



THE WEST BENGAL STATE CO-OPERATIVE BANK LIMITED - A SCHEDULED BANK

The Bank for you, your business and private financial needs

HEAD OFFICE: 24A, Waterloo Street,

Kolkata – 700 069

NOTICE INVITING QUOTATION(NIQ)

FOR

Selection of CERT-IN Empaneled Auditor for conducting Audit of SFMS (Structured Financial Management System) payment system for FY 2024-25

REF NO.: HO/MD/110

NIQ RELEASE DATE: 17/04/2025

PARTICULARS	Dates
Last date of submission of the Technical and Commercial bid	28/04/2025 up to 03:00 PM
Date of opening of the Technical bid followed by Commercial Bid	28/04/2025 up to 04:00 PM
Bank email id for NIQ related communication	officertociso@wbstcb.com

Disclaimer

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

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1. Notice Inviting Quotation (NIQ)

Sealed tenders are invited from reputed and experienced vendors. The NIQ is available at the official website of the West Bengal State Cooperative Bank Ltd (<http://www.wbstcb.com>). Bidders are requested to check if any corrigendum is published in the Official website of the Bank or in the Notice Board of the Bank at 2nd floor, HO, 24A, Waterloo Street, Kolkata 700069. The deadline for submission of bids will be **April 28, 2025, by 3 PM** to the receiving section of the Bank at 2nd floor, HO, 24A, Waterloo Street, Kolkata 700069.

The selected bidder will be responsible for conducting an Information Systems Audit of RTGS and NEFT-related systems, based on the Baseline Cyber Security Guidelines of RTGS and NEFT issued by RBI.

The selected bidder will submit an Information System Audit Report for the NEFT-related systems based on the latest NEFT Procedural Guidelines by RBI. The selected bidder will also provide a certificate confirming compliance with baseline cybersecurity guidelines for NEFT-related systems mentioned by RBI.

All bidders participating in this NIQ are required to read the entire document carefully and submit the pre-bid queries (if any) on or before **April 21, 2025, by 5 PM**.

The selected bidder will have to submit the audit report within 15 days from the date of acceptance of the Purchase Order (PO) issued by The West Bengal State Cooperative Bank Ltd.

The tender document along with detailed terms and conditions, are available on the official website of the West Bengal State Cooperative Bank Ltd (<http://www.wbstcb.com>).

Sd/-

Managing Director

The West Bengal State Cooperative Bank Ltd.

24A, Waterloo Street, Kolkata – 700 069

2. Detailed Scope of Work

The scope of work is to conduct an Information Systems Audit of RTGS and NEFT-related systems, along with the following Baseline Cyber Security Guidelines of RTGS and NEFT issued by RBI. Based on the latest NEFT Procedural Guidelines by RBI, the CERT-IN empanelled IS Auditor will submit an Information System Audit Report for the NEFT-related systems. The auditor will also provide a certificate confirming compliance with baseline cybersecurity guidelines for NEFT mentioned below:

1. Inventory Management for SFMS
2. Prevention of the installation of unauthorized software
3. Network Security
4. Change and Patch Management
5. Access Management
6. Email Security
7. Continuous surveillance
8. Backup of critical data and systems
9. Compliance with Master Direction on Digital Payment Security Controls related to Internet/ Mobile Banking (refer RBI Circular DoS.CO.CSITE.SEC.No.1852/ 31.01.015/ 2020-21 dated February 18, 2021), as updated from time to time.
10. Application Security Life Cycle (ASLC)
11. Log management (identification of log sources, log generation, log transmission and storage, log normalisation & parsing, log analysis, log disposal, log security and periodic review of log readiness).
12. Conduct Vulnerability Assessment (VA) and Penetration Testing (PT)
13. Cryptographic controls with laws and regulatory instructions – Adherence to the latest IDRBT CA guidelines related to cryptographic devices and Digital Security Certificates (DSC).
14. Transaction Monitoring
15. Adherence to rules & guidelines of INFINET, INFINET framework and SFMS, as updated from time to time.
16. Compliance with the guidelines on storage of payment system data

Audit Deliverables

- The selected bidder should follow applicable IS audit standards to provide reasonable assurance about the status of compliance with the guidelines mentioned in the Scope.
- The IS audit report shall be accompanied by the IS audit standards followed by the auditor, along with detailed IS audit procedures employed.
- The report shall also be accompanied by artifacts and evidence collected in respect of each item to substantiate its observations..

- The selected bidder shall submit a certificate confirming compliance by the Bank with baseline cybersecurity guidelines for RTGS and NEFT by the Reserve Bank of India (RBI) as mentioned in the Scope of Work above.
- The selected bidder has to submit draft findings/report of the Audit to the Bank **within 2 Weeks** from the award of the PO. Based on the required changes/observations from the bank (if any), the selected bidder will submit the final report to the bank **within next 1 week**.
- Audit report to be submitted with criticality (Very High/High/Medium/Low) of the observation, Impact, and Recommendation to mitigate the Risk as per the standard report format.

3. Submission of Bid

- i. Bidders are required to submit the Technical and Commercial bid in **separate envelope in physical form** as per the submission timeline. The Language of Bid should be in English.
- ii. The bidder will take care of submitting the Bid properly filed so that the papers are not loose. The Bids, which are not sealed as indicated above, may be liable for rejection.
- iii. The NIQ not submitted in the prescribed format or incomplete in any aspect is liable for rejection. The Bank is not responsible for non-receipt of bid within the specified date and time due to any reason including postal delays or Holidays.
- iv. The Eligibility cum Technical Bid will be submitted in **separate envelope** marked as **"Technical Bid for Selection of CERT-IN Empaneled Auditor for conducting Audit of SFMS (Structured Financial Management System) payment system for FY 2024-25"** and commercial bid will be put in a separate envelope marked as **"Commercial Bid for Selection of CERT-IN Empaneled Auditor for conducting Audit of SFMS (Structured Financial Management System) payment system for FY 2024-25"**.
- v. The bid put together in an outer envelope marked as **"NIQ response for Selection of CERT-IN Empaneled Auditor for conducting Audit of SFMS (Structured Financial Management System) payment system for FY 2024-25"**.
- vi. In addition to the above marking, the **envelope must be super-scribed** with the following information:
 - a. NIQ Reference Number.
 - b. Name and Address of Bidder.
 - c. The envelope shall be addressed to the Bank at the address given below:
To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata - 700 069
- vii. If any inner envelope is found to contain both technical and commercial bids, then **that bid will be rejected summarily**.
- viii. Telex, Cable, Facsimile or E-mail Bids will not be accepted.

4. Project Tenure

Description of the Service	Time Period
Draft Audit Report of the SFMS Payment System	2 weeks from the date of PO
Final Audit report with required changes/observations from the bank (if any), along with the certificate confirming compliance by the Bank with baseline cybersecurity guidelines for RTGS and NEFT by the Reserve Bank of India (RBI)	1 Week from acceptance/observations mitigations submitted by Bank on Draft report

5. Eligibility Criteria

Sr. No.	Eligibility Criteria	Supporting Documents
Mandatory Bidder Eligibility Criteria		
1	The bidder should be a legal entity registered in India, under the Indian Companies Act 1956 or Partnership/LLP Act 2013 as per the Companies Act, and should be in existence for last 5 years from the date of NIQ.	Certificate of Incorporation/Partnership deed. Copy of certificate of GST Registration and PAN card
2	The Bidder should have a positive profit before tax in each of the last three financial years, viz., 2021-22, 2022-23 and 2023-24.	Audited Financial Statements for the financial years 2021-22, 2022-23 and 2023-24.
3	The Bidder should not have been blacklisted/debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs). Also, the Bidder has neither been convicted nor is any criminal case pending against it before any court in India.	Self-declaration by the competent authority of the Bidder.
4	The bidder should be empaneled by CERT-In as an Information Security Audit Organization and should remain on the panel during the tenure of the contract.	Copy of Certificate
5	The bidder should have conducted at least two (2) Information Systems Audits in any PSU/Schedule Commercial Bank/Co-operative/Small Finance Banks in India in the last three (3) Financial years.	PO/ Credential letter from client mentioning the organization name, date of execution and scope of work.
6	The Bidder should have professionals having valid certification of CISSP/CISA/CISM/CEH along with two or more years of IS Audit experience in auditing of Bank/Financial Institutions.	Resume/Profile of Information Systems Audit professionals, including copies of their relevant certifications (CISA, CISM, CISSP, CEH etc.)

Notes:

1. Consortium not allowed.
2. The bidder who does not fulfill all the above eligibility criteria will not be considered for Commercial evaluation and shall be summarily rejected without any separate notice or assigning any reason whatsoever. All the proofs attached should have a company seal and be self-attested by an authorized signatory.

6. Evaluation Procedure

1. Eligibility Evaluation
2. Post-eligibility evaluation commercial of all the eligible bidders will be evaluated and it is at WBSCB's discretion whether to award the contract to the lowest commercial quoted bidder.
3. In case only one Bidder participates in the Bidding process, WBSCB's management will take the decision whether to continue the bidding process because of urgency or a re-tender will take place. Even in case after re-tender of the NIQ, only one bidder participates, in such case WBSCB at its discretion, may proceed with selection and negotiation with that Bidder.
4. All Bidders must ensure that all amendments/enhancements (if any) in the NIQ have been considered by them before submitting the bid. WBSCB will not have any responsibility in case of any omission by Bidders.
5. WBSCB shall not be liable for any communication gap. Further, WBSCB reserves the right to scrap the NIQ or drop the procurement process at any stage without assigning any reason.

7. Submission Checklist

Sr.No.	Particulars	Annexure / Document
The Eligibility/Technical Proposal shall consist of		
1	Bidder's Details	Annexure – 1
2	GST, PAN of the Bidder	Document
3	Certificate of Incorporation/Partnership deed. (Valid as on NIQ submission date)	Document
4	Audited Financial Statements for the financial years 2021-22, 2022-23 and 2023-24.	Financial Statements
5	Valid CERT-In Empanelment Certificate	Document
6	Self Declaration of Non Blacklisting	Document
7	At least two (2) Information Systems Audits in any PSU/Schedule Commercial Bank/Co-operative/Small Finance Banks in India in the last three (3) Financial years	PO/ Credential letter
8	Resume/Profile of Information Systems Audit professionals, including copies of their relevant certifications (CISA, CISM, CISSP, CEH etc.)	Resumes
The Commercial Proposal shall consist of		
1	Commercial Bill of Material	Annexure 2 - Commercial Bid

8. Payment Terms

The bid submitted by the Bidder must be in conformity with the payment terms proposed. Any deviation from the proposed payment terms would not be accepted. The price quoted in the NIQ shall remain valid for 60 days and WBSCB shall not pay any additional amount towards the audit of the SFMS Payment Systems for FY 2024-25 of The West Bengal State Cooperative Bank Ltd. other than the commercial quoted by the Bidder. WBSCB is not responsible for any price increase during the tenure of the audit. WBSCB will not provide any reimbursement for traveling, lodging/ boarding, local conveyance or any other related expenses. In case of delays or defaults on the part of the Bidder, the Bank shall have the right to deduct Liquidity Damages as mentioned in the NIQ. The payment terms will be as follows:

- **No advance payment will be made against the purchase order.**
- **The bank will release 100% payment within 30 days after receipt of final audit report of the SFMS Payment Systems along with the certificate confirming compliance by the Bank with baseline cybersecurity guidelines for RTGS and NEFT by the Reserve Bank of India (RBI) in favour of "The West Bengal State Co-Operative Bank Ltd."**
- **The selected bidder will raise bills to WBSCB mentioning the Bank's GSTIN Number in the invoices and WBSCB shall release the amount after deduction of TDS (if any).**

9. Annexure

ANNEXURE 1: BIDDER DETAILS.

Name of the Bidder	
Constitution & Year of Establishment	
Registered Office/Corporate office Address	
GST Registration No. & PAN	
Mailing Address	
Name and designations of the persons authorized to make commitments to the Bank against the NIQ Response	
Telephone e-mail	
Name & Addresses of Directors/Promoters	
Net Profit Based on the Audited Financial Statement of the Bidder: FY 2021-22: FY 2022-23: FY 2023-24:	
CERT-IN Empanelment Details	
Applicant is engaged in Information Systems Audits since (month & year)	

ANNEXURE 2: COMMERCIAL BID FORMAT

(To be submitted on the Letterhead of the Bidder)

Description	Price	GST	Total Price (Including GST)
Audit Report of the SFMS Payment System along with the certificate confirming compliance by the Bank with baseline cybersecurity guidelines for RTGS and NEFT by the Reserve Bank of India (RBI)			
Grand Total (Including GST and Charges)			
In words:			

- Bank will deduct TDS at prevailing rates.
- Prices shall be quote in Indian rupees only.
- Amount mentioned in words will be considered as final for commercial evaluation.