CONTAI CO-OPERATIVE BANK LIMITED

Head Office
Contai
Purba Medinipur - 721401
West Bengal

NOTICE INVITING TENDER

NIT No.: CCBL/02/2026-27
Date: 08.08.2026

Empanelment of CERT-In Empanelled Information Security, IT Audit & Cyber Security Audit Firm

SECTION 1: NOTICE INVITING TENDER

Contai Co-operative Bank Limited invites sealed quotations from CERT-In Empanelled firms for empanelment to conduct Information Security Audit, IT Audit, and Cyber Security Audit assignments over a period of three (3) financial years.

The audit shall also include assessment of the Bank's compliance with the applicable RBI Cyber Security Framework for Urban Co-operative Banks, including the additional cyber security and resilience requirements prescribed for Level II UCBs, as applicable.

Empanelment Period: Three (3) Financial Years. Work orders will be issued as per the Bank's requirements during this period. Empanelment shall not confer any right to receive a minimum number of assignments or any assured value of work. Audit assignments shall be awarded solely at the discretion of the Bank based on its requirements.

SECTION 2: ELIGIBILITY CRITERIA

Sl.	Eligibility	Documentary Evidence
1	Bidder must be a Company/LLP/Partnership Firm/PSU/Government Organization registered in India and in existence for at least 3 years.	Certificate of Incorporation / Registration Certificate.
2	Possesses valid PAN and GST Registration.	Copy of PAN Card and GST Registration Certificate.
3	Positive Net Worth as of 31.03.2026.	Audited Financial Statements / CA Certificate.
4	Have valid CERT-In empanelment. The bidder shall maintain valid CERT-In empanelment. Any suspension, expiry or withdrawal of empanelment shall be immediately intimated to the Bank and may lead to cancellation of empanelment.	Copy of valid CERT-In Empanelment Certificate.
5	Minimum five (5) years of experience in conducting Information System Audits, VAPT, and Cyber Security Assessments.	Work Orders / Completion Certificates.
6	Must have successfully conducted at least five (5) IS Audit/VAPT assignments for Scheduled Commercial Banks, Scheduled Urban Co-operative Banks, Regional Rural Banks or	Copies of Work Orders / Credentials.

	other regulated Financial Institutions in the last five years.	
7	Minimum two permanent professionals holding CISA and/or CISSP certifications.	Employee Details and Certification Copies.
8	Certifications like ISO 27001:2022 Lead Auditor / CEH / OSCP / HTB will be preferred.	Self-declaration / Certificate copies.
9	The firm should remain in such profession in last 3 (three) years and should remain conversant with the latest RBI Circulars, Master Directions, Cyber Security Frameworks, Technology Risk Management Directions and other regulatory instructions applicable to Scheduled Urban Co-operative Banks.	Self-declaration / Certificate of execution of similar works.
10	Not blacklisted by any Bank, RBI, IBA, Government Department, PSU, or Regulatory Authority.	Self-Declaration as per Annexure I.
11	Undertaking for Confidentiality and Conflict of Interest submitted.	Signed Undertaking as per Annexure II.

SECTION 3: SCOPE OF WORK

1. Assessment of the Bank's compliance with the Reserve Bank of India's 'Comprehensive Cyber Security Framework for Primary (Urban) Co-operative Banks – A Graded Approach' (RBI/2019-20/129), including all applicable Level II Cyber Security and Cyber Resilience requirements, gap assessment, compliance verification, and submission of recommendations for closure of identified gaps.

2. Comprehensive Information Security (IS) Audit of Hardware, System Software, Application Software, and Networking at the Datacenter (DC) located at Head Office.

3. Branch Information Security Audit across 5 branches (Branch 1: [Address], Branch 2: [Address], Branch 3: [Address], Branch 4: [Address], Branch 5: [Address]) and the Head Office, including physical security controls, CBS authentication controls, antivirus, endpoint security, USB controls, user privilege review, network security, backup, and data handling.

4. Vulnerability Assessment and Penetration Testing (VAPT) of IT Infrastructure (Onsite) and penetration testing of public-facing assets.

5. CBS Security Review.

6. Review of digital payment ecosystems including UPI, IMPS, BBPS, and RuPay.

7. Security assessment of ATM Switch and SWIFT (if applicable) / NACH.

8. Security review of Internet Banking and Mobile Banking applications.

9. Web Application Review and SSL/TLS configuration review.

10. Active Directory (AD) Security Assessment, DNS security, and Zimbra / Email Security.

11. Verification of Patch Management, Windows/Linux baseline hardening, and VMware / Hyper-V / Proxmox security.

12. SAN Storage review and Backup restoration testing.

13. Evaluation of Privileged Access Management (PAM) and Multi-Factor Authentication (MFA) review.

14. Review of security controls relating to API integrations, FinTech interfaces and third-party digital service providers, wherever applicable.

15. Review of implementation status of observations raised during previous RBI Inspection, IS Audit, VAPT, Cyber Security Audit, Concurrent Audit or Internal Audit, wherever applicable.

16. Review of compliance with all RBI circulars, Master Directions, Master Circulars, Cyber Security Framework, Technology Risk Management Directions, Digital Operational Resilience expectations, CERT-In Directions and any subsequent amendments applicable during the empanelment period.

17. Risk-based audit and provision of a Risk Mitigation Matrix for the Bank.

18. Thorough review and alignment of Cyber Security, IT, and IS Policies as per the latest RBI and CERT-In guidelines.

19. Database and network devices configuration audit (Firewalls, Switches, Routers, Wireless devices).

20. Thorough review of Disaster Recovery (DR) Readiness and Business Continuity Planning.

21. Assessment of Cyber Hygiene, Incident Management, Change Management, Logging, and Monitoring controls.

22. Vendor Risk and Outsourcing Risk Management review.

23. Conducting Re-audits for compliance checks based on mutually agreed timelines.

SECTION 4: DELIVERABLES

1. Draft Audit Report.

2. Final Audit Report.

3. Executive Summary highlighting critical risks and observations.

4. A separate RBI Level II Cyber Security Compliance Matrix indicating 'Complied / Partially Complied / Not Complied / Not Applicable' against each applicable control together with observations, risk ratings and recommendations.

5. Machine-readable compliance checklist (Excel/CSV) wherever applicable.

6. Risk Mitigation Matrix.

7. Detailed Compliance Matrix for all other regulatory guidelines.

8. Management Letter.

9. Executive Presentation (PowerPoint).

10. Soft copy and hard copy of all reports.

11. Presentation of findings to the Board of Directors / IT Steering Committee.

12. Re-audit Report upon closure of identified gaps.

SECTION 5: TENDER SCHEDULE

Tender Fee & Payment Details	Rs. 100/- (Non-refundable) Mode of Payment: NEFT / IMPS / UPI (Bidder must mention Amount, Date, and Reference Number in their bid submission) Payment Details: 1. Bank Name: IDBI BANK LTD. 2. BRANCH NAME: CONTAI BRANCH 3. ACCOUNT NAME: Contai Co-Operative Bank Limited 4. ACCOUNT NO: 1246102000000019 5. IFSC: IBKL0001246
Tender Issue Date	08 August 2026
Last Date of Submission of Bid	22 August 2026 up to 2:00 PM
Bid Opening Date	22 August 2026 at 3:00 PM
Bid Validity	90 days from the date of opening
Empanelment Period	Three (3) Financial Years
Address for Submission	Tender Inviting Authority / MD & CEO, Contai Co-operative Bank Ltd., Head Office, Contai, Purba Medinipur - 721401
Mode of Submission	Two-Bid System (Technical Bid and Commercial Bid in separate sealed envelopes)

SECTION 6: GENERAL TERMS & CONDITIONS

1. Evaluation Methodology: Only technically responsive bids meeting all eligibility criteria shall be considered for opening of the Commercial Bid. The work order shall ordinarily be awarded to the Lowest Technically Qualified Bidder (L1). The Bank reserves the right to seek clarifications or additional documentary evidence from bidders during technical evaluation. The Bank, however, reserves the right to accept or reject any bid without assigning any reason.

2. Regulatory Alignment: The audit methodology shall align with all RBI circulars, Master Directions, Master Circulars, Cyber Security Framework, Technology Risk Management Directions, Digital Operational Resilience expectations, CERT-In Directions and any subsequent amendments applicable during the empanelment period.

3. Bank's Right: The Bank reserves the right to accept or reject any or all bids without assigning any reason thereof.

4. Right to Amend Scope: The Bank reserves the right to increase, decrease or modify the scope of work during the empanelment period depending upon regulatory requirements or operational needs, without affecting the empanelment.

5. Intellectual Property & Ownership: All reports, observations, working papers, compliance matrices and deliverables prepared under this assignment shall become the exclusive property of the Bank. The auditor shall not reproduce or disclose the same without prior written permission.

6. Confidentiality: Strict confidentiality must be maintained. The confidentiality obligation shall survive the expiry or termination of the empanelment.

7. Conflict of Interest: The bidder must declare any actual or potential Conflict of Interest.

8. Subcontracting: No subcontracting of the audit assignment is permitted without prior written approval from the Bank.

9. Professional Conduct: The audit team must maintain professional conduct throughout the engagement. The Bank may require replacement of any audit team member whose conduct, competence or performance is found unsatisfactory during the assignment.

10. Termination: The Bank reserves the right to terminate the empanelment/contract by giving 30 days' notice in writing if the performance is found unsatisfactory.

11. Indemnity: The bidder shall indemnify the Bank against any loss or damage caused due to negligence, breach of confidentiality, or violation of any laws by the bidder or its employees.

12. Governing Law & Arbitration: The contract shall be governed by the laws of India. Any dispute arising out of this contract shall be resolved through Arbitration under the Arbitration and Conciliation Act, 1996. The jurisdiction of courts shall be restricted to Purba Medinipur / Kolkata.

13. Force Majeure: Neither party shall be liable for any delay or failure in performance if caused by events beyond their reasonable control.

SECTION 7: PAYMENT & PENALTY

1. Rate should be quoted in INR excluding GST. The rate of GST should be mentioned separately in the Commercial Bid.

2. Payment shall be released within 15 (Fifteen) days after submission and Bank's acceptance of the final report, executive summary, compliance matrix, and invoice.

3. No advance payment shall be made.

4. Penalty for Delay: In case of delay in completing the audit within the stipulated timeline, a penalty of 1% of the contract value per week (subject to a maximum of 10%) will be levied.

SECTION 8: TIMELINE

1. The Audit work should be undertaken immediately after the issuance of the Work Order (P.O.).

2. The initial audit shall ordinarily be completed within four weeks from the date of commencement unless otherwise specified in the Work Order.

3. Re-audits (for compliance checks) must be completed within a mutually agreed timeline following the submission of the compliance report by the Bank.

ANNEXURE I

Declaration of Non-Blacklisting

(To be provided on the Bidder's Letter Head)

To,
The Tender Inviting Authority / MD & CEO,
Contai Co-operative Bank Ltd.
Head Office, Contai, Purba Medinipur - 721401

Subject: Declaration regarding Non-Blacklisting

Sir,

We hereby declare that our Company/Firm _____ has not been blacklisted, debarred, or banned by any Government Department, PSU, Nationalized Bank, RBI, NABARD, IBA, Regulatory Authority, or any other statutory authority in India as on the date of submission of this bid.

We further declare that no criminal proceedings or vigilance proceedings relating to fraud, corruption, or professional misconduct are pending against our organization which may affect the execution of the proposed assignment.

We understand that if the above declaration is found to be false at any stage, Contai Co-operative Bank Limited shall have the right to reject our bid or cancel our empanelment without assigning any reason.

Date: _____
Place: _____

Authorized Signatory Name: _____
Designation: _____

Company Seal:

ANNEXURE II

Undertaking for Confidentiality and Conflict of Interest

(To be provided on the Bidder's Letter Head)

We hereby undertake that:

1. We shall maintain strict confidentiality of all information, documents, systems, applications, data, and records obtained during the course of the assignment.

2. We shall not disclose any information to any third party without prior written approval of Contai Co-operative Bank Limited except where required under law. The confidentiality obligation shall survive the expiry or termination of the empanelment.

3. All reports, observations, working papers, compliance matrices and deliverables prepared under this assignment shall become the exclusive property of the Bank. The auditor shall not reproduce or disclose the same without prior written permission.

4. We declare that no actual or potential conflict of interest exists in undertaking the proposed assignment.

5. In case any conflict of interest arises, we shall immediately inform the Bank.

We agree that violation of confidentiality or conflict of interest conditions may result in cancellation of the work order, blacklisting, and legal action by the Bank.

Date: _____
Place: _____

Authorized Signatory Name: _____
Designation: _____

Company Seal: