of the Bank at address given above **on or before 3.00 PM on 25<sup>th</sup> July 2021.**

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 a 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

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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 by 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.** The tenderer(s) / bidders are required to study the Banks complete set-up while quoting for the **“Data Center and Disaster Recovery Centre Hosting with Managed Services”**.
- k.** Bank’s Branches, Head office, IT department are situated in Maharashtra state.
- l.** Escalation matrix up to the level of CEO must be provided with phone number and email address of all personnel in the matrix.

**m. Security Deposit**

- I.** 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 Annual Recurring Charges for faithful performance of the Tender. The Bank Guarantee shall be valid for a period of 5 (Five) years and shall be submitted within 10(ten) days of the award of tender / work.
  - II.** 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, the Bank shall have the right to invoke the said Bank Guarantee being part of the security deposit. No interest will be payable by the Bank on the security deposit, so held.
- n.** 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.
  - o.** Bank does not bind itself to accept the lowest or any tender without assigning 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

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execute the work at the specified rates without any extra charges or compensation within the stipulated period.

- p.** 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.
- q.** 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.
- r.** Time is the essence of the contract and the tenderer / Bidder is required to complete the work in all respects within the stipulated time and hand over the same duly completed in all respects to the satisfaction of the Bank.
- s.** All corrections in the tender shall be attested by initials of the Tenderers / Bidders. Corrections, if not attested may entail rejection of tender.
- t.** 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.** 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.
- u.** Every page of the tender shall be signed on the left side bottom corner by the authorized 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 authorized personnel. Cuttings and overwriting are not permitted. Failure to comply with either of these conditions will render the tender liable for rejection.
- v.** Bank's Data – Means all data, files, including hypertext markup language files, documents, audio and visual information, graphics, scripts, programs, applets or servlets that Bank creates, install, uploads to or transfer in or through the service or provides in the course of using the service. Bank is the absolute owner of the data within the hosted environment used and successful bidder will have no right or ownership to this. Successful bidder will submit the data periodically whenever requested by Bank.

- w. No claim for interest will be entertained by Bank with respect to any moneys or balances, which may be in its hands owing to a dispute between itself and the Tenderer / Bidder.
- x. In case of any dispute, difference, claims and demands arising in relation or pursuant or touching to the meaning or interpretation of this tender and contract, the authorized official of the Bank and the Tenderers / Bidders will address the disputes/differences for mutual resolution and failing which the matter shall be referred to the sole arbitration to be appointed by the Bank. The provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications on re-enactment thereof as in force will be applicable to the arbitration proceedings. The venue of the arbitration shall be at Pune. The cost of the Arbitration proceedings shall be shared equally by both the parties. The decision / award of the arbitrator shall be final and binding. All disputes arising out of this tender are subject to the jurisdiction of Courts in Pune District.

**5) The Broad Requirement for Data Center and Disaster Recovery Centre Hosting Infrastructure**

Sadhana Sahakari Bank Ltd Data Center (DC) and Disaster (DR) is presently at its HO at Hadpsar, Pune and DR site is at Nashik. The Bank proposes to host the Data Center production site and Disaster Recovery (DR) Site.

Bank is in requirement of OPEX model services for all of its DC and DR computing, security requirements, and networking requirements for its Data Centre and Disaster Centre, for the applications listed below and new application that may be added in future. The entire Hosting setup would be in OPEX Model.

- I. Oracle 19c Database Server in HA mode with Active Passive Cluster
  - II. CBS application
  - III. ATM/IMPS/NACH/Mobile Banking/UPI/CTS/AML/BCBF / C-KYC/CERSAI interfaces
  - IV. RTGS/NEFT interface
  - V. Antivirus
  - VI. SMS alert / Miscall enquiry
  - VII. PostMaster E-mail Solution
- 
- a) The Proposed hosting solution for primary site should be hosted in at least Tier III or IV certified or above Data Centre/ Disaster Recovery Centre and it should be located within the boundaries of India.
  - b) The selected bidder should provide at least 99.95% availability per month for the entire proposed infrastructure & Managed Services.
  - c) The DC & DR Site environment should include the option to connect over MPLS / P2P / RF / VSAT / IPsec Using VPN tunnel using Broadband internet connectivity seamlessly for inbound traffic from end-users.

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- d)** Bank shall run the CBS & digital Channels from DR site half yearly during the financial year or based on disaster situation and can run the same for the period of 15 days or more based on the requirement of the bank and successful Bidder should extend the support at the time of DR switchover.
- e)** The Data Center and Disaster Recovery Centre environment should have best of security in place.
- f)** The selected bidder should provide 24\*7\*365 support for the overall environment. The support mechanism has to be confirmed by the selected bidder with response times.
- g)** The selected bidder should have full time CCTV surveillance at the proposed Data Centre /DR site where setup is installed.
- h)** The selected bidder should ensure IPV4\IPV6 compliance for the entire solution.
- i)** Managed Services should include providing up/down status reporting, malfunction alarms/alerts, fault monitoring, incident management, patch management, performance management, change management (including device configuration, backups, and log reporting), escalation, and resolution; 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.
- j)** Implementation services should also include setup of operating system, hardening of the system, configuration and licensing as per proposed hardware.
- k)** Delivery timelines should be submitted along with the proposed solution.
- l)** Bank is member for RTGS/NEFT/CTS/UPI/Mobile Banking/IMPS/NACH and sub member for ATM Services. DC and DR site should require option to cross connect over MPLS links at least for 8 ports.
- m)** In addition to Infrastructure, provision is required for Termination of our external ISP lines at DC and DR. The Current ISP in the Bank is Sify, BSNL and AirTel and Broadband connectivity over VPN.
- n)** The required router and firewall at Primary Site i.e. Primary Data center and Disaster Recovery Centre has to be provided by the bidder.
- o)** The proposal should have deployment and operation support including, but not limited to, design, architecture, implementation and support of all the proposed components with adequate physical & logical security parameters.
- p)** Bidder is required to provide the new hardware\software for all the infrastructure and models nearing end of EOL shall be rejected. In case any infrastructure component is at EOL then Bidder shall be responsible for replacing the said EOL component without any cost thereof.

- q) Bidder has to supply, install and manage hardware and software for establishment of connectivity and security.

**6) Consideration for propose solutions.**

Bank proposes to host the Data Center and Disaster Recovery Site and vendor should give the proposal based on the bill of quantity proposed and if any additional provision required over and above BOM specified.

**7) Tenure**

The tenure of the contract initially would be for **Five years** from the date of go live on new infrastructure. Bank can further extend this at its discretion at mutually agreed terms. All charges will be applicable from the date of go live.

**8) 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. Bidder shall be responsible for providing safe and secure computing environment to the Bank and shall be responsible for any cyber loss that may be incurred by the Bank due to negligence of the bidder in providing safe and secure services to the Bank.
- d. The work as detailed in this RFP shall be executed and completed within the period stipulated in the Work Order that will be issued in accordance with the Tender documents. Technical Specifications, Bill of Quantities and Drawings, solution document are required to the satisfaction of the Bank. The work shall however be carried out and completed in phases for which start date and completion date shall be mutually discussed and agreed upon before the award of work order. The work shall not be considered as completed until Bank certifies in writing before go live that the same has been completed.
- e. The charges payable per annum/monthly under the said SLA for 5 (five) years, shall however be fixed and firm and mentioned clearly in the price Bid.
- f. All the payments to the Bidder are linked to the compliance with the SLA metrics specified in this document.
- g. The SLA are proposed to be performance based. For purposes of SLA, the definitions and terms as specified along with the following terms shall have the meanings set forth below:

- h.** “Uptime” shall mean the time period for which the IT Infrastructure along with specified services / components with specified technical and service standards are available for users in all in-scope Applications across the Branches of the Bank. Uptime, in percentage, of any component can be calculated as :
- $$\text{Uptime} = \{1 - [(\text{System Downtime}) / (\text{Total Time} - \text{Planned Maintenance Time})]\} * 100$$
- i.** “Downtime” shall mean the time period for which the IT Infrastructure and/or specified services / components with specified technical and service standards are not available to users/customers. The planned maintenance time / scheduled downtime will include activities like software upgrades, patch management, security software installations etc.
- j.** The selected Bidder will be required to schedule ‘planned maintenance time’ with prior approval of Bank. This will be planned outside working time. In exceptional circumstances, Bank may allow the SERVICE PROVIDER to plan scheduled downtime during the working hours.
- k.** “Incident” refers to any event / abnormalities in the functioning of the MPLS connectivity and services that may lead to disruption in normal operations.
- l.** “Resolution Time” shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level) getting the confirmatory details about the same from the bidder and conveying the same to the end user), the services related troubles during the first level escalation
- m.** Commencement of SLA: The SLA shall commence from implementation period itself for adherence to the implementation plan. The penalty will be deducted from the next payment milestone during the implementation period.
- n.** Successful bidder will be solely responsible for any defect in service
- o. Down time and penalty for Downtime.**

Single SLA will be signed between Bank and Service Provider for all services mentioned in this RFP. Service Provider assures the Bank 99.95 % uptime availability of the Infrastructure and will be calculated monthly. Subject to Exceptions as per clause (K.I) of this RFP, in the event the Service Provider fails to provide the Bank with the Services required by the Bank in accordance with the RFP, such failure resulting from complete unavailability of Services, such events will be treated as “Qualified Downtime Event”, for which Bank will charge cash penalty to Service Provider as downtime mention in clause **Penalty rate**.

**p. Exceptions**

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

- i. Interruption due to scheduled maintenance, alteration, or implementation, where the Service Provider provides at least one days prior notice;
- ii. Negligence or other conduct of Customer or its Authorized Persons.
- iii. Failure or malfunction of any equipment or services not provided by Service Provider;
- iv. Any abuse or fraud failure to comply with the Acceptable User Policy on the part of Customer and its Authorized Persons.
- v. Any utilized Scheduled Service Downtime.
- vi. Any specific services not in customer opted plan.
- vii. Force Majeure event

**r. Penalties**

Single SLA will be signed between Bank and Service Provider for all services mentioned in this RFP. Service Provider assures the Bank 99.95 % uptime availability of the Infrastructure calculated monthly. Subject to exceptions as per RFP.

Sr. NO	Parameter	Uptime	Calculation Periodicity	Penalty
1.	DC & DR	99.95%	Monthly	a) Subsequently, for every 0.5% drop in SLA criteria - 5% of MRC

**Where MRC is Monthly Recurring charges of total amount due. Maximum cap for penalty shall be 20% of MRC payable.**

**s. PROCEDURE FOR CHARGING PENALTY**

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

- I. The Bank’s staff or its authorized person will contact the Service Provider “Support Desk” or its authorized person by phone or email within 15

minutes of the outage and will request for a Trouble Ticket number immediately and track the Trouble Ticket number till the Trouble Ticket is closed on resolution of the outage.

- II. The Service Provider on the receipt of the issue of Trouble Ticket to the Bank shall have a background check to verify that service provider is eligible for the cash penalty.
- III. If Service Provider in its reasonable commercial judgment believes that it has failed to provide the Services as per the scope, the Service Provider will confirm Bank for cash penalty, from the day the Trouble Ticket is issued to Bank till the Trouble Ticket is closed on resolution of the outage.

**t. Penalty will be recovered from quarterly payment payable to service provider**

**9) Important Points**

- i. The Successful Bidder has to submit all the reports pertaining to SLA Review process within 7 working days after end of the quarter.
- ii. All the reports must be made available to the Bank, as and when the report is generated or as and when asked by the competent authority.
- iii. In case the issue is still unresolved, the arbitration procedures described in the Terms & Conditions section will be applicable.
- iv. The down time will be calculated on monthly basis for infra. Non-adherence to any of the services as mentioned below will lead to penalty as per the SLA clause and will be used to calculate downtime. The downtime calculated shall not include the following
  - Failure or malfunction of any equipment or services not provided by the Successful Bidder.
- v. However, it is the responsibility/ onus of the selected Bidder to prove that the outage is attributable to the Bank. The selected Bidder shall obtain the proof authenticated by the Bank official that the outage is attributable to the Bank.
- vi. If the deductions for two consecutive quarter exceeds 20% of the QPs on account of any reasons and if rectification haven't made in 3 Months timeline will be deemed to be an event of default and termination as per Bank discretion
- vii. No Carry forward of any penalties of SLA calculations can be done from any of the preceding quarters
- viii. Selected bidder shall deploy sufficient manpower suitably qualified and experienced in shifts to meet the SLA.
- ix. The Selected bidder shall appoint as many team members as deemed fit by them, to meet the time Schedule and SLA requirements.

**10) Violation of terms-**

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

**11) 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:
  - 1) To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by Bank;
  - 2) 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;
  - 3) 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
  - 4) To treat all Information as Confidential Information.

- d) 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.

## **12) 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 -13** 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.

## **13) Patent Rights**

- a) In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods or any part thereof in India or abroad, the service provider shall act expeditiously to extinguish such claim. If the service provider fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the service provider shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the service provider of such claim, if it is made, without delay.
- b) The Bank will give notice to the service provider of any such claim without delay, provide reasonable assistance to the service provider in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

#### **14) Corrupt and fraudulent practice**

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

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

#### **15) Business Continuity**

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

- a) In the event of this agreement comes to end on account of termination or by the expiry of the term/renewed term of the agreement or otherwise, the bidder shall render all reasonable assistance and help to the Bank and to any new service provider engaged by the Bank, for the smooth switch over and continuity of the services.
- b) In the event of failure of the bidder to render the service, without prejudice to any other right the Bank shall have as per this agreement, the bank at its sole discretion may make alternate arrangements for getting the services from any other source. And if the bank gives a prior notice to the

service provider before availing such service from any other alternative source, the service provider shall be liable to reimburse the expenses, if any incurred by the bank in availing such services from the alternative source.

**16) No Employer – Employee Relationship**

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

**17) 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.

**18) 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.

**19) Audit Observations And Compliance-**

- a) The selected Bidder should allow to Audit Bank's proposed infrastructure remotely and/or On Site by its own team/ internal / statutory / RBI /ISO or by any 3<sup>rd</sup> party Auditor appointed by bank, based on bank's request. The selected service provider must take same into consideration while delivering the desired services. Further in the event of any observation by any of the audits regarding security, access control network security, vulnerabilities, patches etc., the same will be intimated to the service provider. The service provider will be required to undertake compliance of the same in consultation with the Bank within specified time to agree upon mutually.

- b) It shall be the responsibility of the Bidder to configure the solution as per the requirement of the Bank / Industry best practices, fixing security vulnerabilities, mitigation of various audit points, VAPT points and taking prompt action on the advisories shared by the Bank at any point of time during the validity of the contract period.
- c) In case of any additional information pertaining to the security of the network or deployed solution is required by the auditor, the bidder would be intimated to provide the necessary information. The bidder has to provide the information within the time period communicated by the bank.
- d) **No additional cost whatsoever would be paid by the Bank.**

**20) Pre-bid meeting –**

The Bank shall hold a pre-bid meeting on the date xx<sup>th</sup>XXX 2020. Purpose of the meeting is to bring utmost clarity on the scope of work and terms of the RFP being floated. The Bidders are expected to use the platform to have all their queries answered. No query will be entertained after the pre-bid meeting.

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

**21) Project Monitoring Committee –**

- a) The service provider should deploy project manager for the Bank in within one week from the date of placing order.
- b) The project manager should coordinate with various teams for solution architecture design, implementation and acceptance at all the locations.
- c) A Project Monitoring Committee (PMC) would be formed with representatives of Bank and / or Bank's consultant and project manager of the selected Service Provider.

**22) Review Meetings**

- a) **During Implementation-** The vendor representative would meet on weekly basis to review the progress of project till acceptance of solution at all locations is completed.
- b) **Monthly Review - Monthly** during first week of every month, throughout the period of contract. Minutes to be submitted within 5 working days
- c) Discuss on the performance of the solution, including technical manpower performance.
- d) **Annual Review** - The Bank will also carry out annual review of the contract yearly to ascertain the financial stability of the bidder, performance of the solution, addition of new customers etc.
- e) The bidder is required to submit the Security certification, VAPT reports, audited balance sheet and CA certificate, details of customers added during the year etc.

**23) Selection process for the Bidder**

- a) Issue of tender notification
- b) Pre-bid meeting with Vendors
- c) Site visit of bidders offer premises
- d) Submission of Bids
- e) Opening of Eligibility Criteria&Technical Bids
- f) Presentation by Bidder(s) and clarification of queries – The Bidder (s) are expected to present the major jobs which it will be doing under this project as per the scope and deliverables sought in this tender document along with a time schedule.
- g) Technical/Infrastructure bids evaluation
- h) Short-listing of Bidders for Commercial bids opening.
- i) Commercial bids opening.
- j) Commercial bids evaluation
- k) Discussion with IT Committee of the Board.
- l) Issuance of Letter Of Appointment (LOA)
- m) Acceptance of the LOA.

n) Finalization and Signing of SLA.

**24) Bid Evaluation process**

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

- a) Alternate bids are not allowed
- b) The evaluation team will thoroughly review the proposals submitted by various bidders.
- c) Presentation meeting & Site visit will be conducted for all the bidders. Each of the bidders will be requested to demonstrate the architecture / solution being proposed during the technical evaluation phase of the process.
- d) Single Stage – Two Stage Bidding Process - In the single-stage: bidders should submit technical and commercial details to separate email id simultaneously, one containing the Eligibility Criteria & technical proposal with soft copy of proposals without any encryption and password and the other the price proposal. Initially, only the Eligibility Criteria & technical proposals will be opened \checked at the date and time as advised by Bank. The price proposals with password protected file shall remain sealed and are held in custody by the CEO of the Bank. The Eligibility Criteria & technical proposals will be evaluated by the Bank. No amendments or changes to the technical proposals will be permitted except if required by the Bank.
- e) Bids of bidders which do not conform to the mandatory requirements may be termed as non-responsive and will not be evaluated further. Commercial Proposal of the bidders who are technically qualified shall be opened in Banks IT/Executive /CEO Committee Meeting and Bidder shall provide the password for the document submitted in mail to the Bank over Phone or SMS to Mobile Number of CEO of the Bank. The price proposals will be evaluated and technically qualified bidders shall be called for discussion with IT Committee \Board of the Bank.
- f) Evaluation and Comparison of Bids Initially the bidder's responses will be reviewed for compliance with the terms and conditions mentioned across different sections of this RFP document. The bidders who fail to comply with any of the terms and conditions mentioned may be termed as non-responsive and will not be evaluated further. For those bidders who have qualified the terms and conditions, technical evaluation will be conducted followed by the price-bid evaluation. The bidders who qualify the minimum technical requirement will be considered for the price-bid evaluation. The price proposals will remain sealed until the technical evaluation is complete.
- g) Price Bid Evaluation - The Price-Bid evaluation is done only for those bids which are technically qualified.

**25) Implementation Timelines and Deliverables**

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

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

**26) Liquidated Damages**

If the Tenderer fails to deliver the project and services or complete the installation/ commissioning within the period specified in the purchase/work order, 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 10% of project cost or part thereof by mutual agreement between the parties.

**27) Other Terms**

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

**28) 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 Pune District will have the exclusive jurisdiction to determine the issues arising out of this RFP.

**29) 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.

**30) 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 services supplied in response to this RFP shall meet the proposed Solution requirements of the Bank. The Bidder shall be required to independently arrive at a Solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to Bank . The Bidder also acknowledges that 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.

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- 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)** The selected Bidder shall undertake to provide appropriate manpower as well as other resources required, to execute the various tasks assigned as part of the project, from time to time. The Bank has the right to interview any and all of the resources deputed by the selected bidder and only upon satisfaction will allow the resource to work on the project.
- f)** 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.
- g)** 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.
- h)** 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.
- i)** Bank reserves the right to extend the dates for submission of any and all responses to this document.
- j)** 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.
- k)** 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.
- l)** 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.
- m)** 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

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discussions with any Bidder, and / or to listen to any representations in respect of the rejection.

- n)** 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.
- o)** 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.
- p)** There will be an acceptance test by Bank or its nominated representatives after installation of the Links. In case of discrepancy Bank reserves the right to cancel the entire contract.
- q)** The selected Bidder is responsible for managing the activities of its personnel or the personnel of its subcontractors/franchisees, if any, and will be accountable for both. The Bidder shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors, and their employees and agents, etc. which is outside the scope of power vested or instructions issued by Bank . Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the Contract to be issued for this RFP. No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by the selected bidder, for any assignment under the contract to be issued for this RFP. All remuneration, claims, wages, dues etc. of such employees, agents, contractors, subcontractors etc. of the selected bidder shall be paid by selected bidder alone and Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of selected bidder’s employee, agents, contractors, and subcontractors, etc. The selected bidder shall hold Bank , its successors, assignees and administrators and its directors and officials, fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to Bank through the action of selected bidder ‘s employees, agents, contractors, subcontractors etc. However, the selected bidder would be given an opportunity to be heard by Bank prior to making of a decision in respect of such loss or damage.
- r)** Bank shall inform the selected bidder of all known breaches and claims of indemnification and the selected bidder shall be required at their expense to remedy the breaches, defend, manage, negotiate or settle such claims. The written demand by Bank as to the loss / damages mentioned above shall be final, conclusive and binding on the selected bidder and

selected bidder shall be liable to pay on demand the actual amount of such loss / damages caused to Bank including but not limited and all costs and expenses, including, without limitation, reasonable attorneys' fees and court costs. In respect of demands levied by Bank on the Bidder towards breaches, claims, etc. Bank shall provide the selected bidder with details of such demand levied by Bank. For the purposes of this section, the indemnity may include but not limited to the areas mentioned, i.e., "claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the selected bidder to its employees, its agents, contractors and sub-contractors." However, there are other indemnities such as indemnity for IPR violation, confidentiality breach, etc., that the Bidder is expected to provide as per the RFP. The selected bidder's representative will be the point of contact for Bank. The delivery, installation, configuration status of the project should be reported on a weekly basis.

- s) In case of software supplied with the solution the selected bidder should ensure that the same is licensed and legally obtained with valid documentation made available to Bank.

### **31) 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 Annexure 9 – Pre Bid Query Format in writing to Bank on or before the timeline prescribed in this RFP under "Schedule of activities and events"

### **32) Addition of Hardware/Software**

Vendor has to provide rates for additional Virtual Machine, RAM& Storage space during contract period.

### **33) Visitorial Rights**

- a. The Bank shall have the right to visit any of the Vendor's premises, DC/DR with 24 hours prior notice to ensure that data provided by the Bank are not misused and in case of emergency access shall be provided at short notice.
- b. Bidder should allow to Bank to Audit infrastructure remotely and/or On Site by its own team and/or by any 3<sup>rd</sup> party Auditor appointed by bank, based on bank's request.
- c. Bidder should accept the right of Reserve Bank of India to conduct the audit for the Data center and Disaster Recovery Centre or any transaction related to the Bank.

### **34) Termination of the Contract**

- i. The Bank without prejudice to any other remedy, reserves the right to terminate the Tender / Contract in whole or in part and also to blacklist a the successful Tenderer / Bidder for a suitable period in case the successful bidder fails to honor his bid / contract without sufficient grounds or found guilty for breach of condition /s of the tender / contract due to negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by such Tenderer / Bidder or by its staff or in case there are more than 3 penalties imposed on Service Provider in any month.
- ii. In case of the failure to perform the services as per agreed SLA for Infra then Bank shall send the Notice giving 30 days to cure the defects pointed out and adherence to the SLA terms and performance. In failure thereof by the vendor Bank reserves the right to terminate the contract by giving 90 day's notice for failure of performance as per the SLA. Further, any pending or unresolved operational issues, performance, unpaid fees and any other remedies shall continue by both the parties during the period of termination notice and the same must be satisfied before this agreement is terminated.
- iii. Vendor becoming the subject of a voluntary or involuntary petition of bankruptcy or any voluntary or involuntary proceeding relating to insolvency, receivership, liquidation, or composition for the benefit of creditors.
- iv. Forthwith on the expiry or earlier termination of this Agreement, each party shall, return to the other Party all data, documents and materials, belonging to the other Party with regard to this Agreement, or shall at the option of the disclosing Party destroy underwritten certification all documents or materials in connection with this Agreement in a manner that its subsequent retrieval by whatever means is rendered impossible.

**35) Clarifications**

For any details / clarifications, Bidders should contact  
Mr. Mr. Anil Mahajan (Mobile No. 8888873516) or Mr. Pritam Dhavale (Mobile  
No. 7774090297)

**Sadhana Sahakari Bank Ltd**

Shivam Complex,  
Pune-Solapur Road,  
Hadapsar, Pune,

The Vendor will have to submit queries pertaining to the RFP as per the RFP Schedule in the format specified in “**Annexure 9**” 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

### Eligibility Criteria

#### 1) Eligibility Criteria for Data Center Hosting with Manage services

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 DC and 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 eligible to do business in India under relevant Indian laws as in force at the time of bidding should fulfill the eligibility conditions subject to the following requirements:

- a. 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.	<b>The bidder</b> must be an Indian firm/ organization/LLP 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 Annual turnover of Rs.20 Crores for last 3 audited Financial Years (2017-18, 2018-19 and 2019-20) 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 12
4.	Bidders should have its Owned Tier III\IV Data Center and preferably own DR providing Data	Work Orders confirming year and area of activity.

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	Center hosting Services and should have been in the business for a period exceeding three years as on 31.03.2020.	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"> <li>• DC Managed Hosting Services</li> <li>• DR implementation and managed Services;</li> </ul>	Copy of work orders / client certificates.
6.	The bidder should have either of valid ISO 23001 / ISO 27001 / ISO 9001 certification	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.	a)The bidder must have on its roll <b>at least 10</b> 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 <b>31-03-2021</b> .	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
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. b) Own DC and Own DR (separate Seismic Zone) c) Own DC and colocation DR (separate Seismic Zone)	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

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12.	The bidder's Data Center and DR from where the Hosting services would be offered, should be at least a Tier 3 and or above certified facility.	<b>Tier III/IV Certificate and or above</b>
13.	Bidders should provide a detailed time schedule for the total implementation of the Hosting Solution to be provided. The Hosting solution should be implemented in 60 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
14.	The bidder should provide address details of their data center and DR, project office and support center for personal visit by the concerned Bank officials.	Copy of address detail should be provided.
15	Bidder should have 24x7 SOC and NOC services	Details of the SOC\NOC should be given
16	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 DC and DR Site services Solution. b) Complete scope of work and list of the activities to be executed as part of the project. Security principles: The procedures, best practices which are followed and adopted.	Solution document as part of bid response document
17	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
18	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.
19	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.
20	The bidder shall furnish relevant documentation supporting the above eligibility / qualification criteria separately and shall not be put in the sealed envelopes containing the technical bid and commercial bid. In case of non-compliance to any of the eligibility criteria mentioned above the bidder	Supporting documents and or self-declaration

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	shall be disqualified without any notice and the bids of the bidder may not be processed further.	
21	Bidder should provide undertaking for following the process of background verification from police/independent authority for the employees working for data center project of the Bank	Undertaking letter

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

**Please see attached Annexure 1, Annexure 2, Annexure 3, and Annexure 4**

## **Part – III**

### **Technical Bid**

- 1) Current Data Centre & DR site setup of Sadhana Sahakari Bank is at its HO.**
- 2) Current Connectivity –Primary link, Secondary link and routers installed at DC, DR and branches are installed and managed by Bank IT staff. Branches are in Pune District.**
- 3) Scope of Work for Infrastructure**
  - a)** The data Center and disaster site environment should have best of security in place.
  - b)** Bidder should have full time CCTV surveillance at the proposed Data Centre and Disaster Recovery Site where setup is installed.
  - c)** Managed Services should include providing up/down status reporting, malfunction alarms/alerts, fault monitoring, incident management, patch management, performance management, change management (including device configuration, backups, and log reporting), escalation, and resolution; 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.
  - d)** The scope includes provision of OS and VM (VMWare) licenses for all the Servers (Virtual and Bare metal), OS support from respective OEMs.
  - e)** Provision is required for Termination of Eight external ISP lines at DC and DR.
  - f)** Bidder should allow to Bank Audit infrastructure remotely and/or On Site by its own team and/or by any 3<sup>rd</sup> party Auditor appointed by bank based on bank’s request
  - g)** 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.
  - h)** Bidder is required to provide the new hardware\software for all the infrastructure and models nearing end of EOL or used previously or older generation shall be rejected. In case any infrastructure component is at EOL then Bidder shall be responsible for replacing the said EOL component without any cost thereof.
  - i)** Bidder will provide Backup solution for taking online Oracle, email and CTS back up on disk.

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- j)** Bank will provide Database license for DC and DR and Bidder shall do installation of Database in Active -Passive Mode with DR Replication with replication tool and support for Database Management.
- k)** Vendor will provide and manage DR drill tool
- l)** Bidder will provide usable FC storage approximate 10 TB of Flash Storage for propose solution excluding the space required for VM.
- m)** Bidder shall migrate Bank's complete setup from existing DC/DR premises. All necessary installations and configurations are to be done by the Bidder and the Bidder has to propose a solution strategy to migrate within a specified downtime.
- n)** Bidder shall ensure minimum downtime while migrating from the existing system. This should include test run on propose solution, migrating applications, databases and associated services. Bidder should ensure quick and efficient migration. Bidder shall submit a detailed migration plan before carrying out the migration job.
- o)** Bidder shall do all the necessary installations and configurations and has to give strategy to migrate within a specified downtime.
- p)** Bidder shall make available required resources for the successful completion of the entire assignment within the quoted cost to Bank.
- q)** Bidder shall create a physical\virtual environment for entire Bank setup (Virtualized approach) for DC and DR sites. Bidder shall enable switch over/failover between DC & DR, as and when required and shall ease infrastructure management, should be acquainted with the underlying hardware, storage, network & operating system should support open platforms for virtual machines.
- r)** Bidder shall provide
  - I. The details of the monitoring and management tools,
  - II. Solution for Helpdesk,
  - III. The manpower deployment details at NOC ( Network Operation Center) and SOC (Security Operation Centre),
  - IV. Escalation matrix to be adopted,
  - V. The detailed BOQ for Network, Security, backup, storage, and compute elements,
  - VI. Other required details such as DMZ
  - VII. Detailed Migration Plan with Roles & Responsibilities.
- s)** Bidder shall provide dedicated Next Generation Firewalls with UTM (Unified Threat Management) features at DC and DR sites. Bidder will provide Bank log analysis of firewalls with criticality on every weekend.
- t)** 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

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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.

- u)** Bidder should design the Primary Site solution in such way to provide business continuity with no interruptions.
- v)** Procurement, Supply, Installation & Commissioning of all the components & sub components including all necessary hardware & software as per the proposed solution will be the Bidder's responsibility.
- w)** 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.
- x)** Bidder's overall responsibility shall be - to host, maintain, monitor and support and to operate hardware, network and security requirements for Bank's applications, Database hosted in their DC and DR sites.
- y)** Bidder has to carryout hardening of OS (Operating System), patch management activity and other configuration on OS, and its related software, etc., (which is provided under RFP) as per the requirement of Bank.
- z)** Bidder has to perform following function in respect of data base
  - I. Daily monitoring of database cluster.
  - II. Regular Backup of Database as per Banks specification
  - III. Checking daily database health
  - IV. Checking resource usage of Database Server for CPU, RAM, Memory, I/O etc.
  - V. Check alerts and warning of Database
  - VI. Review space usage of the Database and monitor storage space
  - VII. Provide monthly DB check report
- aa)** Bidder shall share VAPT (Vulnerability Assessment & Penetration Testing) Observations/audit for shared infrastructure during the contract period (Half Yearly Once) as per Bank's requirement.
- bb)** Bidder has to undertake firmware upgrade, OS, etc. upgrade wherever the requirement is felt by Bank (during contract period). Bank shall conduct VAPT and Information Security audit based on Bank's audit policy. Bidder needs to comply with the findings of the VAPT in terms of the hardware / OS / applications provided under this RFP.
- cc)** The hosting shall include the following:
  - i. All compute infrastructure like web servers, application servers, database servers, etc.

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- ii. Storage.
  - iii. Software Licensing – OS, Antivirus, Database, Windows CAL, etc.
  - iv. Networking Components like – Switches, Routers,
  - v. Security Components – Antivirus, Firewall, SIEM,
  - vi. Backup Solution
  - vii. Primary & Backup connectivity to DR.
  - viii. Helpdesk Services & Ticketing Tool – For Call logging and tracking.
  - ix. Any other components as per solution requirements.
- dd)** Bidder will do installation, configuration, testing and commissioning of compute infrastructure (hardware & software) such as Servers, Operating systems, Antivirus, Storage, networking devices, security devices at the proposed Primary Site of Data Center and Disaster Recovery Site.
- ee)** Bidder should ensure that the data should not leave the boundaries of the country and data residing with Service Provider and should not be accessed by any entity outside the control of Bank.
- ff)** Bidder will take regular back up of all CBS data as per best industry practice. Bidder will handover Bank data in secure way as per mutually decide frequency or as on when requested by Bank.
- gg)** Bidder shall not delete any data at the end of the agreement (for a maximum of 90 days beyond the expiry of the Agreement) without the express approval of the Bank.
- hh)** Data Center and DR services should be accessible via MPLS, P2P, and Internet VPN.
- ii)** Bidder shall make necessary measures for security of the Infrastructure for threat management and remediation against security hazards like Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks, Antivirus, malware, ransom ware, botnets, etc. Also, shall provide protection against network issues such as traffic and routing instability.
- jj)** A Next-Generation Firewall (NGFW) should be provisioned by the Bidder that combines a traditional firewall with other network device filtering functionalities such as deep packet inspection ,an intrusion prevention system and/or other techniques such as SSL and SSH interception, website filtering, QoS/bandwidth management and anti-virus inspection.
- kk)** Bidder shall provide Security information and event management (SIEM) and security incident response through the real-time collection and historical analysis and correlation of security events from a wide variety of event and contextual data sources for the Servers and Network devices hosted in DC and DR. It shall also supports compliance reporting and incident investigation through analysis of historical data from these sources.

- ll)** The System Incident and Event Management (SIEM) must be capable to handle the up to 500 EPS (Event per Second) or more as per need (Event per Second). Retention period is 90 days. . The vendor should also provide bank specific dashboard and reporting on the incident handled / Monitored by SIEM. The SOC solution must comply on the directives issued by RBI.
- mm)** Bidder should provide the infrastructure performance and availability of the hosting services being used, as well as alerts that are automatically triggered by changes in the health of those services viz.
- i. Event-based alerts, to provide proactive notifications of scheduled activities, such as any changes to the infrastructure.
  - ii. Ability to discover all of the provisioned resources and view the configuration of each.
  - iii. Notifications should be triggered each time a configuration changes.
  - iv. Monitoring and maintenance reports handover on a monthly basis and as and when required /initiated by Bank.
  - v. Availability of server logs/ records for audits.
  - vi. Access to monitoring tools for measuring the service levels, application performance, etc.
  - vii. Server performance, storage performance and network performance.
- nn)** Bidder shall coordinate with existing CBS Partner and other services partner for Performance Tuning & monitoring of database & Application Server workloads, Network issues and/or any issue related to hosted infrastructure.
- oo)** Bidder shall provide services comprising of, but not limited to below items
- i. Infrastructure Management.
  - ii. Physical & Virtual servers Management
  - iii. Operating System Management.
  - iv. Active Directory Management
  - v. Network Management.
  - vi. Firewall Management
  - vii. Antivirus Management
  - viii. SIEM (Security Management).
  - ix. Storage Management.
  - x. Backup Management.
  - xi. Logs Management. (Archive, collecting log, take out report, monitoring)
  - xii. Active directory management
  - xiii. DR Drill
- pp)** Bidder will connect Primary Site to Disaster Recovery Site and Banks MPLS POP by providing required cross connect and network configuration at DC and DR.

- qq)** Bidder will provide centralized Internet Gateways at DC/DR. Secure Web Gateway require to implement for Internet access to carry out content filtering, antivirus, antimalware, advanced threat protection etc. for giving internet access to Branches.
- rr)** Bidder should provide pool of 8 numbers of IPV4 and IPV 6 public IPs.
- ss)** Bidder should provide 8 + 8 cross connect at DC & DR
- tt)** Maintenance & Support of implemented Infrastructure - Bidder shall be responsible for providing 24\*7\*365 days support for all Bank locations.
- uu)** Responsibilities of Bidder during Operation Period - If during the Operation Period, any defect be found in the design and workmanship of the equipment provided by the Bidder, the Bidder shall promptly, in consultation with client, and at its sole cost, repair/replace or otherwise make good (as the Bidder shall, at its discretion, determine) such defect as well as any damage to the equipment caused by such defect. Any defective subsystem that has been replaced by the Bidder shall become the property of the Bidder
- vv)** 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.

**4) PROJECT SCOPE EXCLUSION**

- a) Core Banking Solution Installation & it’s Maintenance
- b) Branch Desktop & it’s OS Maintenance
- c) Access List Controls will be provided by bank to the selected bidder.

**5) Physical and Environmental Security Requirement 1**

- a)** Bidder should host the entire DC and DR infrastructure in a secure data center which should be at least Tier III & Tier IV Certified facility
- b)** Data Center services for DC and DR offered by Bidder should not be delivered on outsourced or white-label service platform of other backend provider.
- 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)** Bidder should ensure that services provided are to be backed by high QOS (Quality of Service) / SLA (Service Level Agreement)
- e)** Bidder should provide advanced system security, monitoring & management.
- f)** Bidder should ensure that Fire Suppression and Protection System should include three levels of redundancy based on Gas Fired Systems, Carbon Monoxide based systems and Water Sprinkler based systems.

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- g)** Bidder should ensure that the floors as well as the ceiling should be based on false flooring and ceiling where the wire conduits and the fire protection systems are installed.
- h)** Bidder should ensure that the entire facility around the Data Centre / DR should also be equipped with a fire detection and smoke alarm system to alert the facilities administration group in case of fire hazards, before this can affect the data center area.
- i)** Bidder should ensure that the entire premise are monitored through Video Based Close Circuit TV system for 24X7 Security Surveillance.
- j)** Bidder should ensure that general level security personnel should be available on a 24 hour basis at all the entry and exit points into the premise with any non-employee entrance restricted to only one entry point.
- k)** Bidder should ensure that physical entry of any visitor or non-employee beyond the Reception Lobby should be permitted only with authorized employee presence at all times within the facility to build in an additional level of security.
- l)** Bidder should ensure that physical access to the Main Data Centre and Disaster Recovery Centre facility should be protected through a Biometric Finger-Print Scan facility with an added access card based authentication system.
- m)** Bidder should ensure that they should be accessible by means of
  - 24x7 Phone Support
  - 24x7 Messaging
  - Via Email
- n)** Bidder should provide uninterruptible power system.
- o)** Bidder should provide redundant connectivity between DC & DR.
- p)** Bidder should provide world class controlling atmospheric conditioning system at the data center/DR.
- q)** Bidder should ensure that they should configure services on world class systems and equipment like, Lucent Technologies, Dell /HP / IBM / Fortinet / Check Point / F5 / F-Secure / Cisco Systems etc.
- r)** Service Provider should minimum have following industry level certification compliances,
  - ISO 23001 / ISO 27001
  - ISO 9001
  - ISO 20000
  - TIA 942
  - ITIL certified Engineers.
- s)** Bidder should ensure that Banks infrastructure should be provided with assured security with all latest features/appliances with firewalling, content filtering, and intrusion prevention.

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- t) Network Redundancy , Firewalls , IP Whitelisting Approach papers
- u) Complete Network Landscape Diagram with DMZ Implementation
- v) Successful Bidder needs to co-ordinate with CBS Partner for any issue raised by bank

**6) Description of Activities for DC /DR**

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

Sr. No.	Nature of Activity	Description
1.	Installation and Commissioning of required hardware, OS, Database etc. as per application architecture at proposed hosted location.	The selected bidder shall install and configure the proposed infrastructure/software at DC /DR
2.	Software application licenses	<ul style="list-style-type: none"> <li>a) The selected bidder shall provide and manage all System Software (OS), Database Oracle, VM ware, Firewalls and routers under OPEX/SPLA Model.</li> <li>b) Management and monitoring software along with helpdesk will be provided by Selected Bidder.</li> <li>c) Bank will take care of Application Licensing as per RFP</li> </ul>
3.	Installation & configuration of equipment to suit the requirements.	a) The selected bidder shall conduct the Installation/re-installation and Configuration/re-configuration of all equipment as part of SOW. Thus the Selected Bidder is required to unpack, assemble/upgrade, mount and boot the equipment and install the necessary service packs, patches, and fixes to the Operating System, set up and configure the equipment. Compatibility issues of sub-systems with OS, respective drivers, firmware, any other cards to be installed if required, are to be resolved by the selected bidder.

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4	DC & DR Managed Service	<ul style="list-style-type: none"> <li>a) Equipment (Hardware/Software) deployment, configuration, patch management etc. at DC and DR as part of the RFP.</li> <li>b) Software installation and configuration as and when required</li> <li>c) Install and Manage DR drill tool</li> <li>d) 24 x7 Monitoring and Management of the below:</li> <li>e) Server Management</li> <li>f) Virtual Environment Management</li> <li>g) Security Management</li> <li>h) Change Management</li> <li>i) DC and DR Network Management</li> <li>j) Storage Management</li> <li>k) Configuration of IPSEC VPN for all Branches</li> <li>l) P2P/MPLS/Internet Link Management (Primary &amp; Secondary)</li> <li>m) Selected bidder shall set up the Data Centre and Disaster Recovery site with all required equipment, on OPEX,</li> <li>n) Configuration of firewall policy, web filtering , blocking of IP, port and hash value</li> <li>o) NATTING of the Server as required by the Bank</li> <li>p) OS and Database Management and administration Hardware monitoring and Administration</li> <li>q) Pro-active Patch Management &amp; monitoring Housekeeping tasks</li> <li>r) i. Comprehensive Technical Support, ii. Incident and Service Request Management, iii. Configuration Management, iv. Log monitoring and Management.</li> </ul>
5	Security Managed Services for DC and DR	<ul style="list-style-type: none"> <li>a) Firewall Management</li> <li>b) SIEM services for entire network</li> <li>c) Intrusion Detection system</li> <li>d) Intrusion Prevention system</li> <li>e) Prevention Mechanism against Ransom ware/ Zero-Day-Attacks /External Threats/Cyber Threats</li> <li>f) Anti-Virus Management</li> <li>g) Database Management</li> </ul>
6	Software application licenses	The selected bidder has to provide all System Software (OS), VMware, Antivirus and all other licenses require for BOQ under OPEX/SPLA Model. (Bank will take care of Application Licensing, Oracle database)
7	Provisioning and Data Copy/Migration	a) The selected bidder shall provide infrastructure at DC and DR per accepted timelines.

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		<p>b) Migration of existing Servers or VM’s to DC and DR</p> <p>c) The selected bidder shall co-ordinate with Banks application teams to bring up the systems at DC and DR.</p> <p>d) The selected bidder shall co-ordinate with Bank’s existing application support vendor for inputs/configuration details for configuring the equipment/application along with related documents if required.</p>
8	Management Services	Managed Hosting portal to view performance statistics.
9	Storage services	Selected bidder shall provide storages (OPEX) for all servers as per SOW.
10	Backup services	Selected bidder shall take regular back up of Banks data base as per best practices including vaulting service
11	DR Drill Services	Two Drill in a year for DR will be required to be performed to test disaster preparedness.

**7) 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 (Data Centre and DR site Setup) Project for the Bank.

**8) Undertaking on compliance, Bidder Support Center**

**Please refer attached Annexure 6, Annexure 7 as a part of technical criteria**

**9) Bidder has to propose hardware, software and services as per format Annexure -8. Vendor can add or delete any component as per their solution.**

## **Part – IV**

### **Commercial Bid**

#### **1) Commercial Evaluation (CE)**

- a) Bidders who are Eligible & Technically Qualified will be called for the Discussion with Banks IT Committee.
- b) The bidder will be required to submit commercial bids as a part of the bid submission.
- c) The placement of hard copy of commercial bid in eligibility bid or technical bid covers will make the bid liable for rejection.
- d) Response to the commercial bid shall include cost of provision, installation, implementation and all the components required for commissioning and functioning of the Solution. It is the responsibility of the Bidder to provide all the items which may or may not have been mentioned in the Bid to ensure commissioning and functioning of the Solution within the final agreed price between the selected Bidder and Bank.
- e) The total cost to be specified by the Bidder must cover separately the following as detailed in **Annexure 10**– Cost Sheet.

#### **2) Price Bid**

- a) The Bidder shall indicate in the Price Schedules with Unit Rates for supply and erection of each goods and services which include supply, erection 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) Normalization of bids: The Bank will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the technically short-listed Bidders to resubmit the technical bids once again for scrutiny.
- h) The Price offer shall be on a fixed price basis. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be liable to be rejected. The rate quoted by the Bidder should necessarily include the following:

- i) Prices quoted by the Bidder should be exclusive of all taxes, duties and levies etc. The Bidder is expected to provide a breakup of the taxes indicated in the commercial bid format. The Bidder is expected to provide the tax types and tax percentage in commercial bids
- j) The Bidder is expected to provide for services which are required to be extended by the Bidder in accordance with the terms and conditions of the RFP and subsequent contract.
- k) The Bidder must provide and quote for the product and services as desired by the Bank as mentioned in this RFP. Any products / services not proposed to be provided by the Bidder will result in the proposal being incomplete, which may lead to disqualification of the Bidder.
- l) End of Sales/ End of support: The Bidder has to ensure that device, CPE and infrastructure provided put to use as part of this RFP should not have reached end of sale\support. In the event if any equipment supplied / put to use by the Bidder reaches end of support, within the contract period from the date of use, the Bidder has to replace the equipment/ software at no additional cost to the Bank before end of support.

### **3) Terms of Payment**

- a) Recurring Charges will be paid at the end of each quarter
- b) One Time Charges shall be paid after supply, physical acceptance, successful installation and commissioning of the DC and DR Site
- c) The charges payable per annum/monthly under the said SLA for 5 (five) years, shall however be fixed and firm and mentioned clearly in the price Bid.
- d) The bidder's request for payment shall be made to the Bank in writing, accompanied by invoices and delivered, accompanied by the supporting documents.
- e) Payments shall be made promptly by the Bank, not later than Thirty (30) days after submission of an invoice, and the Bank has accepted it.

**Annexure 1**

(Company Letter head)

**Tender Offer Cover Letter**

RFP Reference No

Date: \_/ \_/ 2020

To

**Chief Executive Officer**

**Sadhana Sahakari Bank**

Dear Sir,

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer **to DATA CENTER and Disaster Recovery Hosting with Managed 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.

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

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

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

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

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

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

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

We 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.

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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 \_\_\_\_\_, 20  
Signature: \_\_\_\_\_

Name and designation of Signatory

Name of Company and Address

**Annexure 2**

(Company Letter head)

**Pre-Qualification Criteria Template**

S.N.	ITEM	INFORMATION TO BE FURNISHED BY THE BIDDER			
1.	<b>Name of Organization:</b>				
2.	<b>Address (including telephone numbers and email-id)</b>				
3.	<b>Name of the official in charge of this bid with phone / mob. Nos.</b>				
4.	<b>Type of organization:</b> (Pvt. Ltd. / Public Ltd)				
5.	<b>Year of establishment</b> (Certificate of Incorporation attached) Ref. : Pre-qualification-	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
6.	<b>Work Orders confirming year and area of activity and Memorandum and Articles of Association attached.</b> Ref. : Pre-qualification-	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
7.	<b>Client References. (Copy of Work orders/Client certificates of at least 10 companies)</b> Ref.: Pre-qualification-	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
8.	<b>Client References. Hosting DC or DR Landscape</b> (Copy of Purchase orders attached). Ref.: Pre-qualification-	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
9.	<b>Whether ISO20000 certified.</b> (Copy of certification attached) Ref.: Pre-qualification –	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
10.	<b>Whether ISO 23001 / ISO 27001 Certified.</b> (Copy of valid certificate attached) Ref.: Pre-qualification –	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
11.	<b>Annual turnover during the last three financial years</b> Ref.:		2017-18	2018-19	2019-20

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	Pre-qualification(to supported by auditor's Certificate)	Turnover			
		PAT			
12.	<b>Certified Professionals</b> Ref.: Pre-qualification –	<b>Certification</b>	<b>No of employees</b>		
13.	<b>Whether bidder has been declared ineligible for corrupt practices or blacklisted with any Govt. Agencies.</b> (Self-Declaration should be given)				
14.	<b>Whether the bidder has the following certifications.</b> Ref.: Pre-qualification –	TIA 942	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
		ASHRAE	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
15.	<b>Whether bidder has own DC and DR built and operated with Tier III Certification</b> Ref.: Pre-qualification –	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
16.	<b>Data Center Locations DC addresses</b> Ref.: Pre-qualification	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
17.	<b>Relevant and adequate details of the Security arrangements at the Data Center and DR location and Managed Hosting facility are provided</b> Ref.: Pre-qualification-	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
18.	<b>Relevant and adequate details of the power supply and electricity Arrangements are provided for DC and DR.</b> Ref.: Pre-qualification-	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
20.	<b>Whether vendor provides SLA of 99.95% uptime for Managed hosting services</b>				

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	<b>and connectivity between DC, DR</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
21.	<b>Details of previous job, if any, done for Bank.</b>		

**Date: Name and Signature of Bidder**

**With Corporate Seal**

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**Annexure 3**

(Company Letter head)

**Technical Bid Form**

Sr. No	Technical Evaluation	Compliance Details (Please Provide documentary Proof for all requirements)
<b>1</b>	<b>Experience in DC services (Managed Hosting and Co-location Services)</b>	
a	No. of Managed hosting and Co-location projects for Data Center and DR Site	
b	No. of clients for which both DC and DR Site implementation and Hosting have been done	
c	No. of Government including PSUs, public sector banks, insurance companies and autonomous bodies of the Govt. clients hosted and managed.	
<b>2</b>	<b>Data Center infrastructure</b>	
a	No. of Data Centers	
b	Total sq. ft. of area in raised floor space in the offered primary site.	
c	No. of years of operation in India	
d	Location of the Site Offered	
<b>3</b>	<b>Disaster Recovery Center infrastructure</b>	
	No. of Disaster Recovery Centers	
	Total sq. ft. of area in raised floor space in the offered primary site.	
	No. of years of operation in India	
	Location of the Site Offered	
<b>4</b>	<b>Robustness of Offered Data Center infrastructure</b>	
a	Building management system.	
b	Security Management (Access logs, dedicated security personnel, biometric secured access to personnel and clients)	
c	Network operations center features	
d	Electrical room, power backup features	
e	Anti-Rodent Systems ,Smoke detection, fire detection & suppression	
f	air-conditioning, raised flooring, false ceiling	
g	Video surveillance systems.	
h	DC / DR Service certification ( ISO 20000)	
i	DC / DR TIA 942 Certification	
j	DC / DR ISO 270001 Certification	
k	% uptime for infrastructure services	

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<b>5</b>	<b>Qualification and competence of Key Staff.</b>	
a	ITIL certified	
b	BS7799 / ISO 27001 lead 8or / Lead Implementer certified.	
d	CDCP	
e	PMP	
f	Declaration require from vendor regarding background check of employees deputed on Bank project for non-criminal.	
<b>6</b>	<b>Others</b>	
a	Proposed solution and Work Plan Implementation Methodology	
b	Additional value propositions.	
c	Infrastructure Migration Plan to the Proposed Infrastructure	

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**Annexure 4**

(Company Letter head)

**Details of the Vendor**

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

<b>S. No</b>	<b>Item</b>	<b>Details</b>
1	Name of Company	
2	Postal Address	
3	Telephone and Fax numbers	Telephone:                      FAX:
4	Constitution of the Company	
5	Name and designation of the person authorized to make commitments to the Bank [An authorization letter is required from the company]	
6	Email Address	
7	Year of commencement of Business	
8	GST Number	
9	TAN Number and PAN Number	
10	Turnover for last 3 Financial Year 2017-18 2018-19 2019-20 Attached Certified copy of the Accounts with Tax Audit Report	

**Annexure 5**

**: Details of Location wise bandwidth requirement**

<<Company Letterhead>>

Dated: .

	Branch Name	Primary	Secondary Link
1	DC to DR Replication Bandwidth	10 MBPS	10 MBPS

**Annexure 6**

<<Company Letterhead>> Dated:

**To,  
Chief Executive Officer  
Sadhana Sahakari Bank Ltd**

Dear Sir,

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

Ref.: DATA CENTER AND DISASTER RECOVERY CENTRE HOSTING WITH MANAGED  
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 7**

**Bidder Support Center**

<<Company Letterhead>>

Dated:

Sr. No.	Support Center Details		
	Complete Address	Phone No.: (Landline)	Contact Person

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**ANNEXURE 8 – Technical**

**Note-**

- a. Database Server shall be in Cluster Mode with Active Passive Cluster  
 b. All the Routers, Switches and Firewall shall be N+1 with failover.

Sr	Server/Role Name	DC Qty	DR QTY	Layer	RAM	Cores /vCPU	OS	Server Role/OEM
1	CBS DB1	1	1	Physical	128 GB RAM	1 X Intel® Xeon® 12 Core Gold Processor. 128 GB RAM, 900 GB x 2 SAS HDD 15K RPM, 2 Gigabit NIC Cards, 2x HBA Card	Redhat Linux 8.X with cluster support	Database CBSDB1 And CBS DB2 Cluster Setup for Active Passive Dell\IBM\Lenovo
2	CBS DB2	1	-	Physical	128 GB RAM	1 X Intel® Xeon® 12 core Gold Processor., 128 GB RAM, 900 GB x 2 SAS HDD 15K RPM, 2 Gigabit NIC Cards, 2x HBA Card	Redhat Linux 8.x with cluster support	Database Dell\IBM\Lenovo
3	CBS App Server	3	3	Virtual	64 GB RAM	16 Core 300 GB Disk space	Windows Server OS 2019	Application Server
4	CBS Digital Channel Server -2	1	1	Virtual VMWARE	32 GB RAM	8 Core 300 GB Disk space	Windows Server OS 2019	Application Server
5	RTGS and SMS Server	2	2	Virtual VMWARE	32 GB RAM	8 Core 300 GB Disk space	Window Server 2019	Anti-Virus Server
6	Domain Server	1	1	Virtual VMWARE	16 GB RAM	8 Core 300 GB Disk space	Window Server 2019	Domain
7	FC Storage	1	1	Shared			SAN Space FC Flash Storage 6 TB	
8	Disk Backup Service for Oracle with remote storage	1	-	Shared		7 days retention full backup	Online agent for Oracle Backup	

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9	Cisco 4351 Router	2	1	Physical			6 Ethernet Ports	Cisco 4351
10	Fortinet Firewall with UTM Protection 24x7 FortiCare plus Application Control, IPS, AV, Web Filtering and Antispam Services, Forti Sandbox cloud)	2	1	Physical				Fortigate 100F
11	Network Switches 24 Ports L2 1 Gig with 4 SFP Ports	2	1	Physical				Cisco 9300 L
12	Cross Connect and Port Termination	8	8					
13	Public IP Pool of IPV4 and 6	8 IPV4 & 8 IPV6	8 IPV4 & 8 IPV6					
14	VPN Site to site Tunnel	30	30					
15	Anti-Virus Service for all Servers	Req. Qty	Req. Qty					
16	10 MBPS Internet Link	1	1					
17	SIEM & SOC Services (Shared) for all Servers, Firewall and Network devices	1	1					
18	10 MBPS Replication Link Primary and Secondary between DC and Dr	2						
19	Co-location charges for 8							

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	devices like Servers, firewall, load balancer Routers and Switch							
20	Red Hat Linux 8.x with cluster support	Req. Qty	Reqd . Qty					
21	Windows OS 2019 License Cos	Req. Qty	Req. Qty					

**Services**

Sr No	Services	Available Y/N	Details	Resources available	Qualifications of Resources
1	SOC				
2	OS Management Windows				
3	Firewall \Router \Switches management				
4	VMWare management				
5	Active directory support				
6	Antivirus Management				
7	SAN Storage Management				
8	Backup & Restore Management				
9	DR Services				
10					

Vendor can add or delete any device and/or service as per propose plan  
Vendor has to produce Escalation metrics of all service.

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**Annexure 9**

Pre Bid Query Format

(Company Letter head)

Sr. No.	Page No.	Point No.	Tender Original Clause	Clarification	Request for change /addition/modification deletion

**Annexure 10**

(Company Letter head)

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

	Server/Role Name	DC Qty	DR QTY	Layer	Cores  /vCPU	OEM	Annual Recurring Unit Cost	Annual Recurring Total Cost	GST	Total Cost with GST
1	CBS DB1	1	1	Physical	1 X Intel® Xeon® 12 Core Gold processor 128 GB RAM, 900 GB x 2 SAS HDD 15K RPM, 2 Gigabit NIC Cards, 2x HBA Card with Red Hat Linux 8.x with Cluster Support	Dell\IBM\ Lenovo				
2	CBS DB2	1	-	Physical	1 X Intel® Xeon® 12 Core Gold Processor 128 GB RAM, 900 GB x 2 SAS HDD 15K RPM, 2 Gigabit NIC Cards, 2x HBA Card with Red Hat Linux 8.x with Cluster Support	Dell\IBM\ Lenovo				

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3	CBS App Server	3	3	Virtual VMWARE	64 GB RAM, 16 Core 300 GB Disk space Windows Server OS 2019				
4	CBS Digital Channel Server -2	1	1	Virtual VMWARE	32 GB RAM, 8 Core 300 GB Disk space Windows Server OS 2019				
5	RTGS and SMS Server	2	2	Virtual VMWARE	32 GB RAM, 8 Core 300 GB Disk space Windows Server OS 2019				
6	Anti Virus and Domain Server	1	1	Virtual VMWARE	16 GB RAM 8 Core 300 GB Disk space Windows Server OS 2019				
7	FC Storage	1	1	Shared	SAN Space FC Flash Storage 6 TB				
8	Disk Backup Service for oracle with Remote Storage	1	-	Shared	Online agent for Oracle Backup		7 days retention full backup		

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9	Cisco 4351 Router	2	1	Physical	6 Ethernet Ports	Cisco			
10	Fortinet Firewall with UTM Protection 24x7 FortiCare plus Application Control, IPS, AV, Web Filtering and Antispam Services, Forti Sandbox cloud)	2	1	Physical		Fortigate 100F			
11	Network Switches 24 Ports L2 1Gig with 4 SFP Ports	2	1	Physical		Cisco 9300L			
12	Cross Connect and Port Termination	8		Cross Connect and Port Termination					
13	Public IP Pool of IPV4 and 6	8 IPV4 & 8 IPV6	8 IPV4 & 8 IPV6						
14	VPN Site to site Tunnel	30	30						

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15	Anti-Virus Service for all Servers	Req. Qty	Req. Qty						
16	10 MBPS Internet Link	1	1						
17	SIEM & SOC Services (Shared) for all Servers, Firewall and Network devices	1	1						
18	10 MBPS Replication Link Primary and Secondary between DC and Dr	2							
19	Co-location charges for 8 devices like Servers, firewall, load balancer Routers and Switch								
20	Red Hat Linux 8.x with cluster support	Req. Qty	Reqd . Qty						
21	Windows OS 2019 License Cos	Req. Qty	Req. Qty						

Services Cost Commercial

<b>Sr No</b>	<b>Services</b>	<b>Annual Recurring Cost</b>	<b>GST</b>	<b>Total Annual Cost with GST</b>
1	Tape Vaulting Charges			
2	OS Management Windows			
3	Firewall \Router \Switches management			
4	VM management			
5	Active directory support			
6	Antivirus Management			
7	SAN Storage Management			
8	Backup & Restore Management			
9	DR Services			
10	Database Management including one time installation at DC and DR			

Vendor can add any additional charges if any with due reason.

**Annexure 11 - Non Discloser Agreement**

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

Whereas, we, \_\_\_\_\_, having registered Office at \_\_\_\_\_, hereinafter referred to as the Company, are agreeable to execute “\_\_\_\_\_” as per scope defined in the Request for Proposal (RFP) No. \*\*\* Dated xx th XXX, 2021 for Sadhana Sahakari Bank Ltd, having its Shivam Complex, Pune-Solapur Road, Hadapsar, Pune 411 028, 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 ...

