

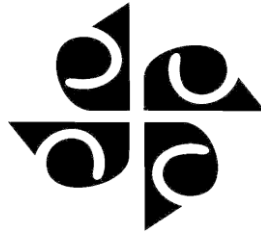
Request for Proposal (RFP)

For Selection of System Integrator For

ASSET MANAGEMENT & PATCH MANAGEMENT PRODUCT & SERVICES

For

**The Akola Janata Commercial Co-operative Bank Ltd., Akola
(Multistate Scheduled Bank)**



**Head Office,
“Janvaibhav”,
Old Cotton Market,
Akola – 444001**

Tender Reference No. : AJCCB/IT/2022-23/Asset-Patch

Due Date : 27.09.2022

The information provided by the bidders in response to this Request For Proposal (RFP) will become the property of The Akola Janata Commercial Co-operative Bank Ltd., Akola and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP and such amendments will be binding upon the Bidders. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever. This document is prepared by The Akola Janata Commercial Co-operative Bank Ltd., Akola. It should not be reused or copied or used either partially or fully in any form.

1. Invitation for tender offers

The Akola Janata Commercial Co-operative Bank Limited, Akola invites offers from eligible, reputed developers and/or system integrators for providing ASSET MANAGEMENT AND PATCH MANAGEMENT solution as per requirements as per Reserve Bank of India circular on Comprehensive Cyber Security Framework for Primary (Urban) Cooperative Banks (UCBs) – A Graded Approach. The bidder should ensure that solution being offered does minimum compliance of the following points from the circular :

Sno.	Minimum Compliance Requirement
1.	Should maintain an up-to-date business IT Asset Inventory Register
2.	Should maintain details of the IT Asset (viz., hardware/software/network devices, key personnel, services, etc.)
3.	Should maintain details of systems where customer data are stored
4.	Should maintain details of associated business applications, if any
5.	Should maintain criticality of the IT asset (For example, High/Medium/Low)
6.	Should classify data/information based on sensitivity criteria of the information
7.	Should maintain an up-to-date centralised inventory of authorised software(s)/approved applications/software/libraries, etc.
8.	System should identify, track, manage and monitor the status of patches to servers, operating system and application software running at the systems used by the end-users

A complete set of tender document may be downloaded from our website www.akolajanatabank.com.

The details are given below:

Tender Reference	AJCCB/IT/2022-23/Asset-Patch
Last Date and Time for receipts of tender offers	27.09.2022
Tender Fees	NIL
Address of Communication	Chief Executive Officer The Akola Janata Commercial Co-operative Bank Limited, Akola. " Janvaibhav", Old Cotton Market, Akola 444001
Email address	cbs.ajccb@gmail.com
Contact Telephone Numbers	0724-2430012, 2430639, 2430241
Bids to be given to	Chief Executive Officer, The Akola Janata Commercial Co-operative Bank Limited, Akola.

Technical Specifications, Terms and Conditions, the formats and pro-forma for submitting the tender offer are described in this tender document and its Annexure.

Chief Executive Officer
The Akola Janata Commercial Co-operative Bank Limited, Akola.

Instructions to Bidders

1. Bid Submission

Bid should be submitted in hard copy form in sealed envelope on or before the date given above. It should be addressed to :

Chief Executive Officer
The Akola Janata Commercial Co-op. Bank Ltd.
"Janvaibhav" ,
Old Cotton Market, Akola.
Akola- 444001 (M.S.)
E-Mail: cbs.ajccb@gmail.com

2. Qualification Criteria

Reputed system integrator/OEM, who have experience in executing ASSET MANAGEMENT AND PATCH MANAGEMENT implementations and who meet the following Eligibility criteria only need to apply:-

- a) The service provider submitting the offers should be a Registered Company or Firm having an Average Annual Turnover of Rs. 50 Lakh in the last three consecutive financial years.
- b) The Company/Firm should have made Net Profits in at least two financial years in last 3 Years.
- c) Bidders must submit a Tender specific Manufacturer Authorization Form (MAF) that they have been authorized to quote on behalf on the manufacturers. Else bidder has to submit a declaration that they or original developer of the services product.
- d) Bidder should be providing services to at least one urban bank customer.

3. Offer validity Period

The offer should hold good for a period of 6 months from the closing date of the tender. Bank may place number of orders during the minimum period of 3 months. The prices and services offered should be valid for the minimum period of 3 months.

4. Opening of Offers

Offers received within the prescribed closing date and time will be opened by the authorities of the Bank.

5. Preliminary Scrutiny

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the service providers and the Bank reserves the right to exercise such waivers.

6. No Commitment to Accept Lowest

The Akola Janata Commercial Co-op. Bank Ltd., is under no obligation to accept the lowest Offer received in response to this tender and reserves the right to split the order or reject any or all the offers including incomplete offers without

assigning any reason whatsoever.

7. Submission of Technical Details

It is mandatory to provide the technical details in the exact format (**Annexure C**) given in this tender. The relevant product information, brand and version offered, printed product brochure, technical specification sheets etc. should be submitted along with the offer. Technical compliance sheet as per **Annexure C** must to be included.

8. Format for Offer

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

1. Index
2. Covering letter. This should be as per Annexure A.
3. Details of the service provider, as per Annexure B.
4. Technical Offer with Specifications as given in Annexure C, complete with all the columns filled in.
5. Manufacturer's Authorization Form (MAF) for the product quoted.
6. Service provider's Financial Details and other supporting documents, as asked in the tender document.
7. Commercial Offer as per Annexure D.
8. Details of track record and customer references as per Annexure E.
9. Terms and Conditions Deviations Compliance as per Annexure F.
10. Technical brochure / document of the product/services offered.
11. SLA / Agreement draft to be enclosed.

9. Location of Supplies

At the addresses given below.

SNo.	Location	Location Address
1	Head Office – Data Center	THE AKOLA JANATA COMM. CO-OP BANK LTD. AKOLA, 'Janvaibhav', Old Cotton Market, Akola 444 001
2	Nagpur – DR Site	THE AKOLA JANATA COMM. CO-OP BANK LTD. AKOLA, Agrasen Chowk, Nagpur

10. Costs

The offer must be in fixed price basis for annual service charges in Indian Rupees only and shall be excluding GST and shall include the following:

1. Training to IT staff
2. Comprehensive support for various ASSET MANAGEMENT AND PATCH MANAGEMENT related issues
3. Support required for forensic audit if required
4. Support and reports required during IS Audit / Statutory Audit / RBI Inspection / VAPT / any other inspection
5. Any reports required on regular basis including all types of access logs

11. Fixed Price

The Commercial Offer shall be on a fixed price basis, exclusive of GST. No price increase due to any factor will be permitted.

12. Negotiation

It is absolutely essential for the service providers to quote the lowest price at the time of making the offer in their own interest. Bank, however, reserve the right to enter into any price negotiations.

Terms and Conditions of the Tender

1. Technical Inspection and Performance Evaluation

The Akola Janata Commercial Co-operative Bank Limited, Akola reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of all the services quoted. Bank may ask for proof of concept (POC) as a part of evaluation process during bid processing.

2. Payment Terms

The Akola Janata Commercial Co-op. Bank Ltd will make payment as follows:

- 50% payment will be made after complete implementation
- Balance 50% payment will be made after three months of implementation

3. Order Cancellation

The Akola Janata Commercial Co-op. Bank Ltd reserves its right to cancel the order in the event of one or more of the following situations:

Delay in delivery beyond 15 days from the date of issuance of services order.

Bank reserves the right to take appropriate action and make good any or all losses incurred during the process from the service provider.

4. Billing

The billing should be done locally for respective locations inclusive of all taxes giving break up thereof. GST as applicable, will be paid extra as per the existing rates.

5. Force Majeure Clause:

The service provider shall not be liable for liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the service provider and not involving the service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of The Akola Janata Commercial Co-operative Bank Limited, Akola in fires, floods and freight embargoes. If a Force Majeure situation arises, the service provider shall promptly notify The Akola Janata Commercial Co-operative Bank Limited, Akola in writing of such conditions and the cause thereof within twenty calendar days. Unless

otherwise directed by The Akola Janata Commercial Co-operative Bank Limited, Akola in writing, the service provider shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, The Akola Janata Commercial Co-operative Bank Limited, Akola and the service provider shall hold consultations with each other in an endeavor to find a solution to the problem.

6. Governing Law & Jurisdiction

All disputes under the Jurisdiction will be of the Courts in **AKOLA, Maharashtra only.**

ANNEXURE A - Tender Offer Cover Letter

Date:
Tender Reference No.:

To:
Chief Executive Officer,
The Akola Janata Commercial Co-op. Bank Ltd,
"Janvaibhav", Old Cotton Market,
Akola - 444001

Dear Sir,

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide ASSET MANAGEMENT AND PATCH MANAGEMENT solution in conformity with the said tender document and as per RBI cybersecurity framework requirement in accordance with the schedule of prices attached in the commercial offer and made part of this tender.

If our tender offer is accepted, we undertake to complete installation within 15 days from the date of order.

We agree to abide by this tender offer and all the terms & conditions till 3 months from the closing date of tender and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

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 shall sign requisite SLA within 15 days of receipt of order.

We hereby, once again, confirm our acceptance to all the terms and conditions of your tender.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Dated this _____ day of _____ 2022

Signature: _____

Designation : _____

Authorized to sign the tender

ANNEXURE B – Service Provider Details

Sr. No	Particulars	Details
1	Name of Company	
2	Mailing Address	
3	Telephone and Fax numbers	
4	Constitution of the Company	
5	Name and designation of the person authorized to make commitments to the “The Akola Janata Commercial Co-operative Bank Ltd.”	
6	Email Address	
7	Year of commencement of Business	
8	Turn over of the company (not of group) for the year 2019-2020 2020-2021 2021-2022	
9	Profit of the company (not of group) for the year 2019-2020 2020-2021 2021-2022	
10	GSTIN	
11	PAN	

SNo	Asset Management	Compliance (Yes/No)
1.	Should manage IT assets	
2.	Should manage non IT assets	
3.	Should be able to do software license management	
4.	Should manage asset life cycle	
5.	Should provide asset baselining to manage and track assets	
6.	Should maintain purchase records	
7.	A configuration management database shall be established which stores unique information about each type Configuration Item	
8.	The proposed solution allow scheduling periodic report to check current software and hardware inventory	
9.	The Proposed solution should provide end to end Asset Life Cycle Management: Makes it easier to handle the complete life cycle of an asset, that is, all stages/modules from procurement to disposal	
10.	The Proposed solution should support maintaining AMC/Warranty Information with Alerting when about to expire also provide Asset Deletion capabilities enabled with workflow engine	
11.	The Proposed solution should support Software License Metering: Helps to understand the software license compliance and the use of unauthorized software in the organization and helps to act proactively to curb illegal usage and problems associated with it.	
12.	The proposed solution should provide Asset Dashboards/Reporting: Graphical representation all the assets based on Category, location, aging of the asset, customer, which can be further level down to the incident record ID	
13.	The proposed solution should provide out of the box purchase and contract management modules to support end to end asset life cycle	
14.	Should track all hardware and software in your network live	
16.	Should block executables and uninstall prohibited software	
17.	Should send notifications for detection of new software, non-compliance due to under-licensing and prohibited software	
18.	Should maintain assets along with their criticality	
19.	Should maintain passive devices like printers, switches etc.	
20.	Reports for hardware, software, inventory and licenses	
21.	Solution should consider all assets spread across all of our 37 branch locations present in WAN	
22.	Solution should maintain application software assets like CBS, Mobile Banking, IMPS, Internet Banking, or any other third party softwares	
23.	Does your solution provide port blocking of selected asset?	
24.	Solution should have in built remote desktop capability for technicians to take remote control of IT Assets (eg. Desktops & Servers) for troubleshooting	
Patch Management		
1.	Should do automatic patch management for Windows, Linux servers	
2.	Should support patch management for third party apps	
3.	Should facilitate for patch testing and approval	
4.	Should allow rollback patches and service packs	
5.	Should allow to disable auto updates	
6.	Should deploy zero day patches	
7.	Solution should highlight missing critical patches and should re-	

	attempt failed patches	
8.	Solution should support mechanism to decline or delay an unnecessary patch that may cause any problem to overall IT infrastructure	
9.	Solution should support remote patch management	
10.	Solution should support patch deployment policy	
11.	Solution should provide mechanism to centrally set/reset registry value in target Window machine.	
12.	Solution should be able to provide the patch deployment as option to centrally deploy in target machines.	
13.	Solution should come along with standard reports and should generate customized reports as per business requirement.	
14.	The solution should be capable of generating real-time reports on patches deployed, when, by whom, to which endpoints, etc.	
15.	Solution should consider all assets spread across all of our 37 branch locations present in WAN	

ANNEXURE C : Technical Compliance & Requirement for ASSET MANAGEMENT AND PATCH MANAGEMENT

Part I – Technical Compliance

Part II – System Requirements

SNo	System	Specifications & Purpose
1.	Data Center on premise server specification with operating system along with purpose of server (to be provided by bank)	
2.	Any other server required with purpose (to be provided by bank)	
3.	Database license required or open source to be provided & installed by you	

Part III - Scope of Work

Sno.	Work
1.	Delivery and installation of product being supplied on DC setup
2.	Delivery and installation of open source database if required
3.	End to end implementation of Asset Management & Patch Management
4.	Training to IT staff on various features
5.	Support during warranty and AMC period
6.	Re-installation of product if bank upgrades hardware

ANNEXURE D – Commercial Offer
(To be submitted as per this format only)

Sr. No.	Product Name	Product Cost in INR	GST Extra in %
(1)	Asset Management and Patch Management with on premise perpetual license for Primary DC installation and implementation with one year warranty support OEM & Product Name (Both products should be from same OEM) :		
(2)	Annual Maintenance Support after one year warranty		
(3)	Per Asset incremental cost		

Signature of Bidder: _____

Place:

Name:

Date:

Annexure E – List of Customers from BFSI

Name of the Client	Details of Product	Contact person <ul style="list-style-type: none">• Name• Tel. No.

- Bidder is supposed to give entire list of customers but with at least two references with contact details, particularly from UCB segment.

Annexure F - Terms & Conditions Deviation Compliance Statement

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

Term No	Short Description of the Terms & Conditions	Detailed explanation about deviation, if not complied

- If no deviation, put NIL

*****End of RFP*****