



**THE MUNICIPAL CO-OP BANK LTD, MUMBAI**  
WE VALUE YOUR TRUST AND YOUR MONEY

## **Invitation for Sealed Quotation**

For

**1 Year Support for RTGS / NEFT/CCIL/E-KUBER/NDS CALL**

**at**

**The Municipal co-operative Bank Ltd. Mumbai**

Sealed Quotations should be submitted on or before 17/06/2026, Upto 5.00 P.M. at the following address.

**General Manager**

**The Municipal Co-operative Bank Ltd., Mumbai**

**Municipal Bank Bhavan, 245,**

**P'Demello Road, Fort,**

**Mumbai -400001**

For any query please contact following persons between 11.00 a.m. to 5.00 p.m.

- Shubham Hatkar - 022-22717858
- Surendra Chavan - 022-22717852

## **The Municipal co-operative Bank Ltd. Mumbai**

### **About The Municipal co-operative Bank Ltd. Mumbai**

The Municipal co-operative Bank Ltd. Mumbai, established as a Co-operative Bank having 21 Branches and Head office within jurisdiction of Greater Mumbai.

Bank has Licensed based Core Banking system implemented across all its Branches from M/S.Finacus Solution Pvt Limited and bank is availing Managed Hosting services from M/S.Yotta Data services private Limited. Bank has got the permission and membership of INFINITE from Reserve Bank of India. Bank has installed RTGS, E-kuber,NDS Call and CCIL Applications in the Bank which are running successfully.

### **Bank's Requirements**

Bank has a DC site of RTGS/NEFT situated at Municipal Bank Bhavan 245, P.D'mello Road, Fort Mumbai 400001 and Disaster Recovery Site (DR) at The Municipal Co Op. Bank Ltd, Borivali Branch, Prabodhankar Thackare Natya Griha, Sodawala Lane, Borivali (W),Mumbai - 92 or any other location if changed by the Bank. Objective of this SEALED QUOTATION is to procure support for RBI Applications RTGS/NEFT (SFMS MI), ekuber, CCIL , NDC CALL and NDS-OM with Windows 16 Enterprise Server and above, IBM Web Sphere MQ series for windows Ver.9.3 in accordance with the specification given by Reserve Bank of India/ IDRBT.

### **III. INSTRUCTIONS TO Bidder (S)**

The Instructions which are required for participating in this sealed quotation are defined below for the guidance of bidder(s).

- 1)** The sealed quotation must be enclosed in sealed covers super scribing thereon the name of the work as mentioned in the sealed quotation notice and must be deposited in sealed quotation box in the Bank on following address Not later than the time and date as mentioned in sealed quotation notice. The sealed quotation will be opened at stipulated time in presence of committee members. Bidder or their authorized representatives are not allowed to remain present while sealed quotation opening. Sealed quotation which is received after the date and time specified are liable to be rejected.
- 2)** Sealed quotation containing overwriting, additions, alterations, erasures, obliteration and other defects are liable to be rejected. All corrections made by the bidder should be properly attested by the bidder. If the bidder(s) want to specify any special conditions or furnish any additional information by way of clarifications, amplifications etc., they may do so in a covering letter only and in no case make any alterations or corrections in the sealed quotation documents.
- 3)** The bidder(s) shall sign every page of sealed quotation document and submit the sealed quotation document intact. If the sealed quotation is filled by a firm in partnership, it shall signed by all the partners of the firm. A certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany with the sealed quotation. If the sealed quotation is signed under a power of attorney for the firm, a certified copy of the power of attorney shall accompany with the sealed quotation.

- 4) The bidder shall quote for all items of price mentioned in Annexure-A. The value quoted shall be in whole numbers and not in fraction. Wherever there is difference between the rates quoted in figures and in words, the rates quoted in words only will prevail.
- 5) The bidder(s) shall also send attested Photostat copies of documents like deed, articles and memorandum of association, certificate of incorporation, memorandum of understanding in respect of consultancy /collaboration proposal, partnership deed etc., along with the sealed quotation. However, the Bank may demand production of all the original document as may be considered necessary.
- 6) The bidder(s) is/are required to produce along with his/their sealed quotation an authorized copy of the Income Tax Clearance certificate or a sworn affidavit duly countersigned by the Income Tax Officer to the effect that he has/they have no taxable income.
- 7) **Minimum Eligibility Criterion for the Bidder:**
  - a) The Bidder submitting the offers should be a Registered Company. The Company should be in sound financial condition as judged by the Bank. A copy of the immediate previous two financial years' (2023-24 & 2024-25) audited balance sheets and profit & loss account must be submitted along with the offer.
  - b) The Bidder must have experience in RTGS payment system implementation and support in at least 3 Banks.
  - c) **Track Record of installations** the Bidder must have experience in RTGS payment system support & implementation. A list of at least three RTGS installations & support client name carried out by Bidder with the required proof must be submitted along with the offer.
  - d) **Service Centres** The Bidder must have service centre at Mumbai
  - e) The Companies /bidder(s) banned or blacklisted by Banks/Govt. Institutions in India will not be eligible to participate. An undertaking to this effect signed by authorized signatory has to be submitted.
  - f) Bank's decisions on technical experience applicability and Certificates will be binding, and no representations on this subject will be accepted.
- 8) **VALIDITY:** The bidder(s) shall keep their offer open for minimum period of 90 days, from date of opening of sealed quotation, as indicated in "Instructions to Bidders", within which period bidder(s) cannot withdraw his offer, subject to period being extended further, as required by mutual agreement from time to time. Any contravention of the above condition will render the bidder(s) liable for forfeiture of entire amount of Earnest Money Deposit.
- 9) The bidder(s) should not stipulate any contrary special conditions, while submitting his sealed quotation. In such an eventuality, Bank reserves the right to summarily reject such sealed quotation(s) without assigning any reason whatsoever. The bidder(s) should submit the sealed quotation in conformity with given sealed quotation conditions and specifications. Technical deviation to be properly explained in deviation statement.
- 10) The successful bidder shall be required to execute an Agreement with Bank.
- 11) **Payment Terms:** The payment terms shall be Quarterly at the end of quarter.

- 12) Bidder must comply with all applicable Labour and Employee welfare laws of Govt. of India.
- 13) Non-compliance with any of the conditions set forth in these sealed quotation documents is liable to result in the contract being terminated.
- 14) The authority for acceptance of the bid will rest with the Bank, which does not bind itself to accept the lowest or any other sealed quotation nor does it undertake to assign reasons for declining to consider any particular sealed quotation or sealed quotation.
- 15) Disputes, if any, that may arise during the currency of the contract; the decision of Competent Authority of BANK will be final and binding to the bidder.
- 16) Before Submitting a sealed quotation, the bidder will be deemed to have satisfied himself by actual inspection of the site and locality of the works, that all problems liable to be encountered during the execution of the work are taken into account and that the rates he enters in the sealed quotation schedule are adequate, all-inclusive for completion of works so as to the entire satisfaction of the Manager.
- 17) Sealed quotation received will be opened in presence of the committee members of Bank. Bidder or their authorized representatives will not allow to remain present will opening of sealed quotation.
- 18) The bidder whose sealed quotation is accepted shall be required to be present at the Head office of The Municipal Co-operative Bank Ltd., Mumbai as the case may be in person or a duly authorized representative to accept purchase order issued by Bank within 7 days after receipt mail issued by the Bank. Failure to do so shall constitute a break of agreement effected by the acceptance of the sealed quotation in which case, the full value of the earnest money accompanying the sealed quotation shall stand forfeited without prejudice to any other rights or remedies.
- 19) In the event of any bidder, whose sealed quotation is accepted, refuse to execute the contract document as herein before provided, the Bank may determine that such Bidder has abandoned the contract and thereupon his sealed quotation and acceptance thereof shall be treated as cancelled and the Bank shall be entitled to forfeit the full amount of earnest money and to recover the liquidated damages for such default
- 20) The sealed quotation shall be submitted in the prescribed form only

#### **21) Scope of Work**

The selected bidder shall provide comprehensive Annual Maintenance and Technical Support Services for NG-RTGS, NEFT, SFMS, NDS-OM, CCIL NDS Call, E-Kuber and allied applications deployed at the Bank's Head Office and Disaster Recovery (DR) Site.

The scope shall include, but not be limited to, the following:

- a) Comprehensive support for RTGS/SFMS, NEFT, NDS-OM, E-Kuber, CCIL NDS Call and allied applications during RTGS/NEFT operational timings, extended banking hours, and on all working days as prescribed by RBI, IDRBT, CCIL and other regulatory authorities.

- b) Upgradation, migration, implementation and support for SFMS Version 8.0.1 and all subsequent mandatory versions/releases issued by IDRBT during the contract period without any additional cost to the Bank.
- c) Support, maintenance, troubleshooting and administration of Microsoft Windows Server 2016 and above versions installed for the said applications at Production and DR environments.
- d) Installation, configuration, maintenance, troubleshooting, reinstallation and support for IBM WebSphere MQ 64-bit Server and above versions at Head Office and DR Site, including support in case of server hardware failure, OS corruption, database corruption or disaster recovery scenarios.
- e) Configuration and support for Queue Managers, Queues, Channels, Listeners and related IBM MQ components, including creation/modification as required for application functioning and integration.
- f) Deployment of adequately skilled and experienced technical resources having expertise in Oracle Database Administration, IBM WebSphere MQ, SFMS, NG-RTGS, NEFT, NDS-OM, E-Kuber and CCIL applications to ensure uninterrupted operations and timely issue resolution.
- g) Maintenance and support for NG-RTGS, SFMS MI, NDS-OM, CCIL NDS Call and allied applications at both Primary Site and DR Site, including ensuring successful failover/failback operations and DR readiness.
- h) Support during RBI/IDRBT/CCIL mandated DR drills, mock drills, connectivity testing, migration activities, cyber security exercises and audit activities.
- i) Installation and implementation of latest Service Packs, Security Patches, OS updates, Oracle patches, IBM WebSphere MQ patches and firmware/software updates necessary for secure and smooth functioning of the applications.
- j) Installation and support of all patches, hotfixes, advisories and updates released by IDRBT, RBI, CCIL or any other regulatory/statutory authority for NG-RTGS, NEFT, NDS-OM, NDS Call, E-Kuber and CCIL applications.
- k) Installation and configuration of all necessary drivers, middleware, runtime software, libraries and dependencies required for smooth commissioning and functioning of the applications.
- l) Support, troubleshooting and required upgrades/customization for interfaces/integration between SFMS and the Bank's CBS or any other integrated applications/channels.
- m) The bidder shall provide support for all upgrades, enhancements and compatibility requirements related to Operating System, Oracle Database, IBM WebSphere MQ, Firewall, Antivirus, Middleware and related software/components during the contract period.  
Further, any enhancement, modification, customization, bug fixing, regulatory update, security compliance requirement or software change necessitated due to:
  - RBI guidelines
  - IDRBT directives
  - CCIL requirements
  - CERT-In advisories
  - Government instructions
  - Statutory or legal compliance requirements shall be carried out by the bidder during the contract period without any additional cost to the Bank.
- n) Support for:
  - USB/e-Tokens
  - User creation/modification/deletion
  - Role/profile management
  - Password reset
  - Daily backup operations
  - Backup verification
  - Restoration activities

- Log monitoring and archival activities
- o) Installation, renewal, reinstallation and troubleshooting support for Class 2/Class 3 Digital Signature Certificates and related cryptographic/token components.
  - p) Support for Release Management, Version Upgrades, migration activities and certification activities as mandated by RBI, IDRBT, CCIL or other regulatory authorities from time to time.
  - q) The bidder shall ensure availability of onsite/remote support resources during critical activities including:
    - Financial Year Closing
    - Half-Year Closing
    - RBI Returns Submission
    - DR Drills
    - Regulatory migrations/upgrades
    - Major patch implementation activities
  - r) The bidder shall maintain proper documentation for:
    - Installation procedures
    - Configuration documents
    - Backup and restoration procedures
    - DR procedures
    - SOPs
    - Patch/update logs
    - Incident logs
    - Change management records

and shall hand over the same to the Bank whenever required.

- s) The bidder shall comply with the Bank's Information Security Policy, Cyber Security Policy, Access Control Policy, Password Policy, Change Management Process and RBI/CERT-In cyber security guidelines.
- t) The bidder shall maintain strict confidentiality of Bank data, systems and credentials and shall sign SLA & Non-Disclosure Agreement (NDA) and with the Bank.

**22) Preventive maintenance** -Quarterly health check of entire system has to be done. The Service Provider shall verify the health of all the systems and hardware items. Any repairs required must be proposed in writing to IT Department.

**23) Call Booking, Monitoring & Reporting System**

- a) Complaints shall be reported to Service Provider either over telephone or in writing or through e-mail in the format prescribed by Service Provider to enable Service Provider to take speedy corrective action.
- b) All the calls are to be updated by the engineers after attending the same with appropriate status. Call will be closed by IT staff in-charge after confirmation from the end user only. If user is not satisfied with the solution provided, call may be re-opened.
- c) Whenever necessary, Service Provider's office may be contacted to convey any urgent message.
- d) Formats of maintenance logs, reports and certificates for billing and payments will be formalized after finalization of the sealed quotation with mutual agreement.

- e) Service Provider shall held monthly review meeting with BANK team. The Service Provider should depute concerned persons for such reviews.

#### **24) Payment Terms**

- a) Charges for Support shall commence from the contract effective date and shall be made quarterly at the end of each quarter on providing satisfactory services certified by the IT Department BANK. No advance payment will be made.
- b) Bill paying authority will be HO of BANK .
- c) TDS will be deducted as applicable. The Bidder is /are required to furnish their PAN No. for this office record concerning Income as well as Bank details including IFS code, RTGS for NEFT payment.

25) The period of contract will be one year from the date of acceptance letter given by the Bidder. The rates quoted shall be fixed throughout the period of the contract i.e. One year and shall not be subject to any variation.

26) The charges shall be inclusive of all, including lodging, boarding and any number of visits by the engineer. No transportation charges will be paid separately. The Service Provider will attend any number of breakdown calls during the contract period.

27) Bidder shall intimate their PAN Number and GSTIN No. in the quotes.

28) The GST registration of Bidders under Mumbai is mandatory.

29) Delay/wrong/non-payment of GST/any applicable taxes may attract legal action against Bidder. Any such loss arises to the Bank due to Bidder negligence, Bidder has to make good the same at his risks & cost

#### **30) Termination**

- a) BANK may terminate the Contract if the Service Provider materially breaches its obligations under Agreement and fails to cure such breach within 30 days after receipt of written notice of same.
- b) In the event of termination of agreement by either party, for reasons of breach of terms of agreement by either party, the party terminating have right to claim, compensation /damages to the extent of loss or damage suffered on account of such breach by defaulting party.
- c) In the event of termination of agreement by BANK on account of breach of terms of agreement by Bidder, BANK shall have right to withhold all /any payments, due to Bidder for services rendered prior to termination. The Security Deposit and Performance Bank Guarantee will also be forfeited by BANK. Termination will be done as per procedure mentioned in General Terms and Conditions of Contract 2016 of BANK.
- d) In the event of the termination of agreement by BANK for any reason other than breach of terms by Bidder, he will be entitled for the payments due for services rendered prior to the date of such termination.

- e) In the event of bidder conveying to BANK their desire to discontinue this contract, Bidder shall give BANK at least one Quarter prior notice of such discontinuance.
- f) If the performance of Bidder found unsatisfactory, the contract can be terminated by The Municipal cooperative Bank Ltd., Mumbai administration by giving one month prior notice.

### **31) Confidentiality**

- a) Each party acknowledges that it will have access to certain confidential and proprietary information of the other party concerning the other party's business, plans, customers, technology and products, reports and other information held in confidence by the other party that is not generally known or available to the public ("Confidential Information"). Each party shall protect the other's confidential information from unauthorized dissemination and use the same degree of care that each such party uses to reasonable amount of care. Neither party will use the other's confidential information for purposes other than those necessary to directly further the purposes of this Agreement. Neither party shall disclose to third parties except as required by law or to that party's attorneys, accountants and other adviser as reasonably necessary) the other's confidential information without the prior written consent of the other party.
- b) Confidential information will include all information in tangible or intangible form that is marked or designated as confidential or that, under the circumstances of its disclosure, should be considered confidential. Confidential information will also include, but not be limited to, Bidder's proprietary technology, including bidder services, software tools, hardware designs, algorithms, software (in source and object forms) , user interface designs, architecture, class libraries, objects and documentation (both printed and electronic), network designs, know-how, trade secrets and any related intellectual property rights throughout the world(whether owned by bidder or licensed to bidder from a third party), including any derivatives, improvements, enhancements, or extensions of bidder technology conceived, reduced to practice, or developed during the term of this Agreement by either party that are not uniquely applicable to BANK or that have general applicability in the industry. The terms and conditions of this Agreement are also confidential.
- c) Information will not be considered Confidential information to the extent, but only to the extent, that such information - (i) is or becomes generally known or available to the public through no fault of the receiving party, (ii) was in the receiving party's possession before receipt the disclosing party; (iii) is lawfully obtained from a third party who has the right to make such disclosure; (iv) has been independently developed by one party without reference to any confidential information of the other or (v) is required to be disclosed by law provided the receiving party has promptly notified the disclosing party of such requirement and allowed the disclosing party a reasonable time to oppose such requirement.

### **32) Names and address of Service Engineer**

- a) Only competent and efficient personnel shall be deputed for support work as well as attending to emergency/break down calls by Service Provider.

- b) The Service Provider shall provide suitable identification to his engineers and staff authorized to attend to the maintenance works, so as to facilitate verification by the Bank staff.
- c) List of all personnel of the Service Provider, with above qualifications and experience, to be deployed on-site should be enclosed, which may be changed only with due BANK approvals.

**33) Communication to the Service Provider** -The Bidder shall specify in his sealed quotation the Telephone numbers of his office, service centre or official e-mail id where the complaints need to be logged. This Telephone shall be available round the clock for logging the complaint. Upon logging of complaint, a complaint number shall be given for record and future follow up. Any communication passed on to the person on designated Telephone Line & who attends the given Telephone shall be deemed as having logged the complaint, irrespective of the fact that he/she is the authorized person to receive the call or not. On-site Engineer's name, phone nos. /Fax no. /Mobile no. /E-Mail address shall be given.

**34) Security for Data and Confidentiality** - The Service Provider should maintain confidentiality of the data in the systems. The Service Provider should take all necessary steps to ensure that the data is not leaked to any agency.

**35) Security of Hardware:** Any damage or loss caused to the hardware or their components or their parts due to negligence, mishandling by Bidder should be made good in working condition or by providing a new one of the same make and specifications.

**Annexure – A**

**Renewal of 1 Year Support for RTGS / NEFT/CCIL/E-KUBER/NDS CALL**

**Schedule of Price**

No.	Item Description	Per Annum		Total Amount
		Rate per annum	Amount in Words	
A	<b>Support charges</b>			
1	SFMS/NGRTGS/E-Kuber/CCIL Applications/NDS-oms NDS-call for DC and DR			
2	GST	%		
	Total amount		Total amount in words	

**Note:**

- Rates should be quoted in both figures & words. In case of ambiguity between rates in figures and words, lower of the two /beneficial to BANK, shall be considered.
- The quoted prices should be “Firm and Final”, all inclusive of applicable taxes(GST )& duties. Applicable taxes & duties taken in calculations also to be shown separately.
- Bidder should give his GST Number
- The offers with rates given in any form / proforma other than that mentioned above shall be summarily rejected.

Yours faithfully,

(Signature)

**[Name of Authorized Signatory] with [Designation]**

**[Company Name]**

[Phone Number] | [Email Address]

**Company Seal**

**Annexure – B**

**Covering Letter for Bid Submission**  
**[On Vendor's Letterhead]**

**Date:**

To,  
The General Manager  
The Municipal Co-operative Bank Ltd., Head Office, 245, P.D'mello Road, Fort,  
Mumbai – 400001.

**Subject: Submission of Techno-Commercial Proposal for 1 Year Support for RTGS / NEFT/CCIL/E-KUBER/NDS CALL**

**Dear Sir,**

With reference to your Request for Proposal (RFP) No. [Insert Number] dated [Insert Date], we are pleased to submit our Proposal for 1 Year Support for RTGS/NEFT/CCIL/E-KUBER/NDS CALL for your esteemed bank.

We have carefully reviewed the scope of work, eligibility requirements, and service expectations outlined in the RFP. We hereby confirm our unconditional acceptance of the terms and conditions mentioned therein and declare that:

- Our organization meets all the eligibility criteria.
- We possess adequate experience in providing Support for RTGS /NEFT/CCIL/E-KUBER/NDS CALL.
- All information and documents provided in this quotation are accurate and valid.
- We agree to abide by the pricing and terms mentioned in our quotation for a period of 180 days from the date of submission.

We have enclosed the following as part of our response:

1. Company Profile and Eligibility Details
2. Quotation in the prescribed format with EMD & Tender Form Fees Receipt.
3. Details of Experience with Similar Projects
4. Certifications and References
5. Signed copy of the RFP document (as a token of acceptance)

We look forward to the opportunity to support your bank. Should you require any additional information or clarification, please feel free to contact us.

Thank you for considering our proposal.

Yours faithfully,

(Signature)

**[Name of Authorized Signatory] with [Designation]**

**[Company Name]**

[Phone Number] | [Email Address]

**Company Seal**

