



# **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 Information  
System Auditor for IS Audit for the FY- 2024-2025**

REF NO.: HO/MD/117

Date: 19/04/2025

<b>PARTICULARS</b>	<b>DEADLINE</b>
Last date for receiving queries through e-mail:	23/04/2025 up to 4:00 PM
Last date of submission of Bid	28/04/2025 up to 3:00 PM
Date of opening of the of Bid	28/04/2025 at 4:00 PM
Bank email id for NIQ related communication	officertociso@wbstcb.com

**Disclaimer**

The information contained in this scope document, or any information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of the Bank is provided to the bidder(s) on the terms and conditions set out in this scope document and all other terms and conditions subject to which such information is provided. This scope is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this NIQ is to provide the bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank with respect to the solution requested, this NIQ does not claim to include all the information each bidder may require. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability, and completeness of the information in this NIQ and wherever necessary obtain independent advice. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this NIQ. The Bank 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. Introduction

The West Bengal State Co-operative Bank Ltd.(WBSCB) is a pioneer in Banking in West Bengal. The bank, having branches and Head Office, has computerized entire operation using Core Banking Solution. The present Core Banking Solution is provided by TCS (BaNCS@24 - provided by TCS and the application is being managed by C-EDGE) in NABARD Opex model. WBSCB Bank implemented following range of customer centric and other solutions:

- Core Banking Solution from TCS including deposits, advances, Rupay KCC etc.
- Payment & Settlement Systems like NEFT, RTGS, CTS , NFS, IMPS, UPI etc.
- HRMS, Anti-Money Laundering Solution, Asset/Liability Management.
- Delivery Channels like ATM, ECOM, SMS Alerts, Mobile Banking, Micro ATMs etc.

WBSCB Bank plans to carry out Information Security Audit with a CERT-In empaneled at Head office for the financial year 2024-25. The Scope of Work is defined in Section 3 of the NIQ document.

## 2. Notice Inviting Quotation (NIQ)

Sealed tenders are invited inform of Hardcopy from reputed and experienced vendors. The NIQ will be published in the Official website of the West Bengal State Cooperative Bank Ltd ([www.wbstcb.com](http://www.wbstcb.com)) and to be submitted by April 28, 2025, by 3 PM.

The selected bidder will be responsible for conducting an Information Systems Audit for the year 2024-25 at the Head Office of the Bank.

The selected bidder will submit an Information System Audit Report based on the latest Guidelines CERT-In and NABARD issued time to time.

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 23, 2025, by 4 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 Bank's website ([www.wbstcb.com](http://www.wbstcb.com)).

Sd/-

Managing Director

The West Bengal State Cooperative Bank Ltd.

24A, Waterloo Street, Kolkata – 700 069

### 3. Detailed Scope of Work

West Bengal State Co-Operative Bank is inviting bids to shortlist the auditor to conduct Information Security audit for FY 2024-25 as per the scope mentioned below:

#### 3.1 Information System Audit

The Auditor must perform IS Audit maintaining audit standard for each of the systems at WBSCB Head office and should cover but not limited to the following aspects:

- ❖ **Alignment of IT strategy with Business strategy**
- ❖ **IT Governance related processes**
- ❖ **Long term IT strategy and Short term IT plans**
- ❖ **Information security governance, effectiveness of implementation of security policies and processes**
- ❖ **IT Architecture**
  - **Acquisition and Implementation of Packaged software**
    - Requirement Identification and Analysis
    - Product and Vendor selection criteria
    - Vendor selection process
    - Contracts
    - Implementation
    - Post Implementation Issues
  - **Development of software - In-house and Out-sourced**
    - Audit framework for software developed in house, if any
    - Software Audit process
      - Audit at Program level
      - Audit at Application level
      - Audit at Organizational level
    - Audit framework for Software outsourcing
  - **Operating Systems Controls**
    - Adherence to licensing requirements
    - Version maintenance and application of patches
    - Network Security
    - User Account Management
    - Logical Access Controls
    - System Administration
    - Maintenance of sensitive user accounts
  - **Application Systems and Controls**
    - Logical Access Controls
    - Input Controls

- Processing Controls
  - Output Controls
  - Interface Controls
  - Authorization Controls
  - Data Integrity / File Continuity controls
  - Review of logs and audit trails
- Database Controls**
- Physical access and protection
  - Referential Integrity and accuracy
  - Administration and Housekeeping
- Network Management audit**
- Process
  - Risk acceptance (deviation)
  - Authentication
  - Passwords
  - Personal Identification Numbers ('PINS')
  - Dynamic password
  - Public key Infrastructure ('PKI')
  - Biometrics authentication
  - Access Control
  - Cryptography
  - Network Information Security
  - E-mail and Voicemail rules and requirements
  - Information security administration
  - Microcomputer / PC security
  - Audit trails
  - Violation logging management
  - Information storage and retrieval
  - Penetration testing
- Physical and environmental security Maintenance**
- Change Request Management
    - Software developed in-house
  - Version Control
  - Software procured from outside vendors
  - Software trouble-shooting
    - Helpdesk
  - File / Data reorganization
  - Backup and recovery
    - Software
    - Data
    - Purging of data
  - Hardware maintenance
  - Training

**- Internet Banking**

- Information systems security framework
- Web server
- Logs of activity
- De-militarized zone and firewall
- Security reviews of all servers used for Internet Banking
- Database and Systems Administration
- Operational activities
- Application Control reviews for internet banking application
- Application security

**- Privacy and Data Protection**

- Controls established for data conversion process
- Information classification based on criticality and sensitivity to business operations
- Fraud prevention and Security standards
- Isolation and confidentiality in maintaining of Bank's customer information, documents, records by banks
- Procedures for identification of owners
- Procedures of erasing, shredding of documents and media containing sensitive information after the period of usage.
- Media control within the premises

**- Business Continuity Management**

- Top Management guidance and support on BCP
- The BCP methodology covering the following:
  - Identification of critical business
  - Owned and shared resources with supporting function
  - Risk assessment based on Business Impact Analysis ('BIA')
  - Formulation of Recovery Time Objective ('RTO') and Identification of Recovery Point Objective ('RPO')
  - Minimizing immediate damage and losses
  - Restoring of critical business functions, including customer-facing systems and payment settlement systems
  - Establishing management succession and emergency powers
- Addressing of HR issues and training aspects
- Providing for the safety and wellbeing of people at branch or location at the time of disaster
- Assurance from Service providers of critical operations for having BCP in place with testing performed on periodic basis.
- Independent Audit and review of the BCP and test result
- Participation in drills conducted by RBI for Banks using RTGS / NDS /CFMS services
- Maintaining of robust framework for documenting, maintaining and testing business continuity and recovery plans by Banks and service providers

**- Asset Management**

- Records of assets mapped to owners
- For PCI covered data, the following should be implemented :
  - Proper usage policies for use of critical employee facing technologies

- Maintenance of Inventory logs for media
- Restriction of access to assets through acceptable usage policies, explicit management approval, authentication use of technology, access control list covering list of employees and devices, labeling of devices, list of approved company products, automatic session disconnection of remote devices after prolong inactivity
- Review of duties of employees having access to asset on regular basis.
- **Human Resources**
  - Recruitment policy and procedures for staff
  - Formal organization chart and defined job description prepared and reviewed regularly
  - Proper segregation of duties maintained and reviewed regularly
  - Prevention of unauthorized access of former employees
  - Close supervision of staff in sensitive position
  - People on notice period moved in non-sensitive role
  - Dismissed staff to be removed from premises on immediate effect
- **IT Financial Control**
  - Comprehensive outsourcing policy
  - Coverage of confidentiality clause and clear assignment of liability for loss resulting from information security lapse in the vendor contract
  - Periodic review of financial and operational condition of service provider with emphasis to performance standards, confidentiality and security, business continuity preparedness
  - Contract clauses for vendor to allow RBI or personnel authorized by RBI access relevant information / records within reasonable frame of time.
- **IT Operations**
  - Application Security covering access control
  - Business Relationship Management
    - Customer Education and awareness for adaptation of security measures
    - Mechanism for informing banks for deceptive domains, suspicious emails
    - Trade marking and monitoring of domain names to help prevent entity for registering in deceptively similar names
    - Use of SSL and updated certification in website
    - Informing client of various attacks like phishing
  - Capacity Management
  - Service Continuity and availability management
    - Consistency in handling and storing of information in accordance to its classification
    - Securing of confidential data with proper storage
    - Media disposal
    - Infrastructure for backup and recovery
    - Regular backups for essential business information and software
    - Continuation of voice mail and telephone services as part of business contingency and disaster recovery plans
    - Adequate insurance maintained to cover the cost of replacement of IT resources in event of disaster
    - Avoidance of single point failure through contingency planning
  - Service Level Management



- **Project Management**

- Information System Acquisition, Development and Maintenance
  - Sponsorship of senior management for development projects
  - New system or changes to current systems should be adequately specified, programmed, tested, documented prior to transfer in the live environment
  - Scrambling of sensitive data prior to use for testing purpose
- Release Management
  - Access to computer environment and data based on job roles and responsibilities
  - Proper segregation of duties to be maintained while granting access in the following environment -
    - Live
    - Test
    - Development
- Segregation of development, test and operating environments for software
- Record Management
  - Record processes and controls
    - Policies for media handling, disposal and transit
    - Periodic review of Authorization levels and distribution lists
    - Procedures of handling, storage and disposal of information and media
    - Storage of media backups
    - Protection of records from loss, destruction and falsification in accordance to statutory, regulatory, contractual and business requirement
- Technology Licensing
  - Periodic review of software licenses
  - Legal and regulatory requirement of Importing or exporting of software
- IT outsourcing related controls
- Detailed audit delivery channels and related processes like ATM, SFMS internet banking, mobile banking, phone banking, card based processes
- Data Centre operations and processes
  - Review relating to requirements of card networks (for example, PIN security review)

**3.2 Deliverables**

Sr.no.	Audit area	Report (with Risk based categorization of observations)
1.	Complete scope	Executive summary
2.	Information System Audit	Detailed audit report with risk categorization and appropriate action to be taken.
8.	Audit Report	A draft report shall be discussed with WBSCB officers of IT Cell/IT Sub-committee before submission of final report.

After the submission of the draft audit report to the bank, based on the criticality, the issues will be taken up with the respective service provider for necessary clarification/mitigation. Once the service providers provide the clarification/mitigation, the selected bidder will have to re-evaluate those points and provide the revised report without any additional cost to the bank.

Gap Analysis Report of the IT / IS Infrastructure of the Bank for 2024-25 may be used as a reference. The audit firm may also submit specific suggestions/ recommendations based on the best industry practices. These suggestions may be part of report or submitted separately.

### 3.3 Time Frame

Draft report with appropriate actions to be taken should be submitted in the specified time frames of 15 days from acceptance of PO. Final compliance verification with report to be submitted within 10 days of Compliance discussion and verification submitted by bank.

Sr.No.	Scope of Work	Timeline
1.	selected bidder to submit the audit report	15 days from acceptance of PO
2.	Compliance Submission by Bank	10 days from receiving draft Audit Report
3.	Compliance Verification and Submission of Final Report	5 days from Compliance Submission by Bank
	<b>Total</b>	<b>30 days</b>

## 4. Eligibility Criteria

Sr. No.	Eligibility Criteria	Supporting Documents
<b>Mandatory Bidder Eligibility Criteria</b>		
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 Bank in India during last three (3) Financial years viz., 2021-22, 2022-23 and 2023-24.	PO/ Credential letter from client mentioning the organization name, date of execution and scope of work.

Sr. No.	Eligibility Criteria	Supporting Documents
6	The Bidder should have professionals having valid certification of CISSP/CISA/CISM 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, etc.)

**Notes:**

1. Consortium not allowed.
2. The bidder who does not fulfill to all the above eligibility criteria will not be considered for Technical evaluation and shall be summarily rejected without any separate notice or assigning any reason whatsoever.
3. Proof of Certification of Professionals (CISA / CISSP / CEH / Other) should be valid and must have company seal of submitting organization
4. All the proofs attached should have company seal and self-attested by authorized signatory

## 5. Compliance Verification

- Bank shall submit the compliance measures (implemented and to be implemented with timeline) to the auditor within 10 days from submission of draft reports.
- For implemented compliance measures, one round of compliance verification audit shall be carried out by the auditor regarding Information System Audit

## 6. 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 Bid should contain all the requisites as mentioned in Section 8.3- Document to be submitted with the Bid.
- v. The Eligibility cum Technical Bid will be submitted in separate envelope marked as “Technical Bid for **Selection of CERT-In Empaneled Information System Auditor for IS Audit for the FY- 2024-2025**” and commercial bid will be put in a separate envelope marked as “Commercial Bid for **Selection of CERT-In Empaneled Information System Auditor for IS Audit for the FY- 2024-2025**”.
- vi. The Technical and Commercial bid to be put together in an outer envelope marked as “NIQ response for **Selection of CERT-In Empaneled Information System Auditor for IS Audit for the FY- 2024-2025**”.
- vii. 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**

- viii. If any inner envelope is found to contain both technical and commercial bids, then that bid will be rejected summarily.
- ix. Telex, Cable, Facsimile or E-mail Bids will not be accepted.

## 7. 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.

## 8. Introduction to the Bidders

### 8.1. Bidder's Liability

- i. Bidders are required to submit the Technical and Commercial bid in a Separate envelope in physical form as per the submission timeline and as per Section 6 -Submission of Bid. 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 tender 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. 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**

## 8.2. Limitation of Liability

The aggregate liability of the vendor in connection with this Agreement, the services provided by the bidder for the specific scope of work document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including any and all liability shall be the actual limited to the extent of the total contract value.

## 8.3. Indemnity

The bidder shall, at its own cost and expenses, defend and indemnify the bank against all third-party claims including those of the infringement of intellectual property rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from the performance of the contract.

The bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If the bank is required to pay compensation to a third party resulting from such infringement etc., the bidder will bear all expenses including legal fees.

Bank will give notice to the bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim.

The bidder shall also be liable to indemnify the bank, at its own cost and expenses, against all losses/damages, which bank may suffer on account of violation by the bidder of any or all applicable national/ international trade laws. This liability shall not ensue if such losses/damages are caused due to gross negligence or willful misconduct by the bank or its employees.

## 8.4. Document to be submitted with Bid

The Bidders shall submit the following documents along with Bid in PDF file.

Sr.No.	Particulars	Annexure / Document
1	Letter of Eligibility Bid & Commercial Bid	Annexure – 1
2	Bidder's Information	Annexure – 2
3	Confirmation to Eligibility Criteria	Annexure – 3
4	Letter of Confirmation	Annexure – 4
5	Bidder's proposed methodology/approach/Work Plan for providing services to the Bank with respect to the scope of work	To be part of Technical proposal
6	Commercial Bill of Material	Annexure 5 - Commercial BOM

## 8.5. Force Majeure

The bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if any to the extent that its delays in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, and quarantine restrictions.

If a Force Majeure situation arises, the bidder shall promptly notify the Bank in writing of such condition and the cause thereof within fifteen calendar days. Unless otherwise directed by the

Bank in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **8.6. Bidder's Integrity**

The bidder is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

#### **8.7. Bidder's Obligation**

The bidder is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implementation activities.

The bidder is responsible for managing the activities of its personnel or its representatives and will hold itself responsible for any misdemeanors. The bidder is under obligation to provide consultancy services as per the contract.

The bidder will treat as confidential all data and information about the Bank, obtained in the execution of their responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

#### **8.8. Information Ownership**

All information processed, stored, or transmitted by Vendor equipment belongs to the Bank. By having the responsibility to maintain the equipment, the vendor does not acquire implicit access rights to the information or rights to distribute the information. The vendor understands the civil, criminal, or administrative penalties may for failure or protect information appropriately.

#### **8.9. Acceptance of Terms**

A recipient will, by responding to WBSCB for NIQ, be deemed to have accepted the terms of the Introduction and Disclaimer. If the submission does not include all the information required or is incomplete, the proposal is liable to be rejected.

All submissions, including any accompanying documents, will become the property of WBSCB. Recipients shall be deemed to license, and grant all rights to WBSCB to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients and to disclose and/or use the contents of the submission as the basis for processing of NIQ, notwithstanding any copyright or other intellectual property right that may subsist in the submission or accompanying documents.

#### **8.10. Termination for Convenience**

The Bank, by written notice sent to the bidder, may terminate the Contract with a notice of 15 days, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which the performance of work under the Contract is terminated and the date upon which such termination becomes effective.

## 9. Commercial Bid Information

The L1 bidder shall be evaluated on the base of the Composite rate of both the above items.

- Terms:
1. The quoted price is valid for next 180 days.
  2. Taxes are extra at actuals
  3. If any changes in taxes during the project tenure the same will be borne by the bank.

For commercial, the bidder is required to refer the Annexure 5- Commercial Bid.

## 10. Payment Terms and Schedule

The Commercial 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. In case of delays or defaults on the part of the Bidder, the Bank shall have the right to withhold payment of the affected product and/or service due to the Bidder or withhold the payment of the disputed amount. Such withholding of payment shall not amount to a default on the part of the Bank. WBSCB will release payment within 45 days of receipt of the Invoice and along with all other required documents for all undisputed cases. In case of any disputed amount, the payment will be released within 20 days of the resolution of the dispute. The scope of work is divided in different areas and the payment would be linked to delivery, acceptance and signoff by the respective official of each area as explained below with reference to the **Annexure - 5 – “Commercial Bid”**. The bidder shall raise any invoices only after signing off for the related deliverables/Services. The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only. Taxes, as applicable, will be deducted/ paid as per the prevalent rules and regulations.

I. The payment terms will be as follows:

**100% on submission of final IS Audit report and acceptance of compliance thereof.**

II. Other Terms & Conditions

- a) The audit will conduct IS Audit as per the RBI & other guidelines.
- b) Taxes: GST Tax extra as applicable. Bank will deduct TDS at prevailing rates.
- c) Bidder will enter into agreement with the Bank for conducting audit.
- d) The Bidder will sign NDA with the Bank.
- e) The detail scope of work, time frames, deliverables, and payment terms will be mentioned in the agreement in consultation with the Bank.
- f) Bidder will submit detail audit plan before commencement of audit and finalize the same in consultation with the Bank.
- g) Bank will neither provide for reimburse expenditure towards any type of accommodation, travel ticket, airfares, Train fares, halting expenses, transport, lodging, boarding etc.

## 11. Annexure - 1 - Letter for Eligibility Bid & Commercial Bid

REF NO.: HO/MD/117

Dated 19/04/2025

To,  
The Managing Director,  
The West Bengal State Co-operative Bank Ltd.  
24A, Waterloo Street,  
Kolkata – 700 069

### **Bid Response to Selection of CERT-In Empaneled Information System Auditor for IS Audit for the FY- 2024-2025**

Having examined the BID (NIQ No.: HO/MD/117 Dated 19/04/2025) including all annexure, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver services in conformity with the said NIQ and in accordance with our proposal and total cost indicated in the Commercial Proposal.

We undertake, if our bid is accepted, to deliver services and complete the project in accordance with the scheduled timelines.

We agree to abide by this bid for the period of 180 days from the date fixed for bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the bank is not bound to accept the lowest or any bid the bank may receive.

Place:

Dated: this     day of 2025.

.....  
(In the Capacity of)

Duly authorized to sign bid for and on behalf of



## 12. Annexure – 2 Bidder’s Information

Name of the Bidder	
Constitution & Year of Establishment	
Registered Office/Corporate office Address	
Mailing Address	
Name and designations of the persons authorized to make commitments to the Bank	
Telephone Fax e-mail	
Name & Addresses of Directors/Promoters	
Details of Organization Structure	
Gross annual turnover of the bidder. (Amount in INR Crore) 2021-22: 2022-23: 2023-24:	
Net Profit of the bidder: (Amount in INR Crore) 2021-22: 2022-23: 2023-24:	

### 13. Annexure – 3 Confirmation to Eligibility Criteria

Sr. No.	Eligibility Criteria	Supporting Documents
<b>Mandatory Bidder Eligibility Criteria</b>		
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 Bank in India during last three (3) Financial years viz., 2021-22, 2022-23 and 2023-24.	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 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, etc.)

**Notes:**

1. Consortium not allowed.
2. The bidder who does not fulfill to all the above eligibility criteria will not be considered for Technical evaluation and shall be summarily rejected without any separate notice or assigning any reason whatsoever.
3. Proof of Certification of Professionals (CISA / CISSP / CEH / Other) should be valid and must have company seal of submitting organization
4. All the proofs attached should have company seal and self-attested by authorized signatory.

## 14. Annexure – 4 Letter of Confirmation

REF NO.: HO/MD/117

Date:19/04/2025

To,  
The Managing Director,  
The West Bengal State Co-operative Bank Ltd.  
24A, Waterloo Street,  
Kolkata – 700 069

Dear Sir,

We confirm having submitted the Bid and annexures in accordance with the said NIQ. The details submitted by us are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, West Bengal State Co-operative Bank has the right to summarily reject the proposal and disqualify us from the process.

We confirm that we will abide by the conditions mentioned in the Tender Document (NIQ and annexure) in full or in accordance with the deviations in "Terms & Conditions" accepted by the bank.

We hereby confirming you that we will complete all the scope of work in the defined timeline mentioned in the NIQ.

We, hereby acknowledge and confirm, having accepted that the Bank can at its absolute discretion, apply whatever criteria is deemed appropriate, not just limiting to those criteria set out in the NIQ and related documents, in short listing of bidders.

We shall observe confidentiality of all the information passed on to us in course of the tendering process and shall not use the information for any other purpose than the current tender.

We also confirm that we have not been blacklisted by any Govt. Department/ PSU/PSE or Banks or otherwise not involved in any such incident with any concern whatsoever, where the job undertaken/performed and conduct has been questioned by any authority, which may lead to legal action.

Place:

Date:

SEAL

(Authorized Signatory)

## 15. Annexure – 5 Commercial Bid

### Commercial Bid Format for Selection of CERT-In Empaneled Information System Auditor for IS Audit for the FY- 2024-2025

Other than applicable taxes, WBSCB will neither provide nor reimburse expenditure towards any type of accommodation, travel ticket, airfares, train fares, halting expenses, transport, lodging, boarding etc.

Sr.no.	Particular	Audit fees
1.	Information System Audit at WBSCB Head Office for the year FY 2024-25:	
<b>Total (Including all Taxes and Charges)</b>		
<b>In words:</b>		

- Bank will deduct TDS at prevailing rates.
- Prices shall be quote in Indian rupees only.
- In case there is arithmetic error in summation of Update Base Price and Support Base Price the Bid will be rejected.
- Amount mentioned in words will be considered as final for commercial evaluation.