



Request for Proposal for Empanelment of Service Provider for Conducting IS Audit and CS Audit of Applications/ Systems, Migration Audit of Various Systems, and IS Audit and CS Audit Related Consulting Services for APCOB and 13 DCCBs of AP.

Date: 13th August 2025

RFP Reference: IS CELL/IS AUDIT/RFP:1/2025-26

Key Information on the RFP Response Submission

Request for Proposal (RFP) for Empanelment of Service Providers for Conducting IS Audit and CS Audit of Applications/ Systems, Migration Audit of Various Systems and IS Audit Related Consulting Services on need basis for a period of -2- years and may extend by a further period of 1 year post review of services rendered.

SN	Particulars	Timeline
1	RFP Issuance Date	13.08.2025
2	RFP Co-ordinator	K Jamuna Bai Deputy General Manager (Information Security Cell)
3	Telephone	0866-2429097
4	Email id	iscell@apcob.org
5	Address for Submission of Proposal	#27-29-28, NTR Shakara Bhavan, Governorpet. Vijayawada- 520002.
6	Last Date of Written request for Clarifications.	5:00 PM on 25 th August 2025
8	Last Date of Submission of RFP response	06 th September 2025 // 5 PM #27-29-28, NTR Shakara Bhavan, Governorpet. Vijayawada- 520002.
9	Opening of Bid	08 th September 2025 // 11:00AM #27-29-28, NTR Shakara Bhavan, Governorpet. Vijayawada- 520002.
10	Date of Technical Presentation	Eligible short-listed bidders may be invited for a presentation on the Technical Proposal after of opening of the Bids. Date for the presentation will be communicated to the short- listed bidders; the APCOB's decision is final in this regard.

RFP for Empanelment of Service Providers for Conducting IS and CS Audit of Applications/ Systems, Migration Audit of Various Systems, and IS Audit Related Consulting Services

11	Proposal Security (Earnest Money Deposit)	INR 50,000/- (Rupees Fifty Thousand Only) DD in the name of the APCOB
12	Application amount (Non-Refundable)	INR 10,000/- (Rupees Ten Thousand Only) DD in the name of the APCOB

**Sd/-
Managing Director**

Definition of Terms used in the RFP:

Following terms are used in the document interchangeably to mean:

Bank means APCOB and 13 District Cooperative Central Banks of Andhra Pradesh.
Recipient, Respondent and Bidder and Vendor means “Respondent to the RFP Document”.
Auditor/ Consultant would mean Auditing / Consulting firms, Service Provider
RFP means the “Current RFP Document”
ASP/ SP Means the “Application Service Provider”
DC Means the Bank’s Data Centre at Mumbai (ASP) and Hyderabad (APCOB)
DR, DRS Means Bank’s Disaster Recovery Site at Bangalore (ASP) and Mangalagiri (APCOB)
BFSI means Banking, Financial Services and Insurance
DRP Means the “Disaster Recovery Procedures”

Please note:

- I. The Firm should be registered as Company under Indian Companies Act.
- II. Any bidder (company) from India that was empanelled by Cert-IN is eligible for participating in a procurement process.
- III. The Bidder should have registered office in Hyderabad/Vijayawada/Vishakapatnam
- IV. The *beneficial owner* for the purpose of (iii) above will be as under:
 1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.
Explanation—
 - a. “Controlling ownership interest” means ownership of or entitlement to more than twenty-five per cent, of shares or capital or profits of the company;
 - b. “Control” shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
 2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
 3. Where no natural person is identified under (1) or (2) or above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
 4. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
 5. The successful bidder shall not be allowed to sub-contract works to any contractor from a country unless such bidder has taken approval from the Bank.

Confidentiality

This document is meant for the specific use by the Firm/ person/s interested to participate in the RFP process. This document in its entirety is subject to Copyright Laws. APCOB expects the Firms or any person acting on behalf of the Firms strictly adhere to the instructions given in the document and maintain confidentiality of information. The Firms will be held responsible for any misuse of information contained in the document, and are liable to be prosecuted by the Bank in the event that such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to the confidentiality clauses.

1 Introduction

1.1 Introduction and Disclaimer

APCOB hereby invites responses from competent and CERT-In empanelled Firms for empanelment of Service Providers for Conducting IS Audit and CS Audit of Applications/ Systems, Migration Audit of Various Systems and IS Audit Related Consulting Services on need basis for a period of -2- years and may extend by a further period of 1 year post review of services rendered.

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling APCOB (“the Bank”) for Appointment of Service Provider for the above assignment.

The RFP document is not recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Firms identified by the Bank, after completion of the selection process as detailed in this RFP document.

The RFP document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) and no other person or organization.

1.2 Information Provided

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the provision of services. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisors gives any representation or warranty (whether oral or written), expressed or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document.

1.3 Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisors disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any

presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisors.

1.4 Costs Borne by Respondents

All costs and expenses (whether in terms of time or money) incurred by the Recipient/ Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient/ Respondent.

1.5 Recipient Obligation to Inform Itself

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

1.6 Evaluation of Offers

Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of the Service Provider not limited to those selection criteria set out in this RFP document.

The issuance of RFP document is merely an invitation to offer responses to this RFP and must not be construed as any agreement or contract or arrangement nor would it have construed as any investigation or review carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFP document.

Bidders satisfying the eligibility conditions (mentioned in Annexure-3) and General terms and conditions specified in this document and ready to provide the said "Services" in conformity with Scope of Work stipulated in Annexure-9, may submit their bid on or before the time line stipulated in the Important Dates.

1.7 Errors and Omissions

Each Recipient should notify the Bank of any error, fault, omission, or discrepancy found in this RFP document but not later than last date of receiving clarifications.

1.8 Acceptance of Terms

A Recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document.

2 Terms of the RFP Response

2.1 Registration of RFP Response

Registration of RFP response will be effected by the Bank by making an entry in a separate register kept for the purpose upon the Bank receiving the RFP response in the above manner. The registration must contain all documents, information, and details required by this RFP. If the submission to this RFP does not include all the documents and information required or is incomplete or submission is through e-mail, the RFP is liable to be summarily rejected.

All submissions, including any supporting documents, will become the property of the Bank. The Recipient shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation.

2.2 RFP Validity period

RFP responses must remain valid and open for evaluation according to their terms for a period of at least 180 days from the RFP opening date.

2.3 Appointment period

Post the evaluation process, the selected firm/s would be initially empanelled by the Bank for Conducting IS Audit and CS Audit of Applications/ Systems, Migration Audit of Systems and IS Audit Related Consulting Services including forensic audit on need basis for a period of -2- years which may be extended by a further period of 1 year post review of services rendered.

2.4 Communication on the RFP

Recipients are required to address all communication/ clarifications/ queries, if any relating to the RFP in writing via email on or before the last date of receiving request for clarifications as per details provided in the RFP. The Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Respondents in the manner specified. Any changes to the RFP will be communicated as Addendum to the RFP and will be published on the Bank's website under Tenders section. However, the Bank will not answer any communication initiated by the Respondents beyond the dates provided in "**Key Information on the RFP Response Submission**".

The Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.

Respondents should invariably provide details of their email address as any clarifications required by the Bank against the response to the RFP will only be communicated to the Respondent via email. If Bank in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.

The Bank may in its absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.

2.5 Notification

The Bank will notify all the Respondents in writing, through e-mail, immediately post completion of the RFP Evaluation on the outcome of the process. The Bank is not obliged to provide any reasons for any such acceptance or rejection.

2.6 Disqualification

Any form of canvassing/ lobbying/ influence will result in disqualification at the sole discretion of the Bank.

2.7 Language

The RFP response prepared by the Firm, as well as all correspondence and documents relating to the RFP exchanged by the Firm and the Bank and supporting documents

and printed literature shall be in the English language only.

2.8 Formats of Bids

The Firms should use the formats prescribed by the Bank in submission of the RFP Response. The Bank reserves the right to ascertain information from the banks and other institutions to which the Firms have rendered their services for execution of similar assignments.

2.9 Timeframe

The timeframe has been provided at the start of this document for the overall selection process. The Bank reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the affected Respondents during the process. The time schedule will be strictly followed. Interested parties are expected to adhere to these timelines. However, the Bank reserves the right to change the aforementioned timelines.

2.10 RFP Response Submission Details

Eligibility Cum Technical bids shall be submitted in separate sealed envelope super scribing:

“ELIGIBILITY CUM TECHNICAL BID FOR APCOB - RFP FOR empanelment of Service Providers for Conducting IS Audit of Applications/ Systems, Migration Audit of Various Systems and IS Audit Related Consulting Services - TENDER REFERENCE NO. SUBMITTED BY ON AT Vijayawada, DUE DATE

VENDOR DETAILS:

NAME, EMAIL ADDRESS, CONTACT NUMBER” on the top of the envelope containing the eligibility cum technical bid. The envelope should also have the EMD as per 2.11. This envelope should have hard copy and Pen Drive of Eligibility and Technical Bid Content with password protected (The password of the same should be placed in a sealed cover along with Technical Bid).

All documents pertaining to Technical Proposal Envelope should be completed and duly signed by the authorized signatory with the seal of the bidder.

The Technical Proposal should be made in an organized, structured and neat manner. Brochures/ leaflets should not be submitted in loose form. The format for submission of the Technical Proposal is as follows:

1. Offer covering letter as per Annexure 1
2. Letter for Authorization of Bids as per Annexure 2
3. Eligibility Criteria as per Annexure 3.
4. Approach, Methodology and work plan as per annexure-4
5. List of Certified Employees as per Annexure 12
6. Undertaking as per Annexure 6

RFP for Empanelment of Service Providers for Conducting IS and CS Audit of Applications/ Systems, Migration Audit of Various Systems, and IS Audit Related Consulting Services

7. Conformity with Hard Copy Letter as per Annexure 7
8. Conformity Letter as per Annexure 8
9. Comments on the Terms of Reference/ RFP

10. A copy of the RFP along with the addendum duly putting the seal and signature on all the pages of the document for having noted contents and testifying conformance of the terms and conditions, should be included in Envelope-1.
11. Details of Deposit of Earnest Money Deposit as per Annexure - 5 along with DD Detail. To qualify for EMD exemption the bidders who are MSME have to submit valid copy of registration certificate issued by NSIC / Udyam certificate which are valid on last date of submission of the tender documents along with "Bid Security Declaration" as per Annexure 13.
12. Details of DD towards application fee.
13. Integrity Pact as per Annexure-15
14. Declaration for Information & Cyber security Controls as per Annexure-16
15. Declaration for compliance of Outsourcing of IT Services as per Annexure-18

Only Bidders that fulfil all the eligibility criteria as mentioned in the **Annexure-3** are eligible to participate in this Bid. The Bidder should submit their responses along with documentary evidence and self-declaration, as required for the above eligibility criteria. Proposals of those bidders, who do not fulfil any of the eligibility criteria as stated in full, will be summarily rejected. Firms fulfilling the eligibility criteria will proceed to the next stage of the Technical Evaluation. The Bank's discretion on 'Eligibility Criteria' is final.

Note- All the support documents need to be submitted duly indexed / numbered sequentially.

The Technical Proposals should be complete in all respects and should contain all information as specified in the RFP. The Technical Proposal should indicate the ideas, solutions and processes suggested for the assignment.

All the relevant pages of the proposal are to be numbered and signed by an authorized signatory on behalf of the Firm. The number should be unique serial number across the document. The Bidder should provide documentary evidence of the authorized signatory for the purpose of this RFP.

Pre-Bid Queries:

The Bidder should carefully examine, understand the scope and terms and conditions of the RFP and may seek clarifications, if required. The bidders in all such cases, seek clarification through e-mail in advance, in the same serial order of the RFP by mentioning the relevant Page number and clause number of the RFP. All communications regarding points requiring clarifications on doubts, if any, shall be given to the RFP Co-ordinator by the intending bidders before the timelines specified though e-mail communication.

2.11 Earnest Money Deposit

Bidders are required to give an earnest money deposit of an amount as mentioned in "Important Dates" at the time of submission of the technical bid. The proof of same is to be submitted while opening of eligibility cum technical bid, failing of which the bid of the concerned bidder may be rejected. Bid Security (Earnest Money Deposit)" shall be paid in the form of DD drawn in the Name of The Andhra Pradesh State Cooperative Bank

Ltd.

Non-submission of Earnest Money Deposit in the format prescribed in RFP will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD (Earnest Money Deposit) of successful bidder(s) will be returned on submission of Performance Bank Guarantee.

The amount of Earnest money deposit would be forfeited in the following scenarios:

- a. In case the bidder withdraws the bid prior to validity period of the bid for any reason whatsoever.
- b. In case of the successful bidder, if the bidder fails or refuses to accept and sign the contract as specified in this document within 1 month of issue of contract order/letter of intent for any reason whatsoever; or
 - ▶ Fail To provide the performance guarantee within 30 days from the appointment/work order date, for any reason whatsoever.
 - ▶ To comply with any other condition precedent to signing the contract specified in the RFP documents.

Successful Empanelled Service Provider's - Empanelled Service provider has to deposit Rs. 2,00,000/- towards security deposit for entire period of empanelment plus 3 month. EMD can adjusted against Security deposit. In case of Bid Security Guarantee, fresh guarantee to be issued for empanelment period plus 3 months. The EMD of the successful empanelled service provider may be forfeited or the bank guarantee in lieu of EMD may be invoked by the bank if the service provider fails to furnish Security deposit within 15 days from the date of empanelment by bank for any reason whatsoever and / or the service provider refuses to accept and sign the contract with in one month of issue of contract order / letter of intent for any reason whatsoever.

Unsuccessful Bidder's - Bid security money deposit or bank guarantee will be returned by the Bank within two weeks from closure of the RFP. No interest shall be paid on Bid security money deposit to unsuccessful Bidders.

Exemption from submission of EMD : Exemption from submission of EMD shall be given to bidders, who are Micro and Small Enterprises (MSE) / Start-ups. The bidders who are MSE

/ Start-ups has to submit necessary document issued by NSIC/DIPP/ Udyam Registration/ Registration with concerned Ministries / Departments which are valid on last date of submission of the tender document to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC / DIPP

/ Udyam Registration / Registration with concerned Ministries / Departments. Bidder has to submit a "Bid Security Declaration" as per Annexure 13 on their organization's letter head duly signed and stamped by their authorized signatory accepting that if they withdraw or modify their bids during period of validity of the bid, or if they are awarded the contract and they fail to sign the contract, or fails to submit a performance security before the deadline defined in the request for proposal (RFP) document, they will be Blacklisted.

Performance Guarantee/Security Deposit

- The performance guarantee would be for the entire period of the contract plus 3 month and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a

nationalized Bank or schedule commercial bank only

- In the event of non-performance of obligation or failure to meet terms of this Tender or subsequent agreement the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder.
- The Bank reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.
- If the Performance guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract and the earnest money deposit taken from the Bidder, will be forfeited.

2.12 Financial Proposal

The financial quotes are not required to be submitted at the time of tender submission by the service providers. Financial quotations will be invited by the bank from empanelled service providers during the period of empanelment based on bank's requirements. Bank as a part of closed tendering process may ask the empanelled service provider to submit their commercials for the specified skills as per requirement of bank. Bank may request the service provider to expressly mention the manpower rate for specified skills required for assignment.

Those service providers who become empanelled and do not submit the commercial quotes on banks request, Bank will have discretion to disqualify the service provider from empanelment process and thereafter will not be eligible to participate in any of banks requirement during the empanelment period. The security deposit submitted by service provider will be forfeited.

Commercial quotes should be submitted as and when the same is invited by the bank in sealed envelope. The least cost service provider shall qualify as the L1 service provider. The service provider is expected not to add any conditions / deviation in the commercial bid. Any such condition / deviation may make the bid liable for disqualification.

The Financial Proposals should contain all relevant price information and should not contradict the Technical Proposal in any manner. There should be no hidden costs for items quoted. The offer must be made in Indian Rupees only and the offer should include all applicable taxes and other charges, excluding GST. The Bank is not responsible for the arithmetical accuracy of the bid.

The service provider will have to ensure all calculations are accurate. The Bank at any point in time for reasons whatsoever is not responsible for any assumptions made by the Firm. The Bank at a later date will not accept any plea of the Firm or changes in the commercial offer for any such assumptions.

3 Terms of Reference

3.1 Introduction and Overview

OBJECTIVES OF FLOATING RFP:

To improve the effectiveness of Controls in Applications/ Systems of the Bank, Migration Audit of Systems and other IS Audit Related Services by the way of consultation with the area specialists.

3.2 Purpose

The Bank, for this purpose, invites proposals from competent Firms who are interested in participating in this RFP and must fulfil the eligibility criteria mentioned under Annexure 03 and also in a position to comply with the technical requirement mentioned and submit the required proposal as per the RFP Apart from the above the Firm must also agree to all our terms & conditions mentioned under this RFP.

3.3 Project Scope & Deliverables

- A description of the envisaged scope is mentioned in Annexure-9. The activity list mention under each category is illustrative but not exhaustive. The activity list may undergo changes/updates due to implementation of any new technology products, projects, configuration requirements, business needs, legal and regulatory requirements etc.
- Based on the contents of the RFP, the selected vendor shall be required to independently arrive at Approach and Methodology, based on globally acceptable standards and best practices, suitable for the Bank, after taking into consideration the effort estimate for completion of the same and the resource and the equipment requirements.
- The Bank expressly stipulates that the SP's selection under this RFP is on the understanding that this RFP contains only the principal provisions for the entire assignment and that delivery of the deliverables and the services in connection therewith are only a part of the assignment. The SP shall be required to undertake to perform all such tasks, render requisite services and make available such resources as may be required for the successful completion of the entire assignment at no additional cost to the Bank.

APCOB may at any time during the contract require the Bidder to revise the Services or Supplies including Completion Date. In an event of such nature, APCOB will request the Bidder to state in writing the effect such variation will have on the work schedule. The Bidder shall furnish these details, in writing, in two weeks from the receipt of such request. Details of project deliverables are as mentioned in Annexure-9

Service Providers who meet the eligibility and technical criteria would only qualify as empaneled Service Providers for a period of -2- years which may be extended by a further period of 1 year post review of services rendered.

During the empanelment period, Bank will provide scope of work for each assignment and ask for commercial quote from empaneled service providers within the given time frame. The least cost service provider shall qualify as the L1 service provider. The L1 service provider will be awarded contract to execute that assignment. If more than one vendor has quoted the same price, the Bank will have the ultimate right to award the assignment to one vendor/both vendors considering the scope and feasibility in consultation with the respective vendors.

Those Service providers who become empanelled and to not submit the commercial quotes on banks request, Bank will have discretion to disqualify the Service Provider from empanelment process and thereafter will not be eligible to participate in any of banks requirement during the empanelment period.

4 Evaluation process

4.1 Opening of Eligibility & Technical Proposal

Proposals received within the prescribed date and time will be opened in the presence of the authorized representatives of the firms bidding who choose to attend the opening of the offer on the date and time specified in this RFP document. The Authorized representative of the firm having photo identification, present shall sign a register of attendance. The representative has to submit an authority letter duly signed by the firm, authorizing him to represent and attend the Bid opening on behalf of the firm.

4.2 Preliminary Scrutiny

The Bank will scrutinize the offers received to determine whether they are complete and as per RFP requirement. The eligibility of the firms will be evaluated as per the RFP terms of eligibility criteria. Further if the firm is found eligible, the proposals received by the Bank will be technically evaluated to arrive at the technical scoring as per the scoring methodology specified under the TECHNICAL PROPOSAL EVALUATION CRITERIA. The Bids which are securing the technical score of 70 or more marks out of a total of 100 marks are considered as technically qualified. The Bank however retains the right to lower the cut off score if adequate number of bids does not qualify with the minimum score specified above.

A list of the resources to be deployed for the assignment to be furnished with details of Name, Age, Qualifications, Experience and location in Annexure 12. During the course of the presentation, the Bank has the right to interview the personnel, to decide to deploy in the assignment or not. The Bank shall reserve the right to seek the change of Resource personnel in case of need. The Bank reserves the right to review the decision of appointment of the Auditor at any point of time.

4.3 Technical Proposal evaluation criteria

Bank may call for a presentation before the Selection Committee of the Bank by the eligible firms on their understanding of the key considerations for IT Infrastructure Audit of (Data Centre/ Disaster Recovery Centre/ Near Site and Security Operations centre) of APCOB, proposed Methodology and Approach to be adopted for the Bank, and the proposed team. The technical capabilities and competence of the Firm should be clearly reflected in the write-up. The date and time of the presentations, if required will be notified by the Bank; no changes in the schedule will be entertained thereafter.

Based on the details submitted by the Firms in the Technical Proposal and the write up/presentation made by them before the Selection Committee of the Bank, the Technical Evaluation of the eligible Firms will be carried out as per annexure-3.1:

4.4 Eligibility cum Technical Proposal

Eligibility & technical criteria for the Bidder to qualify this stage is clearly mentioned in Annexure 03 & 3.1- Eligibility Criteria Compliance to this document. The Bidder would need to provide supporting documents as part of the eligibility proof. The Technical Proposal will also be evaluated for technical suit ability.

During evaluation of the Tenders, the Bank, at its discretion, may ask the Bidder for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted.

The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the Firms to this document and the Bank will not entertain any correspondence in this regard.

4.5 Commercial Evaluation

Service Providers who meet the above eligibility and technical criteria would only qualify as empanelled Service Providers for conducting IS Audit of Applications/ systems, Migration Audit of Various Systems and IS Audit related Consulting Services including forensic audits. The Commercial Quotes are not required to be submitted at the time of tender submission by the Service providers. Commercial quotations will be invited by Bank from empanelled Service providers during the period of empanelment based on Bank's requirements. Bank as part of the closed tendering process may ask the empanelled Service provider to submit their manpower rate for the specified skills as per requirement of the project/ Bank.

Those Service providers who become empanelled and to not submit the commercial quotes on banks request, Bank will have discretion to disqualify the Service Provider from empanelment process and thereafter will not be eligible to participate in any of banks requirement during the empanelment period. The Security Deposit submitted by the Service provider will be forfeited.

Commercial quote should be submitted as and when the same is invited by the Bank in sealed envelope. The least cost Service provider shall qualify as the L1 Service Provider. The Service Provider is expected not to add any conditions/ deviations in the commercial bid. Any such conditions/ deviations may make the bid liable for disqualification. If more than one vendor has quoted the same price, the Bank will have the ultimate right to award the assignment to one vendor/both vendors considering the scope and feasibility in consultation with the respective vendors.

5 Terms and conditions

5.1 General

5.1.1 General Terms

The Bank expects the Firm to adhere to the terms of this RFP and would not accept any deviations to the same.

Unless expressly overridden by the specific agreement to be entered into between the Bank and the Firm, the RFP shall be the governing document for arrangement between the Bank and the Firm.

The Bank expects that the Firm appointed under the RFP shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required by Bank, preferably from a single point.

Unless agreed to specifically by the Bank in writing for any changes to the RFP issued, the Firm responses would not be incorporated automatically in the RFP.

5.1.2 Rules for Responding to this RFP

All responses received after the due date/time as mentioned in "**Key Information on the RFP Response Submission**" would be considered late and would be liable to be rejected.

All responses should be in English language. All responses by the Firm to this RFP shall be binding on such Firm for a period of 180 days after opening of the bids.

All bid responses would be deemed to be irrevocable offers/proposals from the Firms and may be accepted by the Bank to form part of final contract between the Bank and the selected Firm. Unsigned responses would be treated as incomplete and are liable to be rejected.

The bids once submitted cannot be withdrawn/ modified after the last date for submission of the bids unless specifically permitted by the Bank. In case, due to unavoidable circumstances, the Bank does not award the contract within 180 days from the last date of the submission of the bids, and there is a possibility to award the same within a short duration, the Firm would have the choice to maintain the EMD with the Bank or to withdraw the bid and obtain the security provided.

The Firm may modify or withdraw its offer after submission, provided that, the Bank prior to the closing date and time receives a written notice of the modification or withdrawal prescribed for submission of offers. No offer can be modified or withdrawn by the Firm subsequent to the closing date and time for submission of the offers.

It is mandatory to submit duly filled in details in the formats provided along with this document. The Bank reserves the right not to allow/ permit changes in the technical requirements and not to evaluate the offer in case of non-submission of the technical details in the required form at or partial submission of technical details.

In case of discrepancy in soft copy and hard copy of the bids, the Firm agrees that Bank will consider 'ORIGINAL' hard copy as final and it will be binding on the Firm. The Bank in this case may also reject the offer outright.

The Firm at no point of time can excuse themselves from any claims by the Bank whatsoever for their deviations in conforming to the terms and conditions and other schedules as mentioned in the RFP circulated by the Bank. The Firm shall be fully responsible for deviations to the terms & conditions etc. as proposed in the RFP.

If related parties (as defined below) submit more than one bid then both /all bids submitted by related parties are liable to be rejected at any stage at the Bank's discretion:

- a) Bids submitted by the holding Firm and its subsidiary
- b) Bids submitted by two or more Firms/ Partnership firms/ LLPs having common partners
- c) Bids submitted by two or more firms in the same group of promoters/ management
- d) any other bid in the sole discretion of the Bank is in the nature of multiple bids.

5.1.3 Price Bids

The firm is expected to quote Price in Indian Rupees for the professional services and out of pocket expenses, and excluding GST. It may be noted that the Bank will not pay any other amount and other expenses like travel and accommodation etc. except the agreed professional fee and applicable GST. The Bank will pay the GST as per the rate applicable at the time of making payment. The TDS amount at prevailing rate shall be deducted from the Consultancy firm payments. The Consultancy firm shall take into account all conditions and difficulties that may be encountered during the course of assignment while quoting their fee.

5.1.3.1 Price Bids will be invited by Bank from empanelled Service providers only during the period of empanelment based on Bank's requirements. The date for opening of price bids would be communicated separately to the empanelled Service providers.

5.1.3.2 Bank based on its requirements shall call for price bid from the empanelled

Service providers. The price bid should adhere to the following:

5.1.3.2.1 The service provider is requested to quote in Indian Rupees (INR). Bids in Currencies other than INR would not be considered.

5.1.3.2.2 The price and other terms offered by Service providers must be firm for an acceptance period of 180 days from the opening of the commercial bid.

5.1.3.2.3 Terms of payment as indicated in the Purchase Contract that will be issued by the Bank on the selected Service provider will be final and binding on the Service provider and no interest will be payable by the Bank on outstanding amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the Purchase Contract, the Service provider should give a declaration on the face of the Invoice or by a separate letter explicitly stating as follows “Clauses, if any contained in the Invoice which are contrary to the terms contained in the Purchase Contract will not hold good against the Bank and that the Invoice would be governed by the terms contained in the Contract concluded between the Bank and the Service provider.”

5.1.3.2.4 The Service provider is required to quote for all the components/ services as per Bank’s requirements. In case the Service provider does not quote for any of the components/ services, the response would be deemed to include the quote for such unquoted components/ service at no extra cost to the Bank. The Bank shall ascertain and conclude that everything as mentioned in the RFP and future Bank’s requirements circulated to the Service providers and responded by the Service provider have been quoted for by the Service provider, and there will be no extra cost associated with the same in case the Service provider has not quoted for the same.

5.1.3.2.5 In the event that Bank has not asked for any quotes for alternative prices, and the Service provider furnishes the alternative price in the Service provider’s financial bid, the higher of the prices will be taken for calculating an arriving at the Total Cost of Ownership. However, payment by the Bank will be made at the lower price. The Bank in this case may also reject the offer outright.

5.1.3.2.6 In the event optional prices are not quoted by the Service Provider, for items where such prices are a must and required to be quoted for, the highest price quoted by any of the participating Service Provider will be taken as the costs, for such alternatives and also for arriving at the Total Cost of Ownership for the purpose of evaluation of the defaulting/ deviating Service provider. The same item has to be supplied by the Service provider free of cost.

5.1.3.2.7 The Bank is not responsible for any assumptions or judgements made by the Service Providers for arriving at any type of costing. The Bank at all times will benchmark the performance of the Service provider to the RFP and other documents circulated to the Service provider and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the Service provider must make good the same at no extra costs to the Bank, in order to achieve the desired service levels as well as meeting the requirements of these documents. The Bank shall not be responsible for any assumptions made by the Service provider.

5.1.3.2.8 All out of pocket expenses, travelling, boarding and lodging expenses for the entire life of the contract should be a part of the financial bid submitted by the Service provider to the Bank. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank. The Service provider cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.

5.2 Others

- The RFP document is not recommendation; offer to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document.
- Information Provided: The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the provision of services. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document.
- For Respondent Only: The RFP document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) and no other person or organization.
- Costs Borne by Respondents: All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient / Respondent.
- No Legal Relationship: No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.
- Recipient Obligation to Inform Itself: The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.
- Evaluation of Offers: Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of Bidder, not limited to those selection criteria set out in this RFP document.
- The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement. The bidders unconditionally acknowledge by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.
- Acceptance of Terms: the bidders will, by responding to the Bank’s RFP document, be deemed to have accepted the terms as stated in this RFP document
- Only one submission of response to RFP by each Respondent will be permitted.
- The Bank expects the Bidder to adhere to the terms of this tender document and would not accept any deviations to the same.
- The Bank expects that the Bidder appointed under the tender document shall have the single point responsibility for fulfilling all obligations and providing all

deliverables and services required by Bank.

- Unless agreed to specifically by the Bank in writing for any changes to the issued tender document, the Bidder responses would not be incorporated automatically in the tender document.
- The Bank will notify the Respondents in writing as soon as practicable after the RFP Evaluation Complete date, about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. The Bank is not obliged to provide any reasons for any such acceptance or rejection.
- All responses received after the due date/time as mentioned in "Important Dates. Last Date of Submission of RFP Response (Closing Date)" would be considered late and would be liable to be rejected. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to RFP. The Bank has no liability to any Respondent who lodges a late RFP response for any reason whatsoever, including RFP responses taken to be late only because of another condition of responding.
- The Bank has established RFP coordinators to provide a venue for managing bidder relationship and other requirements through the Bank's decision making body for contract clarification. All the queries and communication must be addressed to the RFP coordinators / contact persons from the Bank mentioned in "Important Dates - RFP Coordinator"
- Recipients are required to direct all communications for any clarification related to this RFP to RFP Coordinator.
- All questions relating to the RFP, eligibility or otherwise, must be in writing and addressed to the addresses given in point "Important Dates" above. Interpersonal communications will not be entered into and a Respondent will be disqualified if attempting to enter into such communications. The Bank will try to reply, without any obligation in respect thereof, every reasonable question raised by the Respondents in the manner specified.
- However, the Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.
- Respondents should invariably provide details of their email address (as) as responses to queries will only be provided to the Respondent via email. If Bank in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.
- The Bank may in its absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.
- All submissions, including any accompanying documents, will become the property of the Bank. The bidder shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other bidders who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents

- All responses should be in English language. All responses by the bidder to this tender document shall be binding on such bidder for a period of 180 days after opening of the bids.
- The bidder may modify or withdraw its offer after submission but prior to the closing date and time as prescribed by Bank. No offer can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of the offers.
- The bidders required to quote for all the components/services mentioned in the “Project scope” and all other requirements of this RFP. In case the bidder does not quote for any of the components/services, the response would be deemed to include the quote for such unquoted components/service. It is mandatory to submit the details in the formats provided along with this document duly filled in, along with the offer. The Bank reserves the right not to allow / permit changes in the technical specifications and not to evaluate the offer in case of non-submission of the technical details in the required format or partial submission of technical details.
- In the event the bidder has not quoted for any mandatory items as required by the Bank and forming a part of the tender document circulated to the Bidder’s and responded to by the bidder, the same will be deemed to be provided by the bidder at no extra cost to the Bank.
- The Bank is not responsible for any assumptions or judgments made by the bidder for proposing the deliverables. The Bank’s interpretation will be final.
- The Bank ascertains and concludes that everything as mentioned in the tender documents circulated to the Bidder and responded by the Bidders have been quoted for by the Bidder, and there will be no extra cost associated with the same in case the Bidder has not quoted for the same.
- All out of pocket expenses, traveling, boarding and lodging expenses for the entire life of the contract should be a part of the financial bid submitted by the Bidder to the Bank. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank. The Bidder cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.
- Responses to this RFP should not be construed as an obligation on the part of the Bank to award a contract / purchase contract for any services or combination of services. Failure of the Bank to select a bidder shall not result in any claim whatsoever against the Bank. The Bank reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.
- By submitting a proposal, the bidder agrees to contract with the Bank within the time period proscribed by the bank. Failure on the part of the successful bidder to execute an agreement with the Bank will relieve the Bank of any obligation to the bidder, and a different bidder may be selected based on the selection process.
- The terms and conditions as specified in the RFP and addendums (if any) thereafter are final and binding on the bidders. In the event the bidders not willing to accept the terms and conditions of the Bank, the bidder may be disqualified. Any additional or different terms and conditions proposed by the bidder would be rejected unless expressly assented to in writing by the Bank and accepted by the Bank in writing
- The bidder shall represent and acknowledge to the Bank that it possesses

necessary experience, expertise and ability to undertake and fulfill its obligations, involved in the performance of the provisions of this RFP. The bidder represents that the proposal to be submitted in response to this RFP shall meet the proposed RFP requirement. 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 the Bank. The bidder also acknowledges that the 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, the Bank expects the bidder to fulfill all the terms and conditions of this RFP.

- The bidder covenants and represents to the Bank the following:
 - It is duly incorporated, validly existing and in good standing under as per the laws of the state in which the entity is incorporated.
 - It has the corporate power and authority to enter into Agreements and perform its obligations there under.
- The execution, delivery and performance under an Agreement by bidder:
 - Will not violate or contravene any provision of its documents of incorporation;
 - Will not violate or contravene any law, statute, rule, regulation, licensing requirement, order, writ, injunction or decree of any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority by which it is bound or by which any of its properties or assets are bound;
 - Except to the extent that the same have been duly and properly completed or obtained, will not require any filing with, or permit, consent or approval of or license from, or the giving of any notice to, any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority, joint venture party, or any other entity or person whatsoever;
- The bidder shall undertake to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the project, from time to time.
- The Bank would not assume any expenses incurred by the bidder in preparation of the response to this RFP and also would not return the bid documents to the Bidders
- The 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.
- Preliminary Scrutiny - The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The 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 the Bank reserves the right for such waivers and the Bank's decision in the matter will be final.
- Clarification of Offers - To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all bidders for clarification

of their offer. The Bank has the right to disqualify the bidder whose clarification is found not suitable to the proposed project.

- No Commitment to Accept Lowest bid or Any Tender - The Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this Tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever.
- 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 information of the services being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure / manual” is not acceptable. The Bank may treat the offers not adhering to these guidelines as unacceptable.
- Price Discussion - It is absolutely essential for the Bidders to quote the lowest price at the time of making the offer in their own interest. The Bank reserves the right to do price discovery and engage the successful bidder in discussions on the prices quoted.
- If the Bank is not satisfied with the specifications as specified in the tender document and observes major deviations, the bids of such bidders will not be short-listed for further evaluation. No further discussions shall be entertained with such bidders in respect of the subject bid.
- The Bidder shall perform its obligations under this Tender as an independent contractor, and shall not engage subcontractors to perform any of the Deliverables or Services without the prior permission from Bank. Neither this Tender nor the Bidder’s performance of obligations under this Tender shall create an association, partnership, joint venture, or relationship of principal and agent, master and servant, or employer and employee, between the Bank and the Bidder or its employees, subcontractor; and neither Party shall have the right, power or authority (whether expressed or implied) to enter into or assume any duty or obligation on behalf of the other Party.
- The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and / or sub-contractors and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Bidder will make all required payments and deposits of taxes in a timely manner.
- RFP responses received after the deadline for lodgement of RFPs may be registered by the Bank and may be considered and evaluated by the evaluation team at the absolute discretion of the Bank. Respondents are to provide detailed evidence to substantiate the reasons for a late RFP submission. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to RFP. The Bank has no liability to any Respondent who lodges a late RFP response for any reason whatsoever.

5.3 Contract Commitment

The Bank intends that the contract commitment, which is contemplated herein with the successful Firms, shall be for a period as defined by the Bank as per the specifications contained in this RFP.

5.4 Payment Terms

The auditor's fees will be paid in the following manner for each item/activity which will be described in the Financial Proposal at the time of each assignment:

1. 20% of the professional fee on acceptance of Purchase Order/Work Order as an advance amount.
2. 50% of the professional fee on the completion of the each of the projects and submission and acceptance of initial reports for management comment.
3. 30% of Payment after rectification/correction/implementation suggestions by the Service Provider and submission of the Final Compliance Audit report to the Bank.

All invoices will be paid by the Bank within a period of 45 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected bidder within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the dispute stands resolved.

5.5 Sub-contracting

Sub-contracting is not permitted.

The selected service provider/ vender shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project. In case any particular specialized service in the prescribed in the scope of work requires subcontracting, it need to be specified in the proposal/ response document with all the details of the work/ services. Please note that no work/services shall be subcontracted without the prior permission from the Bank in writing.

5.6 Service Level Agreement and Non-Disclosure Agreement:

- The successful bidder shall execute a) Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA) (As per Annexure 14), which contained all the services and terms and conditions of the services to be extended as detailed herein. The successful bidder shall execute the SLA and NDA and provide the same along with acceptance of Purchase Order/Work Order.
- All the expenses related to execution of the document such as the applicable stamp duty and registration charges if any shall be borne by the successful bidder.

6 General Terms and Conditions

6.1 Dispute Resolution

- The Bank and the Bidder shall make every effort to resolve amicably, by direct informal negotiation between the respective project managers of the Bank and the Bidder, any disagreement or dispute arising between them under or in connection with this RFP.
- If the Bank project manager and Bidder project manager/ director are unable to resolve the dispute within thirty days from the commencement of such informal negotiations, they shall immediately escalate the dispute to the senior authorized personnel designated by the Bidder and Bank respectively.
- If within thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Bidder and Bank, the Bank and the Bidder are unable to resolve contractual dispute amicably, either party may require that the dispute be referred for resolution through formal arbitration.
- All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as the chairman of the proceedings.

The seat and place of arbitration shall be vijayawada. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings.

The arbitral award shall be in writing, state the reasons for the award, and be final and binding on the parties. The award may include an award of costs, including reasonable attorneys' fees and disbursements. Judgment upon the award may be entered by any court having jurisdiction thereof or having jurisdiction over the relevant Party.

6.2 Governing Laws

The RFP and subsequent contract shall be governed and construed and enforced in accordance with the laws of India, and both Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this Agreement, only the courts in Vijayawada shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

6.3 The bid submission by related parties:

If related parties (as defined below) submit more than one bid then both /all bids submitted by related parties are liable to be rejected at any stage at Bank's discretion:

- a) Bids submitted by holding company and its subsidiary company;
- b) Bids submitted by two or more companies having common director/s
- c) Bids submitted by partnership firms / LLPs having common partners
- d) Bids submitted by companies in the same group of promoters/management

6.4 Right to Reject Bids:

Bank reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. The bid is liable to be rejected if:

- It is not in conformity with the instructions mentioned in the RFP document.
- It is not accompanied by the requisite Earnest Money Deposit (EMD).
- It is not properly or duly signed.
- It is received through Telex / telegram / fax
- It is received after expiry of the due date and time.
- It is incomplete including non- furnishing the required documents.
- It is evasive or contains incorrect information.
- There is canvassing of any kind.
- Submitted by related parties
- It is submitted anywhere other than the place mentioned in the RFP.

Further Bank reserves the rights to:

- Reject any or all responses received in response to the RFP
- Extend the time for submission of all proposals
- Cancel the RFP at any stage, without assigning any reason whatsoever.
- Visit the place of work of the bidder
- Conduct an audit of the services provided by the bidder.
- Ascertain information from the Banks and other institutions to which the bidders have rendered their services for execution of similar projects.
- Revise any part of the tender document, by providing a written addendum at any stage till the award of the contract. The Bank reserves the right to issue revisions to this tender document at any time before the award date. The addendums, if any, shall be published on Bank's website only.

6.5 Assignment

The Firm agrees that the Firm shall not be entitled to assign any or all of its rights and or obligations under this RFP and subsequent Agreement to any entity including the Firm's affiliate without the prior written consent of the Bank.

If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this RFP along with the subsequent Addendums published

shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Firm under this RFP.

6.6 Waiver

No failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this RFP document or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this RFP document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

6.7 Termination

- Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason.
- At any time during the course of the RFP process or before the award of contract or after execution of the contract that one or more terms and conditions laid down in this Request For Proposal has not been met by the bidder or the bidder has made material misrepresentation or has given any materially incorrect or false information. Bank may terminate his contract and may invoke performance bank guarantee or forfeit the security deposit as the case may be. Further bank may impose such restriction/s on the defaulting bidder as it deemed fit.
- After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same, In such an event, the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract

6.8 Audit

All Service Provider records with respect to any matters covered by this Agreement shall be made available to auditors and or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the Service Provider provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the Service Provider's premises without prior notice to ensure that data provided by the Bank is not misused. The Service

Provider shall cooperate with the authorized representative/s of the Bank and shall provide all information/ documents required by the Bank

6.9 Compliance with Laws

Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project. Also the bidder shall comply with the provisions of code of wages, and other labour welfare legislations. in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. The Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.

The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above.

The Firm should adhere to laws of the land and rules, regulations and guidelines issued by the various Regulatory, Statutory and Government authorities in respect of Data Privacy and especially the guidelines issued by RBI with respect to outsourcing and protection of SPDI (sensitive personal data or information) as per IT (Amendment) Act 2008 including the provisions of the Information Technology Act, 2000 and the rules/regulations framed there under, such as the Information Technology (reasonable security practices and procedures and sensitive personal data or information) Rules, 2011.

6.10 Corrupt and Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that every participating bidders required to signed an integrity pact as per the annexure 15 of this RFP.

Every Bidders / Suppliers / Contractors are expected to observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of the policy:

“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 AND

“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.

The 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.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated

period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

6.11 Violation of Terms

The Bank shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Firm 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.

6.12 Authorized Signatory

The selected Firm shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The selected Firm shall submit, at the time of signing the contract, a letter signed by all the partners, authorizing an official or officials of the Firm or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The Firms shall furnish proof of signature identification for above purposes as required by the Bank.

6.13 Right to Reject Proposals

The Bank reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. Proposals received from Respondents are liable to be rejected if:

- It is not in conformity with the instructions mentioned in the RFP document.
- It is not accompanied by the requisite Earnest Money Deposit (EMD).
- It is not accompanied with the Application Fee (DD).
- It is not properly or duly signed.
- It is received through e mail / fax.
- It is received after expiry of the due date and time.
- It is incomplete including non- furnishing the required documents.
- It is evasive or contains incorrect information.
- There is canvassing of any kind.
- It is submitted anywhere other than the place mentioned in the RFP.

6.14 Information Confidentiality:

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to copyright laws. APCOB expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The Bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the Bank, in the event of such circumstances being brought to the notice of the Bank. By downloading

the document, the interested party is subject to confidentiality clauses.

7. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers

Audit Related Consulting Services

Annexure 1

Technical Proposal Covering Letter

(This letter should be on the letterhead of the Vendor duly signed by an Authorized Signatory as per Board Approval)

To,

The Deputy General Manager (IS Cell),
The Andhra Pradesh State Cooperative Bank Ltd
#27-29-28, NTR Sahakara Bhavan, Governorpet,
Vijayawada 520002

REF: IS CELL/IS AUDIT/RFP:1/2025-26 dated

Sir,

1. Having examined the Tender Documents including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, deliver, implement and commission ALL the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your bank in conformity with the said Tender Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.
2. If our Bid is accepted, we undertake to abide by all terms and conditions of this tender and also to comply with the delivery schedule as mentioned in the Tender Document.
3. We agree to abide by this Tender Offer for 180 days from date of Tender opening and our Offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India.
6. We certify that we have provided all the information requested by the bank in the format requested for. We also understand that the bank has the exclusive right to reject this offer in case the bank is of the opinion that the required information is not provided or is provided in a different format.

Yours faithfully,

Authorized Signatory as per Board Approval

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone:

Date:

Letter of Authorization to Bid

To,
The Deputy General Manager (IS Cell),
The Andhra Pradesh State Cooperative Bank Ltd
#27-29-28, NTR Sahakara
Bhavan, Governorpet,
Vijayawada 520002

Dear Sir,

SUB: Authorization Letter for submitting bid documents.

REF: IS CELL/IS AUDIT/RFP:1/2025-26 dated

This has reference to your above RFP for Empanelment of Service Provider for Conducting IS Audit of Applications/ Systems, Migration Audit of Various Systems and IS Audit Related Consulting Services on need basis for a period of -2- years and may extend by a further period of 1 year post review.

Mr / Ms is hereby authorized to submit the bid documents and to sign the contract on behalf of our organization for all the services required by the Bank as called for the Bank's request for proposal vide above referred RFP on behalf of our organization. We confirm that the person so authorized above has digital signatures and confirm that all the prices quoted by him shall be binding on us. He/ She is also authorized to take decisions on behalf of the firm till RFP process is completed.

Certified photocopy of Power of Attorney (POA) of the person authorizing such person is duly submitted.

We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods and services offered for supply by the Firm against this RFP.

The specimen signature is attested below:

Specimen signature of the Representative Signature of the Authorizing Authority

Name of the Authorizing Authority (Certified Xerox copy of POA of authorized Signatory/authority is to be submitted)

Note:

- 1) This letter of authority should be on the letterhead of the principal on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the principal. It should be included by the Firm in its proposal

Eligibility Criteria

S. No.	Eligibility Criteria	Supporting Documents	Page No Ref
A	General		
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 5 years as on 31.03.2025.	Documentary Proof to be attached (Certificate of Incorporation)	
2	Bidder must be providing IT Audit services to Banks in India in the last 3 financial year as on 31.03.2025.	Any work order of period in reference.	
3	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.	Letter of confirmation from Bidder.	
4	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs).	Letter of confirmation from Bidder.	
B	Financial		
1	The Bidder must have registered a turnover of 2 Crores or above (from Indian Operations only) in each year during the last three completed financial years-2021-22, 2022-23 & 2023-24 (Not inclusive of the turnover of associate companies)	Audited Financial statements for the financial years 2021-22, 2022-23 & 2023-24. Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.	

2	The Bidder must be Net profit making entity (from Indian operations only) continuously for the last three years that is financial years -2022-23, 2023-24 & 2024-25	Audited Financial statements for the financial years 2022-23, 2023-24 & 2024-25. Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.	
3	The bidder's Account should not have been declared as a Non Performing Asset (NPA) in the Books of any bank or financial institution.	A certificate to this effect should be obtained from the Auditor who has signed the Balance Sheet of the Bidders as on 31-03-2024	
C	Technical		
1	The Bidder to provide an undertaking on his letter head that all the technical features highlighted as part of Technical Scope are covered in totality in the proposal submitted by the bidder	Letter of confirmation from Bidder	
2	The bidder should be empanelled by CERT-In as Information Security Audit Organization and should remain in panel during the currency of contract	Copy of Certificate	
3	Should have conducted -3 - IT Infrastructure audit of	Copy of Purchase Order/Work Order	

	Data Centre of Scheduled Commercial Banks/RRBs/Regional Cooperative Banks during last 3 years.	and Client certificate / Agreements	
4	Should have conducted Application/ Migration/ Regulatory Compliance audits for Commercial Banks/RRBs/ Regional Cooperative Banks during last 3 years.	Copy of Purchase Order/Work Order and Client certificate / Agreements	
5	Must not be application implementer/Solution providers, assistance providers for implementation with an alliance with System Integrator /	Self-declaration	

RFP for Empanelment of Service Providers for Conducting IS Audit of Applications/ Systems, Migration Audit of Various Systems, and IS Audit Related Consulting Services

	System Implementer of APCOB		
6	The Bidder should have at least -05- professionals having valid certification of CISSP/CISA/CISM as full time employee and post qualification experience of at least 3 years.	Details to be provided in the annexure - 12	

Authorized Signatory as per Board Approval

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Technical Scoring Criteria

S. No.	Criteria	Evaluation Parameters	Max Score
1	Applications completed (In the last 3 years) in any Commercial Banks/RRBs/Regional Cooperative Banks in India, BFSI Sector other than Banks in India.	<p>Assignments completed in Commercial Banks/RRBs/ Regional Cooperative Banks: -4- Marks- per Bank per year.</p> <p>Assignments completed in BFSI Sector other than Banks -2- Marks- per Institute per year (Max Marks: 6)</p>	20
2	Infrastructure Audits of Data Centre's completed (In the last 5 years) in any Commercial Banks/RRBs/Regional Cooperative Banks, BFSI Sector other than Bank in India.	<p>Assignment completed in Commercial Banks/RRBs/ Regional Cooperative Banks -3- Marks- per Bank per year</p> <p>Assignment completed in BFSI Sector other than above -2- Marks- for per Bank/ Institute per year (Max Marks: 6)</p>	15
3	End to end Data Migration Audit of CBS/ Application Migration Audit in any SCB, BFSI Sector other than Bank in India. (In last 5 years)	<p>Assignment Completed in Commercial Banks/RRBs/Regional Cooperative Banks</p> <p>Assignment completed in BFSI Sector other than Bank -2- marks for each assignment (Max Marks: 10)</p>	15
4	IS Audit consultancy Services, Regulatory Compliance Audit viz. ISO Certification etc. (In the last 3 years) provided in any Commercial Banks/RRBs/Regional Cooperative Banks in India.	-2.5- Marks- for each assignment completed	5
5	No. of Full Time Employee (CISA/CISSP/ CISM/CEH/DISA/CCNA / ORACLE Certified/ ISO	<p>For each Resource having CISA/CISSP/ CISM Certificate -1- Marks- per resource</p> <p>For each CEH/DISA/CCNA/ORACLE Certified Resource/ ISO 27001 Lead Auditor -0.5- Marks- per resource (Max Marks= 5)</p>	15

RFP for Empanelment of Service Providers for Conducting IS Audit of Applications/ Systems, Migration Audit of Various Systems, and IS Audit Related Consulting Services

	27001 Lead Auditor) available for IS Audit in Organization		
6	Presentation m interview to assess Methodology & Approach	1. Brief Company profile	10
		2. Team Profile and Key Resources 3. Past experience in related projects	
		1. Understanding of the scope 2. Methodology & Approach 3. Recommendations for improvements in-line with global practices.	20
	TOTAL MARKS		100

For Sr1-3: Assignment/ Work order copy should be provided by the firm
 For Sr4: A separate list of employees (Annexure-12) indicating their qualification should be provided.

Detailed Profile

Date:

To

The Deputy General Manager
 (IS Cell),
 The Andhra Pradesh State
 Cooperative Bank Ltd
 #27-29-28, NTR Sahakara
 Bhavan, Governorpet,
 Vijayawada 520002

SUB: IS CELL/IS AUDIT/RFP:1/2025-26 dated

Having examined the above RFP including all Annexure, the undersigned submit following information and supporting document for technical evaluation.

COMPANY DETAILS	
Year of establishment of company	
Location of Registered Office	
Turnover of the firm (in crores) (Not inclusive of the turnover of associate companies)	2021-22 2022-23 : 2023-24: 2024-25*: (If audited balance sheet is available.)
Net profit in lacs (from Indian operations only)	2021-22 2022-23 : 2023-24: 2024-25*: (If audited balance sheet is available.)
CERT-In empanelment valid till	
No of Fulltime employees	
No of Part-time employees	

Experience - Infrastructure Audits (Last Five Years)

RFP for Empanelment of Service Providers for Conducting IS Audit of Applications/ Systems, Migration Audit of Various Systems, and IS Audit Related Consulting Services

Organisation / Company Name	From - To Date	Location
1.		
2.		

Assignment /Work order copy is attached herewith

Experience - Application Audits (Last Three Years)		
Organisation / Company Name	From - To Date	Location
1.		
2.		

Assignment /Work order copy is attached herewith

Experience - End to end Migration Audits (Last Five Years)		
Organisation / Company Name	From - To Date	Location
1.		
2.		

Assignment /Work order copy is attached herewith

Experience - IS Audit Consultancy Services as mentioned (Last Five Years)		
Organisation / Company Name	From - To Date	Location
1.		
2.		

Assignment /Work order copy is attached herewith

Employees with professional certificate in the Firm
No of Full time CISA/CISSP/CISM :
No of Full time CEH/DISA/CCNA/ORACLE Certified Resource/ ISO 27001 Lead Auditor employees :

Copy of Professional qualification certificates attached

Signature of the Authorized Signatory as per Board Approval

Name:

Designation:

Name of the Firm:

Address:

Approach, Methodology and Work Plan

The Firm should submit the Approach, Methodology and work plan in one integrated document. It should highlight the proposed approach and methodology for delivery of the assignment proposed given the understanding of the Bank. The work plan should also cover ideas and ideas for institutionalization of change with clearly defined timelines, milestones and deliverables. Team structure and staffing pattern should be highlighted clearly in the light of the Bank's stipulation for deploying an experienced team with the requisite skill sets to deliver the scope of the assignment.

The project scope and time lines are as defined in the RFP.

Details of Deposit of EMD Deposit

No	Particulars	Details
1.	Name of the Bidder/Bidding Firm	
2.	Date of Incorporation/ Formation	
3.	Address of Registered Office	
4.	Address for communication (with telephone number and email-id)	
5.	Contact Person – Name & Contact No.	
6.	Earnest Money Deposit (DD) Enclosed	DD NO. : Amt : Date :

We confirm that all details mentioned and all information as stated herein are correct.

Signature of the Authorized Signatory

Name:

Designation:

Name of the Firm:

Address:

Undertaking

(This letter should be on the letterhead of the bidder duly signed by an Authorized Signatory as per Board Approval)

To

The Deputy General Manager (IS Cell),
The Andhra Pradesh State Cooperative Bank Ltd
#27-29-28, NTR Sahakara Bhavan, Governorpet,
Vijayawada 520002

Ref: IS CELL/IS AUDIT/RFP:1/2025-26 dated: _____

Sir,

Sub: RFP for Empanelment of Service Providers for Conducting IS Audit of Applications/ Systems, Migration Audit of Systems, and IS Audit Related Consulting Services

Having examined the RFPs including all Annexure and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, deliver, implement and commission ALL the terms mentioned in the Request for Proposal” and the other schedules of requirements and services for APCOB in conformity with the said RFPs in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.

- 1) If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the RFP.
- 2) We agree to abide by this Financial Proposal for 180 days from the date of the Financial Bid opening and our Offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer.
- 3) This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
- 4) We agree that the Bank is not bound to accept the lowest or any Bid the Bank may receive.
- 5) We certify that we have provided all the information requested by the Bank in the format requested for. We also understand that the Bank has the exclusive right to reject this offer in case the Bank is of the opinion that the required information is not provided or is provided in a different format.

Dated this..... by 20

Yours faithfully,

Signature of the Authorized Signatory

Name:
Designation:
Name of the
Firm: Address:

Declaration for Conformity with Hardcopy Letter

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

To

The Deputy General Manager (IS Cell),
The Andhra Pradesh State Cooperative Bank Ltd
#27-29-28, NTR Sahakara
Bhavan, Governorpet,
Vijayawada 520002

Ref: IS CELL/IS AUDIT/RFP:1/2025-26 dated: __

Sir,

Sub: RFP for Empanelment of Service Providers for Conducting IS Audit of Applications/ Systems, Migration Audit of Systems, and IS Audit Related Consulting Services

Further to our proposal dated, in response to the Request for Proposal

(Bank's tender No. here in after referred to as "RFP") issued by APCOB ("Bank") we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original RFPs issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Yours faithfully,

Signature of the Authorized Signatory as per Board Approval

Name:

Designation:

Name of the

Firm: Address:

Conformity Letter

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

To

The Deputy General Manager (IS Cell),
The Andhra Pradesh State Cooperative Bank Ltd
#27-29-28, NTR Sahakara
Bhavan, Governorpet,
Vijayawada 520002

Ref: IS CELL/IS AUDIT/RFP:1/2025-26 dated: _____

Sir,

Sub: RFP for Empanelment of Service Providers for Conducting IS Audit of Applications/ Systems, Migration Audit of Various Systems, and IS Audit Related Consulting Services

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No. hereinafter referred to as "RFP") issued by APCOB ("Bank") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original RFPs issued by the Bank shall form a valid and binding part of the aforesaid RFP document. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Signature of the Authorized Signatory as per Board

Approval Name:

Designation:

Name of the

Firm: Address:

Scope and Deliverables

Broad Scope given as under however detailed / final scope will be given at the time of actual allocation of Work:

1. IT Infrastructure (Data Centre, Disaster Recovery Centre and Near Site) of Bank and Application Service Provider
2. Business Continuity Plan & Disaster Recovery Planning
3. Security Operation Centre (SOC)
4. Application Audit
5. Migration Audit
6. Regulatory Compliance Audit
7. Cyber Security Audit
8. Audit of Application Service Provider.
9. Audit of RTGS/NEFT systems.

1. IT INFRASTRUCTURE

1.1 (a) IT Infrastructure in DC, DR & Near Site

Service Provider shall carry out a review to ensure IT Infrastructure compliance with IT / IS Policy of Bank. An indicative but not exhaustive list of activities as listed below:

- Data Centre/Disaster Recovery Centre civil and interiors as per submitted layout
- Adequacy of server space in view of future requirement
- Access control facility
- Fire detection and prevention
- Fire protection system for server rooms
- Very Early smoke detection systems for server rooms
- Water leak detection systems for server rooms
- Electrical subsystem (main panel, cables, Power Distribution Unit (PDU) and earthing)
- Review of Electrical Power requirement and availability.
- UPS systems
- DG sets and Control of fuel
- Precision (computer room standard) Air-conditioning systems for server room
- Air-conditioning system for other relevant areas of DC
- Building management system software/hardware (should cover Access controls for Passkeys, Compartmentalization, Creation and Review of Logs, Identification and Escort Requirements, Use of Cages / Rooms etc.)
- Closed circuit television system (CCTV) area for monitoring entry/exit points and strategic locations within the server room
- Structured cabling system for functional areas as per layout

- Environmental threat protection (Air Purifier, Humidity Control etc)
- Review of operator awareness of physical security breaches
- Review of safeguards to mitigate risks associated with earthquake and water related threats
- Verification of Physical Security policy and review of authorisation documentation on file for each individual who has card access to the data centre
- Review of License verification of all hardware, Software etc on entry and exit in DC/DR
- Review of adequacy of physical Security (Guards, arms etc)

1.1 (b) Review of outsource of IT Operation (DC & DR) in compliance with IS Policy.

- Review the segregation of duties
- Review of Privileged Identity Management
- Review of adequacy of staff
- Review of reporting responsibility and periodicity of report
- Review of information sharing by bank's DC/DR team with outsourced service provider team.
- Review of work authorisation system between outsourced service provider and bank's team
- Access Control, Customer Data Privacy & Confidentiality.

1.1 (c) Management of Hardware in compliance with IT Policy.

- Acquisition in DC/DR, installation, Upgradation, Movement, usage and disposal procedures
- Server sizing processes - hard disk capacity, RAM, Processing power etc. as per requirements
- Review of procedures to proactively manage the servers, which would alert the administrator as, and when service of the DC/DR reaches the defined threshold before the failure occurs on the servers or devices to ensure uptime of the Data Center
- Review of Preventive maintenance process
- Review of Backup procedures
- Study of Asset Management policy / Procedures

1.1 (d) Management of System Software

- Software acquisition, installation, maintenance, updation of patches/security updates, development, storage, and change management is as per IT Security

Policy

- Review of Setup and maintenance of operative system parameters. Verification with Secured configuration documents.
- To Review Setting of various parameters in Applications, updates thereof and actual working of them as intended and accurately.
- All the relevant security features available in the OS are enabled/ taken advantage of as far as possible
- Review of User Controls, Retention, Changes, Hard coded use of root / administrative, generic and other Sensitive IDs and passwords.
- Review of Vulnerability Assessment process.
- Review of Operating system and Database Hardening.
- OS patches are updated as and when released by vendor and control over patch management.
- Changes in system software are controlled in line with the organization's change management procedures. Proper record is maintained and authenticated regarding installation, it's up gradation, re-installation and maintenance.
- Review of change Management Process, reporting and measuring effectiveness identifying areas of improvements
- Use of sensitive system software utilities is in controlled manner and it is monitored and logged
- Review of compliance of existing change management process of updating the document after Change Management process has compliance status.
- Review of Performance monitoring (including Virtual Servers)
- Review of file permissions

.

1.1 (e) Network Facility and Equipment Management

- Overall Network management
- Firewall rule review and optimization
- Review of Network device configurations
- Review of Network device access control
- Network design- provides security, scalability, redundancy
- Review of IPv6 implementation and further readiness
- Network cabling is structured
- Current network and security posture of the WAN architecture
- IP addressing schemes and their allocations
- Physical and logical separation of the networks

- Network and security products and technologies deployed- Their usage and physical security
- Review of switches, routers configuration, scalability and port management.
- Network bottlenecks and performance issues
- Availability and quality of system documentation
- IP Sec implementation / any other network level encryption.
- Real-time monitoring of network traffic, which involves packet capture and analysis.
- Review of procedures adopted for:
 - Secured transmission of data through dialup / leased line/ VPN/VSATs etc.
 - Bandwidth management
 - Uptime of network- it's monitoring as per service level agreement
 - Fault management
 - Capacity planning
 - Configuration Management
 - Performance management etc
- Review of Regulatory requirements
- Evaluate their installation, placement, configuration, security, policies defined in respective equipment for meeting the security requirement of the LAN and WAN and monitoring of their logs.
- Hardening of the equipments like Router, Network Switch, IPS, IDS, Firewall.
- Network Vulnerabilities and Threat Management. Vulnerability Assessment Process to be reviewed.

1.1 (f) Database Management System and Data security:

- Use of Data Recovery System, Data Definition Language, Data Manipulation Language
- Storage of duplicate copy of data definition and DRS at off-site
- Monitoring of log of changes to the Data definitions
- Procedures to ensure that all data are classified in terms of sensitivity by a formal and explicit decision by the data owner and necessary safeguards for its confidentiality, integrity and availability are taken as per IT Security Policy.
- Logical access controls, which ensure the access to data is restricted to, authorized users.
- Confidentiality and privacy requirements are met

- Authorization, authentication and access control are in place
- Segregation of duties is ensured for accessing data
- Purging, Retention and archival of Data Files
- Review of how the database integrity is ensured in case tables are not properly updated by application software due to various reasons i.e. break in link, bug in software etc. In case of direct Updation/modification of database is done by opening the tables in live environment, evaluate the controls
- Protection of Sensitive Information during Transmission and Transport
- Separation of duties
- Rotation of duties
- Impact of backend updates
- Conduct an internal vulnerability assessment for reviewing the database security setting
- Audit-ability both at client side and server side including sufficiency and accuracy of event logging, SQL prompt command usage, Database level logging etc.
- Recovery, rollback and restart procedures
- Review of data base systems security.
- To review table, partitioned and indexing etc structures are as per application software requirements.

.

1.1 (g) Help Desk:

- Helpdesk facility, which provides first-line support and advice
- Prioritization of reported problems/calls
- Timely resolution of reported problems
- Problems and incidents are resolved, and the cause investigated to prevent any recurrence
- Incident handling
- Trend analysis and reporting
- Development of knowledge base
- Root cause analysis
- Problem tracking and escalation with proper documentation
- Existence & maintenance of Audit trails of problems and solutions

- Management/ operations of Help Desk for monitoring, managing and reporting the faults, configuration, performance and accounting of the Bank's Wide Area Network, Servers installed in Data Centre and other locations across the network.
- Application support calls and its resolution

1.1 (h) Storage Management

Retention, purging/archival periods and storage terms are defined for:

- Documents
- Data
- Programs
- Reports
- Messages (incoming and outgoing)
- Keys, certificates used for their encryption and authentication
- Log files for various activities
- Policy and Procedures for purging of data
- Storage Technology Audit

1.1 (i) Media Storage

- Responsibilities for media (magnetic tape, cartridge, disks and diskettes) library management are assigned to specific members of the IT functionary
- Housekeeping procedures are designed to protect media library contents
- Standards are defined for the external identification of magnetic media and the control of their physical movement and storage to support accountability
- Procedures to assure that contents of its media library containing data are inventoried systematically, that any discrepancies disclosed by a physical inventory are remedied in a timely fashion and that measures are taken to maintain the integrity of magnetic media stored in the library.
- Review of media handling process and Media movement log
- Review of periodic Media testing and Offsite backup
- Review of labelling process of media storage

1.1 (j) Inventory Maintenance

- Controls, which identify and record all IT assets and their physical location, and a regular verification programme which confirms their existence

- IT assets classification
- Checking for unauthorized software
- Software storage controls
- License management
- Licenses for applications
- Disposal of obsolete inventory
- Review of Antivirus
- AMC of Hardware / Software

1.1 (k) Others

- Review of console log activity during system shutdown and hardware/software –re- installation
- Review of Operational procedure for Data centre
- Review of Documented processes related to Data Centre
- Review of Day Begin and End process
- Personnel scheduling- Shift hand-over process
- Review of operator log to identify variances between schedules and actual activity
- Review of Internet/e-mail
- Review of remote desk top Management/Net meeting/FTP/SFTP etc.
- Review of antivirus/DLP Implementation
- HIDS/ NIDS Log Monitoring
-

1.1 (l) Process Management Review

- Review of Installation Procedure
- Review of Maintenance Procedure
- Review of Release Procedure
- Review of User Management procedure
- Review of Tracking Procedure
- Review of Handover procedure
- Review of Incident Management Procedure
- Review of Change Management Procedure
- Review of Anti Phishing Monitoring Process

- Review of SLA

.

1.1 (m) Domain Controller / AD

- Review to ensure that all Windows Servers are under Domain
- Review of USB Policy application
- Review of Administrator ID being used by branches to login into Bank Domain

1.1 (n) Staff Training

- Personnel procedures and responsibilities including system and cross-functional training
- Segregation of duties
- Quality of Human resources /appointment process

1.1(o) ATM Switch & ATM Facility Management, ATM Operations & ATM Back Office

- Review of ATM Switch Operations including Audit of Outsourced Switch Maintenance vendor & review of the outsourcing arrangement (SLA) in totality vis-à-vis RFQ terms.
- Adequacy of Operational Security features through Access Control, User Rights, Logging, Data integrity, Accountability, Auditability etc. at the ATM Switch/Mobile Banking Services.
- ATM Process Audit comprising ATM Operational Controls, Consortium issues, Reconciliation, ATM Cash Management etc.
- Analysis/Verification of Audit Logs /Audit Trails of Transactions, Exception List, Incident management report etc.
- Adequacy of contingency arrangement (fall-back / fail over procedures, Redundancy & Back-up) in the event of System Breakdown/Failure w.r.t Recovery/Restart facilities, Diagnostics for identification, Protection of Data, Backup facilities.
- Verification of the detailed security procedures & processes of the ATM Switch vendor.
- Analysis of Incident Management/ATM Monitoring Database/Reports/Logs etc. generated & their resolution.
- Audit of the Reconciliation activities being carried out w.r.t transactions involving various Acquirer, Issuer, Merchant, Interchange, other stakeholders etc. found in the ATM switch files with the transactions found in Host, Interchange & Partner Bank's switch. Also, Chargeback processing including VISA chargeback, NFS Chargeback etc. to be checked for appropriateness.

2. Business Continuity Plan & Disaster Recovery Planning:

Service Provider would be required to review Bank's and ASP BCP and DRP to validate BCP/DRP in terms of its adequacy, effectiveness, efficiency, activation ability and reliability taking into consideration.

- Review of DRP Process
- Site Review (DRC/ Near Site)

- Review Business Flows
- Review of Resource priority for recovery and recovery time objectives
- Review of Business Continuity Strategy
- Review of adequacy Disaster Recovery Plan and Business Continuity Plan
- Review of BCP & DRP for DC/DR
- Review of achieved vs. projected result
- Review of process of business continuity objective
- Review of submission of test result to board
- Identify Individual Point of failure

3. Security Operations Centre

- Review of SOC infrastructure/implementation of Security Tools
- Review of SOC processes.
- Review of SOC charter document, SOC KPI and Metrics.
- Management and Monitoring of logs (i.e. trace log, CDCI Logs, fatal logs, archive logs, SU logs, Syslog, alert log, last log, application log, Security log, System log, File retention logs, file replication service log, DNS Logs, IDS log, AIPS Logs, event Log, access log, ISS log, AV Log etc)
- Review of Manpower, Training and Knowledge Management.
- People Management.
- Review of Outsourcing services of SOC.
- Review SLA Management process for SOC
- Review the configuration parameters
- Custom rule review and custom application integration.
- Incident reporting and Management.
- Security monitoring services.
- Review of NAC
- Security analysis and forensics and Threat intelligence.
- Review of reporting responsibility and periodicity of report
- Review of work authorisation system between outsource service provider and bank's team
- Access Control, Customer Data Privacy & Confidentiality

3. Application Audit

- Review of all types of Application Level Access Controls, Password Policy, Account Policy restrictions, encryption of data, user credentials including proper controls for access logs and audit trails for ensuring Sufficiency & Security of Creation, Maintenance and Backup of the same- to check as per bank's IT security policy.
- Application Architecture.
- Review / audit security measures for CIA
- Review of segregation of roles and responsibilities with respect to application software to improve internal controls
- Review of Input, Processing and Output Controls. Review adequacy and completeness of controls
- Audit of management controls including system configuration/parameterization development. Complete Review of Application Parameterization.

- Authorization controls such as Maker Checker, Exceptions, Overriding exception & Error condition.
- Interface controls - Application interfaces with other applications and security in their data communication. Whether the interface access is secure enough from penetration by internal / external users.
- Understanding inherent weakness in Applications which can be exploited to Bank's disadvantage
- Application-level risks at system and data-level including system integrity risks, system-security risks, data risks & system maintainability risks
- Review of Software customization and adherence to SDLC Policy and procedures for such customization.
- Adherence to Legal & Statutory Requirements.
- Review of access given to various employee of vendor/service provider.
- Mechanism deployed by vendor and resolution including re-testing and acceptance. Change management procedure during conversion, migration of data, version control etc.
- Auditing, both at client side and server side, including sufficiency and accuracy of event logging, SQL prompt command usage, Database level logging etc.
- Backup/fall-back/Restoration procedures and contingency planning along with documentation
- Adequacy of hardening of all Servers and review of application of latest patches supplied by various vendors for known vulnerabilities as published by CERT-In, SANS etc.
- Audit of application interfaces with other systems or interface of other system with application.
- Sufficiency and coverage of UAT test cases
- Source Code Review for in house developed applications

4. Migration Audit of Infrastructure & Applications

- Review of Migration activities with respect to Migration plan of Bank. Ensure consistent, methodical approach adopted for migration of Data or Application
- Software Asset Management (SAM) and Utilisation Audit for all the applications licenses, Database Licenses, middleware licenses procured. Hardware inventory maintenance, its AMC and insurance etc.
- Ensure Proper Documentation of Migration Activity.
- Network design review from security, integrity and availability point of view.
- Review of Gap in Migration of Finacle Application and related infrastructure at DC, DR and NDR as per migration planning of Bank. Identify gaps in the application security parameter setup in line with the bank's security policies and leading best practices. Procedures for data backup, restoration, recovery and readability of backed up data. Documentation of change management. Physical access controls. Interfaces with external applications (such as other electronic channels in the case of CBS and other external ATM switches such as Cashtree in the case of the ATM system). Review & audit of drill activity between Primary site and disaster recovery site. Deployment of patches if any received from Infosys/ software vendor in Production Server & DR server including OS. CBS Database - Oracle back-end updates. Incorporation of Revised Interest Rate changes of Deposit and Advances as per H.O., guidelines. Incorporation of revised Service Charges as per H.O., Guidelines.
- Review of Gap in Migration of other Applications like ATM Switch, Internet Banking, Mobile Banking, IMPS, PIM, HRMS, ITMS, D2K, Amlock, POS, UPI, Micro-ATM with

their related infrastructure. Implementation of Active Directory and installation / Updation of Antivirus.

- Gap assessment w.r.t. IS Security Policy, Cyber security policy, other Bank guidelines implementation.

Review of SOC infrastructure/implementation. Review of Security Operation Centre (SOC) activities / Processes. Monitoring of logs (i.e. trace log, CDCI Logs, fatal logs, archive logs, SU logs, Syslog, alert log, last log, application log, Security log, System log, File retention logs, file replication service log, DNS Logs, IDS log, AIPS Logs, event Log, access log, ISS log, AV Log etc.). Monitoring of syslog traffic from a managed Cisco router. Review of work authorisation system between outsource service provider and bank's team.

- Gap assessment for complying with RBI guidelines on Information Security, Electronic Banking, Technology Risk Management and Cyber Frauds (Gopalakrishnan Committee recommendations. RBI circular no. RBI/2010-11/494 DBS.CO.ITC.BC.No: 6/31.02.008/2010-11 dated 29.04.2011) with specific reference to Information Security, Cyber frauds.

5. **Regulatory Compliance Audit:** - Scope will be as per Regulatory guidelines given by Regulatory Authorities i.e, MEITY, Cert-IN, RBI, NABARD and other statutory bodies wherever applicable.

Deliverables

During the course of review, the SP will suggest the following in addition to other critical observation/ methods/ improvements as deemed fit from the point of view of the SP professional experience for each of the services mentioned above:

- Ways to secure the existing Networks & any new networks being merged / created
- Provide re-designed network & security architecture along with technical specifications of network & security solutions based on the operational and business requirements of the Bank.
- All observations will be thoroughly discussed with process owners before finalization of report.
 - List of Risk Control Matrix.
 - Checklist
 - Training to IS Audit Team on Risk Control Matrix and Checklist findings
 - Reports will be submitted as soft copy (password protected) in doc and pdf format as well as in signed hard copy.
- All reports will be prepared with the following information:
 - Gaps, deficiencies, vulnerabilities observed - specific observations should be given with details
 - Risk associated with Gaps, deficiencies vulnerabilities observed
 - Category of Risk - High/Medium/Low
 - Recommendations/ Procedures for removing Gaps, deficiencies, and vulnerabilities observed in line with regulatory guidelines like Bank's Policy, NABARD, RBI, ISACA, COBIT, IS27001 and best practices in the industry.
 - Preparation of Final testing Report with areas of improvement
 - Compliance testing report
 - All observation should be created in Audit Automation System also.

Bid Security Guarantee

(FORMAT OF BANK GUARANTEE (BG) IN LIEU OF EARNEST MONEY DEPOSIT)

To:

The Deputy General Manager (IS Cell),
The Andhra Pradesh State Cooperative Bank Ltd
#27-29-28, NTR Sahakara
Bhavan, Governorpet,
Vijayawada 520002

WHEREAS (Hereinafter called "the Bidder") has submitted its bid dated (date of submission of bid) for the Ref : **IS CELL/IS AUDIT/RFP:1/2025-26** (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE (Name of bank) of (Name of country) having our registered office at (Address of bank) (hereinafter called "the Bank") are bound to APCOB (hereinafter called "the Purchaser") in the sum of Fifty Thousand (50,000/-) for which payment will and truly to be made to the said APCOB (the Purchaser) the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this day of, 20.....

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by APCOB (the Purchaser) during the period of bid validity :
 - (a) fails or refuses to execute the mutually agreed Contract Form if required; or
 - (b) fails or refuses to furnish the Performance Security, in accordance with the Terms and Conditions of the Contract;

We undertake to pay APCOB (the Purchaser) up to the above amount upon receipt of its first written demand, without APCOB (the Purchaser) having to substantiate its demand, provided that in its demand the purchaser will note that the amount claimed by it is due owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Notwithstanding any other term contained herein

- a) This guarantee shall be valid only up to..... (Insert Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and
- b) The total liability of Bank under this guarantee shall be limited to Rs. /- (Rupeesonly).

Place:

SEAL

Code No.

SIGNATURE

Note:

1. Bidder should ensure that the seal and code No. of the signatory is put by the Bankers, before submission of BG.
2. Stamp paper is required for the BG issued by the Banks located in India.

Performance Guarantee

(FORMAT OF PERFORMANCE BANK GUARANTEE)

To

The Deputy General Manager
(IS Cell),
The Andhra Pradesh State
Cooperative Bank Ltd
#27-29-28, NTR Sahakara
Bhavan, Governorpet,
Vijayawada 520002

WHEREAS M/S (Name of Bidder) a Company registered under the Indian Companies Act, 1956 and having its Registered Office at, (Please provide complete address) (hereinafter referred to as "Bidder") was awarded a contract by APCOB (the Bank) vide their Purchase Order/Work Order no. dated (hereinafter referred to as "PO") for

AND WHEREAS, in terms of the conditions as stipulated in the PO and the Request for Proposal document No. Dated for (hereinafter referred to as "RFP"), the Bidder is required to furnish a Performance Bank Guarantee issued by a Public Sector Bank/ schedule commercial bank only in India in your favour for Rs...../- towards due performance of the contract in accordance with the specifications, terms and conditions of the Purchase Order/Work Order and RFP document (which guarantee is hereinafter called as "BANK GUARANTEE").

AND WHEREAS the Bidder has approached us for providing the BANK GUARANTEE. AND WHEREAS at the request of the Bidder, WE,, a body corporate in terms of the Banking Companies Acquisition and Transfer of Undertakings Act, 1970/1980 having it's Office at and a branch interalia at India have agreed to issue the BANK GUARANTEE.

THEREFORE, WE, (name of Bank and it's address)..... through our local office at India furnish you the BANK GUARANTEE in manner hereinafter contained and agree with you as follows:

1. We..... do hereby expressly, irrevocably and unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from you and undertake to indemnify you and keep you indemnified from time to time and at all times to the extent of Rs..... /- (Rupees only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the Bidder of any of the terms and conditions contained in the PO and RFP / SLA and in the event of the Bidder committing default or defaults in carrying out any of the work or discharging any obligation under the PO or RFP

document or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs...../-
(Rupees

.....only) as may be claimed by you on account of breach on the part of the Bidder of their obligations or default in terms of the PO and RFP.

2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the Bidder has committed any such breach/ default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur. Any such demand made by APCOB shall be conclusive as regards the amount due and payable by us to you.
3. This Bank Guarantee shall continue and hold good until it is released by you on the application by the Bidder after expiry of the relative guarantee period provided always that the guarantee shall in no event remain in force after (date) without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. You will have the fullest liberty without our consent and without affecting our liabilities under this Bank Guarantee from time to time to vary any of the terms and conditions of the PO and RFP or extend the time of performance of the contract or to postpone for any time or from time to time any of your rights or powers against the Bidder and either to enforce or forbear to enforce any of the terms and conditions of the said PO and RFP and we shall not be released from our liability under Bank Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Bidder or any other forbearance, act or omission on your part or any indulgence by you to the Bidder or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs./- (Rupees..... only) as aforesaid or extend the period of the guarantee beyond the said(date) unless expressly agreed to by us in writing.
5. The Bank Guarantee shall not in any way be affected by your taking or giving up any securities from the Bidder or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the Bidder.
6. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Bidder hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Bank Guarantee.
7. Subject to the maximum limit of our liability as aforesaid, Bank Guarantee will cover all your claim or claims against the Bidder from time to time arising out of or in relation to the PO and RFP and in respect of which your claim in writing is lodged on us before expiry of Bank Guarantee.

8. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.
9. The Bank Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees hereto before given to you by us (whether jointly with others or alone) and now existing enforce and this Bank Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
10. The Bank Guarantee shall not be affected by any change in the constitution of the Bidder or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.
11. The Bank Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.
12. We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payments so made by us shall be a valid discharge of our liability for payment here under and the Bidder shall have no claim against us for making such payment.
13. Notwithstanding anything contained herein above;
 - a. our liability under this Guarantee shall not exceed Rs. /- (Rupees only)
 - b. this Bank Guarantee shall be valid and remain in force upto and including the date and
 - c. we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of this guarantee.
14. We have the power to issue this Bank Guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by the Bank.

Dated this the day of, 20.... For and
on behalf of
Branch Manager
Seal and Address

NOTE:

1. VENDOR SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG
2. STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN Vijayawada
3. BANK GUARANTEE IF SUBMITTED, SHOULD BE ACCOMPANIED WITH COPY OF THE SFMS TRANSMITTED AT THE TIME OF ISSUE OF BANK GUARANTEE. AS PER IBA NOTIFICATION NO. PS&BT/GOVT/2305 DATED 16MAR-2016 ALONG WITH MINISTRY OF FINANCE, GOVERNMENT OF INDIA CIRCULAR F.NO.7/112/2011-BOA DATED 08-MAR-2016 WITH RESPECT TO SENDING BANK GUARANTEE ADVICES THROUGH STRUCTURE FINANCIAL

MESSAGING SYSTEM (SFMS), IT IS NECESSARY TO CONFIRM THE AUTHENTICITY OF THE BANK GUARANTEES (BG) BY SFMS MESSAGE. THE SFMS SHOULD BE SENT TO FOLLOWING BRANCH: BRANCH NAME & ADDRESS: APCOB, Vijayawada Main Branch, #27-29-28, NTR Sahakara Bhavan, Governorpet, Vijayawada 520002
IFSC CODE: APBL0000126

VENDOR SHOULD ENSURE THAT THE BANK GUARANTEE SHOULD CONTAIN ALL TERMS & CONDITIONS AS PER THIS FORMAT. BANK GUARANTEE SUBMITTED WITH ANY RIDER OR DEVIATION TO THE STIPULATED TERMS & CONDITIONS WILL NOT BE ACCEPTED.

**Annexure 13- Bid Security Declaration Form
(For Micro and Small Enterprises (MSEs))**

To

The RFP Co-ordinator

The Deputy General Manager (IS Cell),
The Andhra Pradesh State Cooperative Bank Ltd
#27-29-28, NTR Sahakara Bhavan, Governorpet,
Vijayawada 520002

Sir,

Sub: **IS CELL/IS AUDIT/RFP:1/2025-26** Dated

1. I/We, the undersigned, declare that M/s... is a Micro and Small Enterprise and the copy of registration certificate issued by NSIC / Concerned Ministries for Micro and Small Enterprises (MSE) which are valid on last date of submission of the tender documents are enclosed.
2. I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration as per Rule 170 of General Financial Rules (GFRs) 2017 by Micro and Small Enterprises (MSEs).
OR
2A. As per the RFP reference no: Dated floated for Empanelment of Audit Firm for IS audit related Activities a Bid Declaration Form in lieu of Bid Security is required to be submitted by me/ as per Rule 170 of General Financial Rules (GFRs) 2017 by Micro and Small Enterprises (MSEs).
3. I/We accept that I/We may be disqualified from bidding for any contract with you for a period of 6 months from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We
 - a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
 - b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.
4. I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.
5. I/We declare that I am the authorised person of.....to make the declaration for and on behalf of Letter of Authority for executing declaration is enclosed

Signature of the Authorized Signatory

Name:

Designation:

Name of the

Firm: Address:

Non - Disclosure Agreement format

THIS AGREEMENT (the "Agreement") is entered into on _____ by and between The Andhra Pradesh State Co-operative Bank Ltd., a body corporate constituted and functioning under the Andhra Pradesh Co-Operative Societies Act, 1964 having its Head Office at NTR Sahakara Bhavan, #29-27-28, Governerpet, Vijayawada - 520002, Andhra Pradesh represented by The Deputy General Manager (IS Cell) herein the "BANK" and _____ having its registered office at _____

_____ INDIA herein the "Company"

The Disclosing Party is in possession of certain information defined hereunder as Confidential Information and has agreed to disclose to the Receiving Party the Confidential Information on a strictly confidential basis which comes as part of scope of the work. During the said process, Disclosing Party may share certain confidential or proprietary information with the Recipient. Therefore, in consideration of the mutual promises and covenants contained in this Agreement, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto agree as follows:

1. Definition of Confidential Information.

(a) For purposes of this Agreement, "Confidential Information" means any data or information that is confidential or proprietary to the Disclosing Party and not generally known to the public, whether in tangible or intangible form, whenever and however disclosed, including, but not limited to:

- (i) Customer name and other information related to customers
- (ii) any marketing strategies, plans, financial information, or projections, operations, sales estimates, business plans and performance results relating to the past, present or future business activities of such party, its affiliates, subsidiaries and affiliated companies;
- (iii) Plans for products or services, and customer or supplier lists;
- (iv) Any scientific or technical information, invention, design, process, procedure, formula, improvement, technology or method;
- (v) any concepts, reports, data, know-how, works-in-progress, designs, development tools, specifications, computer software, source code, object code, flow charts, databases, inventions, information and trade secrets; and
- (vi) Any other information that should reasonably be recognized as confidential information of the Disclosing Party. Confidential Information need not be novel, unique, patentable, copyrightable or constitute a trade secret in order to be designated Confidential Information.

The Receiving Party acknowledges that the Confidential Information is proprietary to the Disclosing Party, has been developed and obtained through great efforts by the Disclosing Party and that Disclosing Party regards all of its Confidential Information as trade secrets

(b) Notwithstanding anything in the foregoing to the contrary, Confidential Information shall not

include information which:

- (i) Was known to the Receiving Party prior to receiving the Confidential Information from the Disclosing Party;
- (ii) Becomes rightfully known to the Receiving Party from a third-party source not known (after diligent inquiry) by the Receiving Party to be under an obligation to Disclosing Party to maintain confidentiality;
- (iii) Is or becomes publicly available through no fault of the Receiving Party;
- (iv) is required to be disclosed in a judicial or proceeding, or is otherwise requested or required to be disclosed by law or regulation, although the requirements of paragraph 4 hereof shall apply prior to any disclosure being made; and
- (v) Is or has been independently developed by employees, consultants or agents of the Receiving Party without violation of the terms of this Agreement or reference or access to any Confidential Information.

2. Disclosure of Confidential Information.

From time to time, the Disclosing Party may disclose Confidential Information to the Receiving Party. The Receiving Party will:

- (i) along with its representatives, make use of the Confidential Information solely for the purpose of the Agreement or such other purposes from time to time agreed or consented to by the Disclosing Party as evidenced in writing
- (ii) limit disclosure of any Confidential Information to its directors, officers, employees, agents or representatives (collectively "**Representatives**") who have a need to know such Confidential Information in connection with the current or contemplated business relationship between the parties to which this Agreement relates, and only for that purpose;
- (iii) prior to making any disclosure of such Confidential Information as permitted under this Agreement, will ensure that the Representatives are under a prior written obligation to maintain such information as confidential and to use such information only for the contemplated purpose;
- (iv) along with its Representatives use such measures and/or procedures as it uses in relation to its own confidential information and trade secrets to hold and keep in confidence any and all such Confidential information and comply with the terms of this Agreement.
- (v) and not to disclose any Confidential Information received by it through any third parties. be solely responsible for any breach of the terms of this Agreement by any of its

Representatives or the Sub-Contractors and any act or omission by any of its Representatives or the Sub-Contractors which would constitute breach of the terms of this Agreement and shall take all reasonable measures to restrain such Representatives or the Sub-Contractors from unauthorized disclosure or use of the Confidential Information and that Receiving Party acknowledges and agree that Disclosing Party shall have right to all its legal remedies directly against Receiving Party as if such breach is made by the Receiving Party itself without proceeding at the first instance against Representatives or the Sub-Contractors.

3. Use of Confidential Information.

The Receiving Party agrees to use the Confidential Information solely in connection with the current or contemplated business relationship between the parties as mentioned in this agreement and not for any purpose other than as authorized by this Agreement without the prior written consent of an authorized representative of the Disclosing Party. No other right or license, whether expressed or implied, in the

Confidential Information is granted to the Receiving Party hereunder. Title to the Confidential Information will remain solely with the Disclosing Party. All use of Confidential Information by the Receiving Party shall be for the benefit of the Disclosing Party and any modifications and improvements thereof by the Receiving Party shall be the sole property of the Disclosing Party.

4. Compelled Disclosure of Confidential Information.

Notwithstanding anything in the foregoing to the contrary, the Receiving Party may disclose Confidential Information pursuant to any governmental, judicial, or administrative order, subpoena, discovery request, regulatory request or similar method, provided that the Receiving Party promptly notifies, to the extent practicable, the Disclosing Party in writing of such demand for disclosure so that the Disclosing Party, at its sole expense, may seek to make such disclosure subject to a protective order or other appropriate remedy to preserve the confidentiality of the Confidential Information. The Receiving Party agrees that it shall not oppose and shall cooperate with efforts by, to the extent practicable, the Disclosing Party with respect to any such request for a protective order or other relief. Notwithstanding the foregoing, if the Disclosing Party is unable to obtain or does not seek a protective order and the Receiving Party is legally requested or required to disclose such Confidential Information, disclosure of such Confidential Information may be made without liability.

5. Term.

This Agreement shall remain in effect for from _____ day of _____ to _____ day of _____ (subject to a one-year extension if the parties are still discussing and considering the Transaction at the end of the). Notwithstanding the foregoing, the parties' duty to hold in confidence Confidential Information that was disclosed during term shall remain in effect indefinitely.

6. Remedies.

Both parties acknowledge that the Confidential Information to be disclosed hereunder is of a unique and valuable character, and that the unauthorized dissemination of the Confidential Information would destroy or diminish the value of such information. Therefore, both parties hereby agree that the Disclosing Party shall be entitled to injunctive relief preventing the dissemination of any Confidential Information in violation of the terms hereof. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or in equity. Disclosing Party shall be entitled to recover Damages consisting a sum equal to the loss suffered by the Disclosing Party including loss of business opportunity, costs of business interruption its costs and fees, including reasonable attorneys' fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its reasonable attorney's fees and expenses.

7. Return of Confidential Information.

Receiving Party shall immediately return and redeliver to the other all tangible material embodying the Confidential Information provided hereunder and all notes, summaries, memoranda, drawings, manuals, records, excerpts or derivative information deriving there from and all other documents or materials ("Notes") (and all

copies of any of the foregoing, including “copies” that have been converted to computerized media in the form of image, data or word processing files either manually or by image capture) based on or including any Confidential Information, in whatever form of storage or retrieval, upon the earlier of (i) the completion or termination of the dealings between the parties contemplated hereunder; (ii) the termination of this Agreement; or (iii) at such time as the Disclosing Party may so request. Alternatively, the Receiving Party, with the written consent of the Disclosing Party may (or in the case of Notes, at the Receiving Party’s option) immediately destroy any of the foregoing embodying Confidential Information (or the reasonably non-recoverable data erasure of computerized data) and, upon request, certify in writing such destruction by an authorized officer of the Receiving Party supervising the destruction.

8. Notice of Breach.

Receiving Party shall notify the Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information by Receiving Party or its Representatives, or any other breach of this Agreement by Receiving Party or its Representatives, and will cooperate with efforts by the Disclosing Party to help the Disclosing Party regain possession of Confidential Information and prevent its further unauthorized use.

9. No Binding Agreement for Transaction.

The parties agree that neither party will be under any legal obligation of any kind whatsoever with respect to a Transaction by virtue of this Agreement, except for the matters specifically agreed to here in. The parties further acknowledge and agree that they each reserve the right, in their sole and absolute discretion, to reject any and all proposals and to terminate discussions and negotiations with respect to a Transaction at any time as per the respective agreement. This Agreement does not create a joint venture or partnership between the parties. If a transaction goes forward, the non-disclosure provisions of any applicable transaction documents entered into between the parties (or their respective affiliates) for the Transaction shall be deemed to be complementary/supplementary to the provisions of this Agreement and not contrary/derogatory to the provisions of this Agreement to the extent possible.

10. Warranty

Each party warrants that it has the right to make the disclosures under this Agreement. No Warranties are made by either party under this agreement whatsoever. The parties acknowledge that although they shall each endeavor to include in the Confidential Information all information that they each believe relevant for the purpose of the evaluation of a Transaction, the parties understand that no representation or warranty as to the accuracy or completeness of the Confidential Information is being made by either party as the Disclosing Party. Further, neither party is under any obligation under this Agreement to disclose any Confidential Information it chooses not to disclose. Neither Party hereto shall have any liability to the other party nor to the other party’s Representatives resulting from any use of the Confidential Information except with respect to disclosure of such Confidential Information in violation of this Agreement.

Effective Date of the Agreement: This Agreement shall be effective upon its execution by both the parties.

11. Miscellaneous.

This Agreement can only be modified by a written amendment signed by the party against whom enforcement of such modification is sought.

The validity, construction and performance of this Agreement shall be governed and construed in accordance with the laws of Andhra Pradesh (state), India applicable to contracts made and to be wholly performed within such state, without giving effect to any conflict of law's provisions thereof.

Any failure by either party to enforce the other party's strict performance of any provision of this Agreement will not constitute a waiver of its right to subsequently enforce such provision or any other provision of this Agreement

Although the restrictions contained in this Agreement are considered by the parties to be reasonable for the purpose of protecting the Confidential Information, if any such restriction is found by a court of competent jurisdiction to be unenforceable, such provision will be modified, rewritten or interpreted to include as much of its nature and scope as will render it enforceable. If it cannot be so modified, rewritten or interpreted to be enforceable in any respect, it will not be given effect, and the remainder of the Agreement will be enforced as if such provision was not included.

Any notices or communications required or permitted to be given hereunder may be delivered by hand against acknowledgement, deposited with a nationally recognized overnight carrier against acknowledgement, electronic-mail, or registered post with acknowledgement, in each case, to the address of the other party first indicated above

This Agreement is personal in nature, and neither party may directly or indirectly assign or transfer it by operation of law or otherwise without the prior written consent of the other party and any such assignment without consent will be held void ab initio. All obligations contained in this Agreement shall extend to and be binding upon the parties to this Agreement and their respective successors, assigns and designees.

The parties and/or their affiliates of whatsoever nature shall not, in any manner, solicit and/or accept any business from sources that have been made available by and through the parties hereto, nor in any manner shall access, solicit and/or conduct any business with the said sources, without specific permission of the Party who made said sources available. For avoidance of doubt, this restriction shall apply only to business related to the Assignment which is the subject matter of this Agreement and not any other Assignment or business.

Paragraph headings used in this Agreement are for reference only and shall not be used or relied upon in the interpretation of this Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.

SIGNED for and on behalf of:-(Disclosing Party)	SIGNED for and on behalf of :-(Receiving Party)
Signature:	Signature:
Name:	Name:
Title:	Title:

Witness:

Witness:

Sign:

Sign:

Name:

Name:

Title:

Title

Service Level Agreement Format

THIS AGREEMENT (the "Agreement") is entered into on _____ by and between **The Andhra Pradesh State Co-operative Bank Ltd.**, a body corporate constituted and functioning under the Andhra Pradesh Co-Operative Societies Act, 1964 having its Head Office at NTR Sahakara Bhavan, #29-27-28, Governerpet, Vijayawada - 520002, Andhra Pradesh represented by The Deputy General Manager (IS Cell) herein the **"BANK"**

AND

_____, a company incorporated under the Companies Act 1956/2013, India, having its registered office at _____

_____, hereinafter referred to as "the Service Provider" (which expression shall, unless repugnant to the context and meaning thereof include its subsidiaries, affiliates, successors and permitted assigns) of the other Part, (Bank and the Service Provider hereinafter are individually referred to as "Party" and collectively as "Parties")

WHEREAS

APCOB is one of the largest public sector banks (PSU) in India with a branch network of over 8,200+ branches in India and 93+ branches/ offices overseas including branches of our subsidiaries, distributed in 15+ countries. Bank desires to select a Service Provider for Conducting Information Systems (IS) Audit and Cyber Security (CS) Audit of Applications/Systems, Migration Audit of Various Systems, and IS Audit & CS Audit Related Consulting Services for APCOB and 13 DCCBs of Andhra Pradesh including the Data Centre & Disaster Recovery (DR) Centre and had invited offers.

In response to RFP no **IS CELL/IS AUDIT/RFP:1/2025-26** dated----- issued by Bank, the Service Provider also submitted its offer and has represented that it is engaged in the business of Information System Audit. It further represented to Bank that it has the requisite skill, knowledge, experiences, experts, staff and capability to provide required service to Bank. Relying on representations of Service Provider and other applicable criteria, Service Provider was declared as a successful bidder in the RFP evaluation process. Accordingly, Bank has issued a Work Order Ref. No. _____.

It was a condition in the RFP that the Parties would enter into a Service Level and Non-Disclosure Agreement which shall include all the services and terms and conditions of the services to be extended as detailed here in.

NOW, THEREFORE, THIS AGREEMENT WITNESSETH AS FOLLOWS

1. TERM

This Agreement shall come into force on _____ and shall be in force and effect for a period for a period of -2- years, unless Bank terminates the Agreement by giving a prior written notice of 30 days as per the terms of this Agreement. Bank may extend by a further period of 1 year post review of services rendered

2. SCOPE OF SERVICE

The Service Provider agrees to perform the services as part of the scope of this engagement including but not limited to as mentioned in sched of this Agreement. APCOB reserves its right to change the scope of the services considering the size and variety of the requirements and the changing business & security conditions /environment with mutual consent.

3. STANDARDS

All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.

4. CONTRACT PERIOD

(Terms mentioned in the RFP)

5. DELIVERY

(Terms mentioned in the RFP)

6. DOCUMENTATION

The Service Provider shall supply all necessary documentation for the training, use and operation of the system. This will include at least one set of original copies per installation of the user manuals, reference manuals, operations manuals, and system management manuals in English/Hindi.

7. SINGLE POINT OF CONTACT & DIRECT SUPPORT

(Please incorporate following details - Name, designation, address, email address, telephone /mobile No.

Escalation matrix for support should also be provided with full details.

8. PAYMENT TERMS

(Terms mentioned in the RFP)

9. SET-OFF

Without prejudice to other rights and remedies available to the Bank, Bank shall be entitled to set-off or adjust any amounts due to Bank under this clause from the Service Provider against payments due and payable by Bank to the Service Provider for the services rendered.

The provisions of this Clause shall survive the termination of this Agreement.

10. COVENANTS OF THE SERVICE PROVIDER

The Service Provider shall deploy and engage suitably experienced and competent personnel as may reasonably be required for the performance of the services. During the currency of this Agreement, the Service Provider shall not substitute the key staff identified for the services mentioned in this Agreement.

The Service Provider shall forthwith withdraw or bar any of its employee/s from the provision of the services if, in the opinion of BANK:

- (i) The quality of services rendered by the said employee is not in accordance with the quality specifications stipulated by BANK; or
- (ii) The engagement or provision of the services by any particular employee is prejudicial to the interests of BANK.

All employees engaged by the Service Provider shall be in sole employment of the Service Provider and the Service Provider shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall BANK be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the Service Provider.

The Service Provider:

- i. Shall be responsible for all negotiations with personnel relating to salaries and benefits, and shall be responsible for assessments and monitoring of performance and for all disciplinary matters.
- ii. Shall not knowingly engage any person with a criminal record/conviction and shall bar any such person from participating directly or indirectly in the provision of services under this Agreement.

- iii. Shall at all times use all reasonable efforts to maintain discipline and good order amongst its personnel.
- iv. Shall not exercise any lien on any of the assets, documents, instruments or material belonging to BANK and in the custody of the Service Provider for any amount due or claimed to be due by the Service Provider from BANK.
- v. Shall regularly provide updates to BANK with respect to the provision of the services and shall meet with the personnel designated by BANK to discuss and review its performance at such intervals as may be agreed between the Parties.
- vi. shall be responsible for compliance of all laws, rules, regulations and ordinances applicable in respect of its employees, sub-contractors and agents (including but not limited to code of Wages Act, Provident Fund laws, Workmen's Compensation Act) and shall establish and maintain all proper records including, but not limited to, accounting records required by any law, code, practice or corporate policy applicable to it from time to time, including records and returns as applicable under labour legislations.
- vii. shall not violate any proprietary and intellectual property rights of BANK or any third party, including without limitation, confidential relationships, patent, trade secrets, copyright and any other proprietary rights in course of providing services hereunder.
- viii. Shall ensure that the quality and standards of materials and services to be delivered or rendered hereunder, will be of the kind, quality and timeliness as designated by the BANK and communicated to the Service Provider from time to time.
- ix. Shall not work in a manner which, in the reasonable opinion of BANK, may be detrimental to the interests of BANK and which may adversely affect the role, duties, functions and obligations of the Service Provider as contemplated by this Agreement.
- x. Shall be liable to BANK for any and all losses of any nature whatsoever arisen directly or indirectly by negligence, dishonest, criminal or fraudulent act of any of the representatives and employees of the Service Provider while providing the services to the BANK.
- xi. Shall itself perform the obligations under this Agreement and shall not assign, transfer or sub-contract any of its rights and obligations under this Agreement except with prior written permission of BANK.
- xii. Service Provider shall comply with the Bank's Code of Ethics, available on the Bank's website>Shareholder's Corner> Policies/Codes> Our Code of Ethics, during the validity period of this agreement/contract.

11. CONFIDENTIALITY

The Service Provider acknowledges that in the course of performing the obligations under this Agreement, it shall be exposed to or acquire information of the bank, which the Service Provider shall treat as confidential.

a. All APCOB's product and process details, documents, data, applications, software, systems, papers, statements and business / customer information which may be communicated to or come to the knowledge of Service Provider or Service Provider's employees during the course of discharging their obligations shall be treated as absolutely confidential and Service Provider irrevocably agrees and undertakes and

ensures that Service Provider and its employees shall keep the same secret and confidential and not disclose the same, in whole or in part to any third party without prior written permission of APCOB. The Service Provider shall not use or allow to be used any information other than as may be necessary for the due performance by Service Provider of its obligations hereunder.

b. Service Provider shall not make or retain any copies or record of any Confidential Information submitted by APCOB other than as may be required for the performance of Service Provider.

c. Service Provider shall notify APCOB promptly of any unauthorized or improper use or disclosure of the Confidential Information.

d. Service Provider shall return all the Confidential Information that is in its custody, upon termination / expiry of this Agreement. Also so far as it is practicable Service Provider shall immediately expunge any Confidential Information relating to the projects from any computer, word processor or other device in possession or in the custody and control by Service Provider or its affiliates.

e. Service Provider shall extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with.

f. Service Provider hereby unconditionally agrees and undertakes that it and its employees shall not disclose the terms and conditions of the engagement Agreement/ Work Order or any other oral or written information which may contain, hold or bear confidential information or disclose the information submitted by APCOB under any other Agreement to any third party unless such disclosure is mandatorily required by law or if it is required necessarily to be disclosed to any other agency/subcontractor or the like for the purpose of performing any of its obligations under the contract.

However the Confidential Information will not be limited to the information mentioned above but not include the following as Confidential Information:

- i. Without breach of these presents, has already become or becomes and/or hereinafter will become part of the public domain;
- ii. Prior to the disclosure by APCOB was known to or in the possession of the Service Provider at the time of disclosure ;
- iii. Was disclosed or parted with the prior consent of APCOB;
- iv. Was acquired by Service Provider from any third party under the conditions such that it does not know or have reason to know that such third party acquired directly or indirectly from APCOB.

- The Service Provider agrees to take all necessary action to protect the Confidential Information against misuse, loss, destruction, deletion and/or alteration. It shall neither misuse or permit misuse directly or indirectly, nor commercially exploit the Confidential Information for economic or other benefit.
- In any dispute over whether information or matter is Proprietary Information or not mentioned herein, it shall be the burden of Service Provider to show that such contested information or matter is not Proprietary Information within the meaning of this Agreement, and that it does not constitute violation under any laws for the time being enforced in India.

Notwithstanding above, APCOB shall take all the reasonable care to protect all the confidential information of service provider delivered to APCOB while performing of the services.

The confidentiality obligations shall survive the expiry or termination of the Agreement between the Service Provider and the Bank.

12. INDEMNITY

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

- Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Service Provider under this Agreement; and/or
- an act or omission of the Service Provider and/or its employees, agents, sub-contractors in performance of the obligations under this Agreement; and/or
- claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Service Provider, against the Bank; and/or
- claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Service Provider to its employees, its agents, contractors and sub-contractors
- breach of any of the term of this Agreement or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Service Provider under this Agreement; and/or
- any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
- breach of confidentiality obligations of the Service Provider contained in this Agreement; and/or
- Negligence or gross misconduct attributable to the Service Provider or its employees or sub-contractors.

The Service Provider shall at its own cost and expenses defend or settle at all point of time any claim against the Bank that the Deliverables and Services delivered or provided under this Agreement infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received, the Bank:

- notifies the Service Provider in writing as soon as practicable when the Bank becomes aware of the claim; and
- Cooperates with the Service Provider in the defence and settlement of the claims.

However, (i) the Service Provider has sole control of the defense and all related settlement negotiations (ii) the Bank provides the Service Provider with the assistance, information and authority reasonably necessary to perform the above and (iii) the Bank does not make any statements or comments or representations about the claim without the prior written consent of the Service Provider, except where the Bank is required by any authority/regulator to make a comment/statement/representation.

If use of deliverables is prevented by injunction or court order because of any such claim or deliverables is likely to become subject of any such claim then the Service

Provider, after due inspection and testing and at no additional cost to the Bank, shall forthwith either 1) replace or modify the software / equipment with software / equipment which is functionally equivalent and without affecting the functionality in any manner so as to avoid the infringement; or 2) obtain a license for the Bank to continue the use of the software / equipment, as required by the Bank as per the terms and conditions of this Agreement and to meet the service levels; or 3) refund to the Bank the amount paid for the infringing software / equipment and bear the incremental costs of procuring a functionally equivalent software / equipment from a third party, provided the option under the sub clause (3) shall be exercised by the Bank in the event of the failure of the Service Provider to provide effective remedy under options (1) to (2) within a reasonable period which would not affect the normal functioning of the Bank.

The Service Provider shall not be liable for defects or non-conformance resulting from:

- Software, hardware, interfacing, or supplies for the solution not approved by Service Provider; or
- any change, not made by or on behalf of the Service Provider, to some or all of the deliverables supplied by the Service Provider or modification thereof, provided the infringement is solely on account of that change ;

Indemnity shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this agreement by the Service Provider.

In the event of Service Provider not fulfilling its obligations under this clause within the period specified in the notice issued by the Bank, the Bank has the right to recover the amounts due to it under this provision from any amount payable to the Service Provider under this project.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this Agreement.

13. PROPERTY RIGHTS

Each Party owns and retains all rights, title and interests in and to its respective Pre-Existing Intellectual Property and Independent Intellectual Property. Independent Intellectual Property means any Intellectual Property developed by a Party independently of the applicable statement of work. "Pre-Existing Intellectual Property" means any Intellectual Property owned by a Party, or licensed to such Party (other than by the other Party), as at the commencement date of the applicable statement of work.

Whereas title to all inventions and discoveries made jointly by the parties resulting from the Work performed as per this agreement shall reside jointly between the parties. Both the parties shall mutually decide the future course of action to protect/ commercial use of such joint IPR. The Intellectual Property Rights shall be determined in accordance with Indian Laws.

Without prejudice to above paras all the interim/ final deliverables shall be property of bank. Subject to requisite payments the service provider deemed to grand exclusive, perpetual rights to use of the deliverables in favor of bank.

14. TERMINATION

In following events Bank shall terminate this assignment or cancel any particular order if service provider:

- breaches any of its obligations set forth in this agreement and Such breach is not cured within 15 Working Days after Bank gives written notice; or
- Failure by Service Provider to provide Bank, within 15 Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. Or
- The progress regarding execution of the contract/ services rendered by the Service Provider is not as per the prescribed time line, and found to be unsatisfactory.
- Supply of substandard materials/ services
- Delay in delivery / installation / commissioning of services.
- Discrepancy in the quality of service / security expected during the implementation, rollout and subsequent maintenance process.
- If deductions of penalty exceed more than 10% of the total contract price.

Further Bank may terminate this agreement on happening of following events:

- A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the Service Provider and such appointment continues for a period of twenty-one (21) days;
- The Service Provider is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation.
- The Service Provider becomes insolvent or goes into liquidation voluntarily or otherwise
- An attachment is levied or continues to be levied for a period of 7 days upon effects of the Agreement.
- The Service Provider becomes the subject of a court order for its winding up.

Notwithstanding above, in case of change of policy or any unavoidable circumstances or without any reason Bank reserve the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part by giving Service Provider at least 60 days prior notice in writing.

Effect of termination

If bank terminates or cancels the assignment on the default mentioned in the termination clause, in such case APCOB reserves the right to get the balance contract executed by another party of its choice. In this event, the Service Provider shall be bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the selection of a new service provider and for execution of the balance of the contract.

Immediately upon the date of expiration or termination of the Agreement, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date. Without prejudice to the rights of the Parties, upon termination or expiry of this Agreement, Bank shall pay to Service Provider, within thirty (30) days of such termination or expiry, All the undisputed fees outstanding till the date of termination; Upon the termination or expiry of this Agreement:

- The rights granted to Service Provider shall immediately terminate.

- Upon Bank's request, with respect to (i) any agreements for maintenance, disaster recovery services or other third-party services, and any Deliverables not owned by the Service Provider, being used by Service Provider to provide the Services and (ii) the assignable agreements, Service Provider shall, use its reasonable commercial endeavors to transfer or assign such agreements and Service Provider Equipment to Bank and its designee(s) on commercially reasonable terms mutually acceptable to both Parties.
- Upon Bank's request in writing, Service Provider shall be under an obligation to transfer to Bank or its designee(s) the Deliverables being used by Service Provider to perform the Services free and clear of all liens, security interests, or other encumbrances at a value calculated as stated.

15. CORPORATE AUTHORITY

The Parties represent that they have taken all necessary corporate action and sanction to authorize the execution and consummation of this Agreement and will furnish satisfactory evidence of same upon request.

16. LAW, JURISDICTION AND DISPUTE RESOLUTION

This Agreement shall be governed and construed and enforced in accordance with the laws of India. both Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this Agreement, only the courts In vijayawada shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

ARBITRATION

- a) The Bank and the Service Provider shall make every effort to resolve amicably, by direct informal negotiation between the respective project managers/ directors of the Bank and the Service Provider, any disagreement or dispute arising between them under or in connection with the contract.
- b) If the Bank project manager/director and Service Provider project manager/ director are unable to resolve the dispute after thirty days from the commencement of such informal negotiations, they shall immediately escalate the dispute to the senior authorized personnel designated by the Service Provider and Bank respectively.
- c) If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Service Provider and Bank, the Bank and the Service Provider have been unable to resolve contractual dispute amicably, either party may require that the dispute be referred for resolution through formal arbitration.
- d) All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator shall act as the chairman of the proceedings.
- e) The place of arbitration shall be Bank's office that placed the order. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings.
- f) The arbitral award shall be in writing, state the reasons for the award, and be final and binding on the parties. The award may include an award of costs, including reasonable attorneys' fees and disbursements. Judgment upon the award may be entered by any court having jurisdiction thereof or having jurisdiction over the

relevant Party or its assets.

17.AUDIT

All Service Provider records with respect to any matters covered by this Agreement shall be made available to auditors and or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the Service Provider provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the Service Provider's premises without prior notice to ensure that data provided by the Bank is not misused. The Service Provider shall cooperate with the authorized representative/s of the Bank and shall provide all information/ documents required by the Bank

18.LIMITATION OF LIABILITY

Except the grounds mentioned under the para two of this clause, Service Provider's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.

However, Service Provider's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Service Provider, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Service Provider as part of procurement under the Agreement.

Under no circumstances APCOB shall be liable to the Service Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if APCOB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.

Subject to any law to the contrary, and to the maximum extent permitted by law neither parties shall be liable to other for any consequential/ incidental, or indirect damages arising out of this agreement.

All employees engaged by the party shall be in sole employment of the party and the respective parties shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall other party be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the other party.

19. PUBLICITY

Any publicity by the Service Provider in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

20. INDEPENDENT ARRANGEMENT

This Agreement is on a principal-to-principal basis between the Parties hereto. Nothing contained in this Agreement shall be construed or deemed to create any association, partnership or joint venture or employer-employee relationship or principal-agent relationship in any manner whatsoever between the parties. The Service Provider acknowledges that its rendering of services is solely within its own control, subject to the terms and conditions agreed upon and agrees not to hold it out to be an employee, agent or servant of Bank or Affiliate thereof.

21. SUBCONTRACTING

The Service Provider shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required by it under the contract without the prior written consent of the Bank.

22. ASSIGNMENT

The Service Provider agrees that the Service Provider shall not be entitled to assign any or all of its rights and or obligations under this Agreement to any entity including Service Provider's affiliate without the prior written consent of the Bank.

If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this Agreement along with the subsequent Addendums published shall be considered to be assigned to the new entity and such an act shall not affect the obligations of the Service Provider under this Agreement.

23. NON - SOLICITATION

The Service Provider, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.

The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.

24. VICARIOUS LIABILITY

The Service Provider shall be the principal employer of the employees, agents, contractors, subcontractors, etc., if any, engaged by the Service Provider and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the Service Provider for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents,

contractors, subcontractors etc., of the Service Provider shall be paid by the Service Provider alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Service Provider 's employees, agents, contractors, subcontractors etc. The Service Provider shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Service Provider 's employees, agents, contractors, subcontractors, etc.

25. FORCE MAJEURE

The Service Provider shall not be liable for forfeiture of its performance security, liquidated damages, penalties or termination for default, if any 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 explicitly beyond the reasonable control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events are Acts of God or of public enemy, acts of Government of India in their sovereign capacity, strikes, political disruptions, bandhs, riots, civil commotions and acts of war.

If a Force Majeure situation arises, the Service Provider shall promptly notify the Bank in writing of such conditions and the cause thereof within fifteen calendar days. Unless otherwise directed by the Bank in writing, the Service Provider shall continue to perform

Service Provider's obligations under this Agreement as far as 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 duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and Service Provider shall hold consultations in an endeavour to find a solution to the problem.

SURVIVAL:

The expiry or the termination of this Agreement does not relieve either party of its obligations which by their nature ought or intend to survive the termination of this Agreement including without limitation to the clauses of confidentiality, indemnity, limitation of liability, and covenants of the parties.

26. MISCELLANEOUS

Any provision of this Agreement may be amended or waived if, and only if such amendment or waiver is in writing and signed, in the case of an amendment by each Party, or in the case of a waiver, by the Party against whom the waiver is to be effective.

No failure or delay by any Party in exercising any right, power or privilege hereunder shall operate as a waiver thereof nor shall any single or partial exercise of any other right, power or privilege. The rights and remedies herein provided shall be cumulative and not exclusive of any rights or remedies provided by law.

Unless otherwise provided herein, all notices or other communications under or in connection with this Agreement shall be given in writing and may be sent by personal delivery or post or courier or facsimile to the person at the address given below. Any such notice or other communication will be deemed to be effective if sent by personal delivery, when delivered, if sent by post, two days after being deposited in the post and if sent by courier, one day after being deposited with the courier, and if sent by facsimile, when sent (on receipt of a confirmation to the correct facsimile number).

The addresses referred to hereinabove are:

to the APCOB:

The Deputy General Manager (IS Cell),
The Andhra Pradesh State Cooperative Bank Ltd
#27-29-28, NTR Sahakara Bhavan, Governorpet,
Vijayawada 520002

to the

Address _____

ATTN: _____

This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior written agreements, understandings and negotiations, both written and oral, between the Parties with respect to the subject matter of this Agreement. No representation, inducement, promise, understanding, condition or warranty not set forth herein has been made or relied upon by any Party hereto. In case of any contradiction in the terms of RFP _____, offer document and Purchase Order/Work Order etc, and this Agreement the terms hereof shall prevail.

Neither this Agreement nor any provision hereof is intended to confer upon any Person other than the Parties to this Agreement any rights or remedies hereunder.

In connection with this Agreement, as well as all transactions contemplated by this Agreement, each Party agrees to execute and deliver such additional documents and to perform such additional actions as may be necessary, appropriate or reasonably requested to carry out or evidence the transactions contemplated hereby.

The invalidity or unenforceability of any provisions of this Agreement in any jurisdiction shall not affect the validity, legality or enforceability of the remainder of this Agreement in such jurisdiction or the validity, legality or enforceability of this Agreement, including any such provision, in any other jurisdiction, it being intended that all rights and obligations of the Parties hereunder shall be enforceable to the fullest extent permitted by law.

The captions herein are included for convenience of reference only and shall be ignored in the construction or interpretation hereof.

This Agreement may be signed in duplicate, each of which shall be deemed to be an original.

IN WITNESS WHEREOF, this Agreement has been executed by the Parties hereto on the day and year first above written.

Signed and Delivered by the within named

For APCOB	For M/s _____
Sign ;	Sign ;
Name :	Name :
Title: Authorised Signatory	Title : Authorized Signatory as per Board Approval
Address:,	Address:,
Fax No.	Fax No.

Date: _____

Place: Vijayawada

Integrity Pact

PRE CONTRACT INTEGRITY PACT *(TO BE STAMPED AS AN AGREEMENT)*

Between

APCOB, a body corporate constituted under the provisions of Andhra Pradesh Co-operative Society (APCS) Act, 1964 and having its Head Office at Vijayawada #27-29-28, NTR Sahakara Bhavan, Governorpet, Vijayawada 520002 (hereinafter referred to as "APCOB"; which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and assigns);

And

....., a company incorporated under the (Indian) Companies Act, 1956 / 2013 and whose registered office is at _____ through _____ its authorized representative Mr. _____ hereinafter referred to as "Bidder", which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and permitted assigns)

APCOB is a one of the Scheduled State Cooperative Bank having its presence throughout the Andhra Pradesh. APCOB is committed to fair and transparent procedure in appointing of its outsource service providers.

The APCOB intends to appoint/select, under laid down organizational procedures, contract/ s for.....

APCOB values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the APCOB will appoint Independent External Monitors (IEM) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of APCOB

- (1) The APCOB commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the APCOB, personally or through its family members, will in connection with the tender for, or the execution of a contract, demand; take a promise for or accept, for self or third person, any monetary or non-monetary benefit which the person is not legally entitled to.
 - b. The APCOB will, during the tender process treat all Bidder(s) with equity and reason. The APCOB will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The APCOB will make endeavour to exclude from the selection process all known prejudiced persons.

If the APCOB obtains information on the conduct of any of its employees which is a criminal offence under the IPC/ PC Act, or if there be a substantive suspicion in this regard, the APCOB will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions. Section 2 - Commitments of the Bidder(s)/ Contractor(s)

- (1) The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) / Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
 - a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the APCOB employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract
 - b. The Bidder(s) / Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/ PC Act; further the Bidder(s) / Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the APCOB as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder(s) / Contractors(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any, similarly the Bidder(s) /Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
 - e. The Bidder(s) / Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
 - f. Bidder(s) / Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
 - g. The Bidder(s) / Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s) /Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the APCOB is entitled to disqualify the Bidder(s) / Contractor(s) from the tender process or take action as per law in force

Section 4 - Compensation for Damages

- (1) If the APCOB has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the APCOB is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- (2) If the APCOB has terminated the contract according to Section 3, or if the APCOB is entitled to terminate the contract according to Section 3, the APCOB shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process

Section 6 - Equal treatment of all Bidders | Contractors | Subcontractors

- (1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- (2) The APCOB will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- (3) The APCOB will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s) | Contractor(s) | Subcontractor(s)

If the APCOB obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the APCOB has substantive suspicion in this regard, the APCOB will inform the same to the Chief Vigilance Officer.

Section 9 - Pact Duration

This Pact shall be effective from the date of its execution, and shall expires for the selected Contractor till the contract period, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

Section 10 Other provisions

- (1) This agreement is subject to Indian Law and court of Vijayawada shall have exclusive jurisdiction to entertain any matter arising out of this pact.
- (2) Changes and supplements as well as termination notices need to be made in writing.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Issues like scope of work, Warranty / Guarantee etc. shall be outside the purview of IEMs.

(6) In the event of any contradiction between the Integrity Pact and RFP/ RFQ/ tender documents and its Annexure, the Clause in the Integrity Pact will prevail.

The parties hereby sign this Integrity Pact at ____ on ____
APCOB

Name of the Officer:
Officer Designation:
Date:
Place:
Witness
1. _____

2. _____

BIDDER
Chief Executive
Department:
Date:
Place:
Witness
1. _____

2. _____

Declaration/ undertaking from bidder to comply with the Information and cyber security controls

(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)

To

The RFP Co-ordinator
The Deputy General Manager (IS Cell),
The Andhra Pradesh State Cooperative Bank Ltd
#27-29-28, NTR Sahakara
Bhavan, Governorpet,
Vijayawada 520002

Sir,

Sub: IS CELL/IS AUDIT/RFP:1/2025-26 dated

Further to our proposal dated, in response to the Request for Proposal...
.....(Bank's tender No. hereinafter referred to as "RFP") issued by APCOB ("Bank") we hereby covenant, warrant and confirm as follows:
We hereby agree to comply with the Information and cyber security controls as per Bank's and Regulatory Authorities IT Security Guidelines on an ongoing basis and regulatory / legal guidelines and directives related to SP / outsourcing issued by regulators / legal entities from time to time. The SP shall provide access to the regulators, legal authorities, Bank and Bank appointed auditors for on-site/off-site supervision.

We ensure that outsourced critical IT service are subjected to the annual IT audit / Technology risk assessment process by an independent professional agency as approved by the local government or regulator at no extra cost to the Bank

We abide with all clauses of Bank's Cyber Security Controls which will be part of the NDA/SLA signed with the Bank at the time of award of contract.

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

Annexure 17

Letter of Undertaking from Bidder on Compliance to RBI Master Direction on Outsourcing of IT Services RBI/2022-23/xx DoS.CO.CSITEG/SEC.xx/31.01.015/2022-23 Dated 23rd June 2022

Sir,

Sub: IS CELL/IS AUDIT/RFP:1/2025-26 :dated

We (Name of Bidder) who are established and reputable manufacturers / developers of do hereby undertake that I/We have read and fully understood the outsourcing guidelines as mentioned in the RBI Circular No. DoS.CO.CSITEG/SEC.xx/31.01.015/2022-23 dated 23rd June 2022 for Draft Master Direction on Outsourcing of IT Services.

We do hereby undertake that we comply with the outsourcing guidelines as mentioned in the RBI Circular No. DoS.CO.CSITEG/SEC.xx/31.01.015/2022-23 dated 23rd June 2022 for Draft Master Direction on Outsourcing of IT Services and we are submitting point-wise compliance and details along with the technical proposal.

Bidder will follow RBI guidelines in the subjected circular during entire period of empanelment.

Authorized Signatory Name:

Designation:

Vendor's Corporate Name:

Date