



# **Lala Urban Co-Op Bank Ltd., Narayangaon**

**HEAD OFFICE – Phulsundar Super Market, Pune-Nashik Highway,  
Narayangaon, – 410 504.**

## **INFORMATION TECHNOLOGY DEPARTMENT**

### **REQUEST FOR PROPOSAL (RFP)**

For Selection of hardware, Software, services, and support provider.

REF NO : LUCB/IT-Tender/2023-24/001

RELEASE DATE: 05/02/2024

## Introduction:

Lala Urban Co-Op Bank Ltd. is based in Narayangaon, Dist Pune. Having 1 HO, 14 Branches in Pune Region. As per the Guidelines of the Reserve Bank of India for Information Technology and Cyber Security Bank proposes to invite proposals for software hardware services and support from vendors and service providers.

This tender is meant for the exclusive purpose of bidding as per the terms and conditions and scope of work indicated. It shall not be transferred, reproduced, or otherwise used for purposes other than for which it is specifically issued.

## Tender Submission Details:

The vendors are requested to submit their commercial proposal for the above-mentioned procurement. The vendors may submit their tenders addressed in the form of hard copies.

The CEO,  
Lala Urban Co-Op bank Ltd.  
Phulsundar Super Market,  
Pune-Nashik Highway, Narayangaon, – 410 504.

## Important Dates:

Sr. No	Particulars	Timeline
1	Tender issuance date	10-02-2024
2	Last date of submission of RFP-related queries	14-02-2024
3	Last Date of Submission of Tender Response (Closing Date)	16-02-2024
4	Technical Bid Opening Date	20-02-2024
5	Commercial Bid Opening Date	20-02-2024
6	Bank email IDs for IT related query	<a href="mailto:ceo@lalaurbanbank.in">ceo@lalaurbanbank.in</a> , <a href="mailto:dyceo@lalaurbanbank.in">dyceo@lalaurbanbank.in</a> , <a href="mailto:ithod@lalaurbanbank.in">ithod@lalaurbanbank.in</a>

The above dates are likely to remain unchanged. However, Bidders should check the website <https://www.lalaurbanbank.in/> for any changes/addendums to the above dates and/or any other changes to this RFP. Bidders are to confirm with Bank the time & venue one day prior to any of the above-scheduled events.

Eligibility cum Technical bid will be opened, in the presence of the vendor's representatives who choose to attend the opening of the technical bid. No separate communication shall be sent in this regard.

All bids must be submitted at the same time giving full particulars in separate sealed envelopes at the bank's address within the time period specified as above.

No further discussion/interface will be granted to bidders whose bids have been technically disqualified.

Non-attendance at the Bid opening will not be a cause for disqualification of a bidder.

The Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.

**Disclaimer:**

The information contained in this RFP document, or any information provided subsequently to the bidder(s) whether verbally or in documentary form by or on behalf of the Bank is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist in the formulation of their proposals. While an effort has been made to include all information and requirements of the Bank with respect to the solution requested, this RFP does not claim to include all the information each bidder may require. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability, and completeness of the information in this RFP and wherever necessary obtain independent advice. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of this RFP. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend, or supplement the information in this RFP.

**Eligibility Criteria:**

The vendor should have a Registered company under the Indian Companies.

The vendor should have provided similar products/services to at least two Banks in the last 2 financial years.

The vendor should not be disqualified by the Nationalized Bank/Co-op. Bank/Foreign Bank/Pvt. Bank or any other Bank.

The vendor should have authorization for the proposed product service.

**Payment Terms and Conditions:**

- GST will be paid extra as applicable.
- TDS will be deducted as applicable.

**Negotiation:**

The vendor has to submit a non-negotiable and no-regret cost.

**Delivery Timelines:**

The bank 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.

**Pre-requisite:**

The vendor has to provide prerequisites for the installation and implementation of product services.

**Technical Inspection and Performance Evaluation**

Lala Urban Co-OP Bank Ltd. Narayangaon reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of all the services quoted. The bank may ask for proof of concept (POC) as a part the of evaluation process during bid processing.

**Delivery Timelines:**

- Delivery of products within seven days of the PO date.
- Installation/implementation within Ten days of the PO date.

**Proposal Submission:**

The envelopes must be super-scribed with the following information:

1. Type of Proposals (Technical or Financial)
2. Name and address of Vendor

**ENVELOPE -1 (Technical Proposal):**

The vendor Technical Proposal Envelope will contain the Technical Proposal as per the format given.

The Technical Proposal should be complete in all respects and contain all the information asked for, except prices. The Technical Proposal should cover all items asked for. It should not contain any price information. The Technical Proposal should be complete to indicate that all the services asked for are quoted.

**ENVELOPE-II (Financial Proposal):**

The sealed Financial Proposal Envelope will contain the Financial Proposal as per the format given.

The Financial Proposal should give all relevant price information and should not contradict the Technical Proposal in any manner.

These two envelopes containing the Technical and Financial Proposals should be placed into an outer envelope and sealed.

This outer envelope should be clearly marked QUOTTAIN FOR HARDWARE/SOFTWARE/SERVICES OF and be deposited in the Bank Administrative Office as per the above address On or before last day of submission.

**BRIEF REQUIREMENT:**

The bank requires hardware, Software, services, and support. Details are present as below.

Sr No	Item	User	Description	Quantity	License/Software ( IN Years )
1	Thin Computing	50	Intel Processor 8 GB RAM / 256 SSD / Windows 11 Pro/19.5" Monitor/Keyboard/Mouse	50	One Time
2	Windows License	30	<b>Software:-</b> Windows 11 Pro Paper Licenses	30	One Time
3	Email Phishing Simulation	60* Emails	<p><b>Email Phishing Simulation - Service for Three Years</b></p> <p>Sophos Phish Threat</p> <p>1. Phishing Solutioning</p> <p>i. Design and develop an Internal Phishing Simulation policy</p> <p>ii. Evaluate and identify best-fit phishing solution (Open-Source /Commercial, In-House or SAAS)</p> <p>iii. Customize the themes, feedback, learning page and update your organization policies</p> <p>2. Campaign</p> <p>i. Create different themes aligned with current perceived threats</p> <p>ii. Plan and cover all important users/function/ department and partners</p> <p>3. Analysis &amp; Reporting</p> <p>i. Analyze output of every campaign output</p> <p>ii. Provide summary report to head of the function/ department</p> <p>iii. Collect feedback from users on the overall campaign and improve continuously</p> <p>4. Awareness &amp; Training</p> <p>i. For mass campaign, avoid online feedback</p> <p>ii. For focused group, enable online feedback along with declaration</p> <p>iii. Enable training for failed users</p>	60	3 Year

			with timeline for completion (F2F, Online)		
4	PAM	15 Firewall + 4 Server User - 4	<p><b>Software/Service - One time installation and Three years Support</b></p> <p>3 Years Subscription including installation with Support</p> <ol style="list-style-type: none"> <li>1. Password vaulting</li> <li>2. Password management: auto-generation, rotation, and workflow approval</li> <li>3. Multi-factor authentication</li> <li>4. Access for remote employees and third parties</li> <li>5. Mobile access points</li> <li>6. Session management</li> <li>7. Session Recording</li> <li>8. Real-time visibility and alerting</li> <li>9. Disaster recovery</li> <li>10. Emergency access</li> <li>11. Auditing and reporting</li> </ol>	1	3 Year
5	Data Classification	50	<p><b>Software/Service - One time installation and Three years Support</b></p> <p>Classification Suite – Subscription Based</p> <p>Data Discovery &amp; Compliance Suite – Subscription Based</p> <ul style="list-style-type: none"> <li>• Automated data categorization to streamline data management processes.</li> <li>• Enhanced data security by identifying and safeguarding sensitive information.</li> <li>• Compliance with data protection regulations, including GDPR, CCPA and also the upcoming Data Privacy Bill of India.</li> <li>• User-friendly interface for easy integration with existing systems.</li> <li>• Customizable classification policies tailored to your organization's needs.</li> <li>• Real-time monitoring and alerts to detect and respond to potential data breaches.</li> <li>• Seamless integration without disruption to workflow.</li> </ul>	50	3 Year

6	Anti-rogue and Anti-phishing	This includes one web site, one mobile app, take down services, social media sites	<p><b>Software/Service - One time installation and Three year Support</b></p> <ul style="list-style-type: none"> <li>• Cyber hygiene/security posture via Reconnaissance and OSINT technique</li> <li>• Scanning across various webs for cyber threat, infrastructure threat, brand reputation (Anti-Phishing and Anti-Rogue Services), security assessments of domains, sub-domains, and net-apps</li> <li>• Identifying and responding to dark-web/deep-web discoveries of domains, sub-domains, credentials (e.g. source-codes, passwords, keywords, card-details, defamatory or disrupting contents)</li> <li>• Domain Masquerading</li> <li>• Identifying malicious or duplicate masquerade domain</li> <li>• Security footprint evaluation – vulnerability exposure</li> <li>• Compromise Credentials – on Dark-Web</li> <li>• Monthly Reports</li> </ul>	1	3 Year
7	Network Monitoring Tool	15 Firewall + 4 Server	<p><b>Software/Service - One time installation and Three year Support</b></p> <p>Network Discovery, Availability, Performance, Fault Management, SLA and Reporting.</p> <p>Installation - One time.</p> <ol style="list-style-type: none"> <li>1. Real-Time Monitoring</li> <li>2. Device Discovery and Mapping</li> <li>3. Traffic Analysis</li> <li>4. Bandwidth Monitoring</li> <li>5. Alerting and Notifications</li> <li>6. Performance Metrics</li> <li>7. Application Performance Monitoring (APM)</li> <li>8. Network Security Monitoring</li> <li>9. Logging and Reporting</li> </ol>	1	3 Year
8	SOC	15 Firewall + 4 Server	<p><b>Software/Service - One time installation and One year Support</b></p> <p>Comprehensive Visibility of IT Environment and 24x7 Monitoring Proactive Threat Detection for known, Unknown and all Zero Day Attacks Remediation: Auto and Push-Button Continuous Compliance reports as per RBI guidelines Logs Storage for 180 days (standard) as per RBI Guidelines Security Posture and Operational View of your IT Environment - Weekly Reports SOC Report - Monthly SOC Dashboards for your team Walk-through Session post on-boarding. Threat Analysis in case of Critical Alerts.</p>	1	1 Year
9	Centralised End Point Protection with DLP featute	80 computer + 4 server	<p><b>Software/Service - One time installation and Three year Support</b></p>	80	3 Year

**FORMAT FOR SUBMISSION OF TECHNICAL PROPOSAL**

<b>Sr No.</b>	<b>Particulars</b>	<b>Remarks</b>
1	Name of the Company/Firm	
2	Constitution	
4	Full address for communication	
5	Telephone &Fax No.	
6	Name &Address of the Directors/Partners	
7	Contact Person (s) with Telephone/Mobile No.	
8	E-mail Address	
9	No. of CISA/DISA qualified persons conducting the System Audit	
10	Name and contact of banks where such product/services provided directly by vendor or by OEM.	
11	Whether the company/firm or its directors/partners disqualified by Nationalized Bank/Co-op Bank/Foreign Bank/Pvt. Bank or any other Bank	

**Attach Product/services specifications.**

**Forwarding Letter**

(To be submitted on Vendor's letter head)

To  
The CEO,  
Lala Urban Co-Op bank Ltd.  
Phulsundar Super Market, Pune-Nashik Highway,  
Narayangaon– 410504

Dear Sir/Madam,

**Sub: Proposal for supplying products and services as per tender document.**

This is in reference to your tender for supplying products, services. Having examined the tender document, the receipt of which is hereby duly acknowledged, we the undersigned, hereby submit our proposal along with necessary supporting documents as desired by BANK.

Further, we agree to abide by all the terms and conditions as mentioned in the tender document. We have also noted that bank reserves the right to consider/ reject any or all applications without assigning any reason thereof.

Authorized Signatory

Name:

Designation:

Organization Seal

Date:

Place:



## Details of the Vendor

*(To be submitted on company letterhead)*

To  
The CEO,  
Lala Urban Co-Op bank Ltd.  
Phulsundar Super Market, Pune-Nashik Highway,  
Narayangaon– 410504

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

SR. NO	DETAILS OF THE COMPANY	RESPONSE
<b>A</b>	Name of Company	
<b>B</b>	Company Head Office and registered office address	
<b>C</b>	Telephone and Fax numbers	
<b>D</b>	Details of incorporation. <b>(Please enclose Company Registration Certificate.)</b>	
<b>E</b>	Ownership structure (e.g. Proprietorship, Partnership, Pvt. / Pub. Ltd. Company)	
<b>F</b>	Company GST registration number.(GST Registration Certificate) <b>(Please enclose supporting document.)</b>	
<b>G</b>	Company PAN & TIN number. <b>(Please enclose supporting document.)</b>	

Place:

Date:

Signature:

Name:

Seal:

(Seal and Signature of the authorized signatory)

**FORMAT FOR SUBMISSION OF FINANCIAL PROPOSAL**

*(To be submitted on company letter head)*

To  
The CEO,  
Lala Urban Co-Op bank Ltd.  
Phulsundar Super market,  
Pune-Nashik Highway  
Narayangaon - 410504

We hereby submit our quote for below services product

Sr No	Item	User	Description	Quantity	License/Software ( IN Years )	Cost
1	Thin Computing	50	Intel Processor 8 GB RAM / 256 SSD / Windows 11 Pro/19.5" Monitor/Keyboard/Mouse	50	One Time	
2	Windows License	30	<b>Software:-</b> Windows 11 Pro Paper Licenses	30	One Time	
3	Email Phishing Simulation	60* Emails	<b>Email Phishing Simulation - Service for Three Years</b> Sophos Phish Threat 1. Phishing Solutioning i. Design and develop an Internal Phishing Simulation policy ii. Evaluate and identify best-fit phishing solution (Open-Source /Commercial, In-House or SAAS) iii. Customize the themes, feedback, learning page and update your organization policies  2. Campaign i. Create different themes aligned with current perceived threats ii. Plan and cover all important users/function/ department and partners  3. Analysis & Reporting i. Analyze output of every campaign output ii. Provide summary report to head of the function/ department iii. Collect feedback from users on the overall campaign and improve continuously  4. Awareness & Training i. For mass campaign, avoid online feedback ii. For focused group, enable online feedback along with declaration iii. Enable training for failed users with timeline for completion (F2F,	60	3 Year	

			Online)			
4	PAM	15 Firewall + 4 Server User - 4	<b>Software/Service - One time installation and Three years Support</b> 3 Years Subscription including installation with Support 1. Password vaulting 2. Password management: auto-generation, rotation, and workflow approval 3. Multi-factor authentication 4. Access for remote employees and third parties 5. Mobile access points 6. Session management 7. Session Recording 8. Real-time visibility and alerting 9. Disaster recovery 10. Emergency access 11. Auditing and reporting	1	3 Year	
5	Data Classification	50	<b>Software/Service - One time installation and Three years Support</b> Classification Suite – Subscription Based Data Discovery & Compliance Suite – Subscription Based • Automated data categorization to streamline data management processes. • Enhanced data security by identifying and safeguarding sensitive information. • Compliance with data protection regulations, including GDPR, CCPA and also the upcoming Data Privacy Bill of India. • User-friendly interface for easy integration with existing systems. • Customizable classification policies tailored to your organization's needs. • Real-time monitoring and alerts to detect and respond to potential data breaches. • Seamless integration without disruption to workflow.	50	3 Year	

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Note:

- a) All the commercial value quoted is in Indian Rupees.
- b) Bank will deduct applicable TDS, if any, as per the law of the land.
- c) Further, we confirm that we will abide by all the terms and conditions mentioned in the Tender document.
- d) We hereby undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws.

Place:

Date:

Signature:

Name:

Seal:

(Seal and Signature of the authorized signatory)