

REQUEST FOR QUOTATION (RFQ)
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FOR
DC & DR Cloud Services
(2025-29)

I. Introduction

About the Bank

Youth Development Co-Op Bank LTD Kolhapur, headquartered in Kolhapur, has 14 branches located Kolhapur Dist. This tender is intended to procure comprehensive cloud services to enhance the bank's IT infrastructure, ensuring scalability, security, and reliability.

The detailed requirements are provided in Annexure I. The Bank reserves the right to revise the scope of this tender in response to business and regulatory requirements.

II. Eligibility Criteria

1. The vendor must be a company registered in India under the Companies Act, 1956, or 2013.
 2. The vendor should have an average turnover of Rs. 50 Lakh or more over the last two financial years. Supporting audited financial statements must be provided.
 3. The vendor must have a minimum of five years' experience in providing cloud services to banks, financial institutions, or government departments. Proof of handling similar projects in Maharashtra is required.
 4. The vendor must have at least 10 service engineers on its payroll in Maharashtra. Supporting documents must be submitted.
 5. The vendor should be capable of supporting all branches and providing a secure online portal for monitoring services.
 6. The vendor must not have been blacklisted by any public or private organization. A self-declaration letter must be submitted.
 7. OEM/MAF authorization letters and warranty certificates must be provided for all solutions.
 8. The vendor must hold valid ISO 27001 , ISO 9001 , ISO 22301, and Tier III compliance certifications for quality and information security management systems. Copies of certificates must be submitted.
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III. Scope of Work

1. Cloud Infrastructure:

- CBS Vendor: Jalgaon Janta Infotech Private Limited.
- Database: Oracle 11G.
- CBS Users: 70.
- SWITCH Vendor : Sarvtra (ATM,IMPS Branch)
- Primary Data Center (DC) hosted on cloud with at least Tier III compliance.
- Disaster Recovery (DR) site with real-time replication.

2. Application Hosting:

- Hosting of the bank's Core Banking System (CBS), ATM services, RTGS/NEFT, and mobile banking applications.
- Application servers to operate on Windows Server 2022 or equivalent.

3. Database Hosting:

- High-availability database hosting on Oracle (or equivalent).
- Secure access controls and encrypted communication.

4. Cybersecurity:

- Level II cybersecurity compliance, adhering to RBI guidelines.
- Implementation of a Web Application Firewall (WAF), intrusion detection/prevention systems (IDS/IPS), and periodic vulnerability assessments.

5. Monitoring & Support:

- 24/7 monitoring and support.
- Comprehensive Service Level Agreements (SLAs) to ensure 99.9% uptime.

6. Compliance:

- Adherence to guidelines issued by the Government of India regulators such as RBI, CERT-IN, and CSITE.
- No extra charges will be applicable for compliance with these regulations.

IV. General Terms and Conditions

1. The vendor must ensure compliance with RBI's cybersecurity framework and IDRBT guidelines.
2. A detailed implementation timeline must be provided, including milestones.
3. The solution must provide failover mechanisms for connectivity disruptions.

4. Data residency and processing must comply with Indian laws.
 5. The Bank reserves all rights to cancel the tender without assigning any reasons.
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V. Penalty Clause

The Bank reserves the right to impose penalties for delays in deployment, service outages, or non-compliance with SLAs.

VI. Payment Terms

1. No advance payment will be made.
 2. Payments will be made quarterly upon receipt of invoices and satisfactory service reports.
 3. Applicable taxes will be deducted as per government norms.
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VII. Confidentiality

The vendor acknowledges that all materials and information related to this contract are confidential. Any breach of confidentiality will result in legal consequences.

VIII. Bidding Process

1. The bid must include separate sealed envelopes for the technical and commercial proposals.
 2. The technical bid should include all documents listed in the checklist.
 3. The commercial bid must clearly outline the cost structure.
 4. The Bank reserves the right to reject any or all bids without assigning reasons.
 5. Late submissions will not be entertained.
 6. Tender issued on: 01-02-2025.
 7. Last date for submission: 20-02-2025.
 8. Submission address: 646 "E" Shahupuri, Venus Corner, Shahupuri, Kolhapur-416001.
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IX. Document Checklist

1. Signed copy of this RFQ as an acknowledgment of terms and conditions.
2. Supporting documents for eligibility criteria.
3. Sealed technical and commercial bids.
4. Authorization letters from OEMs.

5. Copies of valid ISO 27001 and ISO 9001 certifications.
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Annexure I: Detailed Requirements

1. Primary Data Center (DC) and Disaster Recovery (DR) compliance with Tier III standards.
 2. Secure hosting for CBS, ATM, RTGS/NEFT, mobile banking, and Tab Banking.
 3. 24/7 monitoring and Level II cybersecurity compliance.
 4. Daily status reports and real-time service tracking for all branches.
 5. SLA-driven performance with 99.9% uptime guarantee.
 6. Data Center Insurance Copy
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Place: Kolhapur

Date: