



UCO Bank

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Request for Proposal (RFP)  
for  
Supply, Installation & Implementation of Softwares  
for DR Site of Treasury branch, Mumbai at  
Head Office-1, 10 BTM Sarani, Kolkata

Ref No: DIT/006/(259/2)/ 3061 /2008 dated 13/09/2008

*This document is meant for the exclusive purpose of bidding as per the specifications, terms and conditions and scope indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued*

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**Background:** UCO Bank intends to set up a Disaster Recovery (DR) Site at Head Office, Kolkata for its Treasury branch operations located at Mumbai. The systems mentioned below which are running at Treasury branch, Mumbai (Primary Site) will also be made available at the above DR Site at Kolkata.

1. Various RBI applications such as RTGS, NEFT, SFMS, CFMS and CCIL applications such as FX Clear, CBLO, NDS-OM, NDS Call, NDS Auction will be installed in a 'Cluster Server' at the DR Site, by the Bank.
2. Forex and Money market applications will be installed in a dedicated server termed 'Kastle Server', by the Bank.

We are pleased to invite tenders from reputed software vendors for supply, installation and implementation of the following 'Softwares' given hereunder in Table-A, for the DR Site being set up at our Head Office, Kolkata. The 'Softwares' are to be installed and implemented primarily in the two servers mentioned above. However, this requirement is indicative and may vary based upon actual requirement.

Table-A

Sl. No.	Item Description	License
1.	Oracle Server Enterprise Edition (EE) Version 9.2.0.4.0, to be implemented in the Cluster Server	150 named User Plus
2	Oracle Server Enterprise Edition (EE) Version 9.2.0.4.0 to be implemented in the Kastle Server	50 named User Plus
3.	IBM Websphere MQ series for Windows Version 5.3, to be implemented in the cluster server	400 PVU
4	Checkpoint UTM- Management and Gateway bundle(CPUTM-CKP-1-50), to be implemented in a dedicated PC	50 users

**Note:** In case the Oracle and IBM Websphere MQ series versions mentioned above are not available; bidders may quote for latest version. However, since Reserve bank of India (RBI) stipulates the use of versions specified above, bidders should scrupulously provide media for the specific version asked for and implement the same.

### Scope of Work

- Software mentioned in SL.No 1 and 3 in Table-A above is required to be installed and implemented in the Cluster Server, configured in Active – Passive mode. Software mentioned in SL.No 2 is required to be

installed and implemented in 'Kastle Server'. Checkpoint software mentioned in Sl.No.4 is required to be implemented in a dedicated PC.

- Domain Controller implementation in dedicated PC.
- Data replication between the two cluster Servers (One at Primary Site in Mumbai and other at DR Site in Kolkata) and between the two 'Kastle' Servers(One at Primary Site in Mumbai and other at DR Site in Kolkata) is one of the prime responsibility of the selected bidder. Such data replication may be configured using Oracle 'dataguard' feature. It is the responsibility of the selected bidder to ensure that the above two servers at DR Site will be ready to take over the functionalities of the Primary Servers at Mumbai during an emergency or DR situation. Network connectivity between the primary site at Mumbai and the DR Site at Kolkata will be provided by the Bank. The selected bidder should inform the Bank, the network bandwidth required for such data replication between the two sites.
- Applications such as RBI, CCIL, Forex, Money market etc mentioned herein above should be tested to ensure that they are functioning successfully during DR situation. It is the responsibility of the selected bidder to maintain the concerned databases in the primary site at Mumbai and the DR Site at Kolkata in 'SYNC', to ensure successful failover of the system to DR Site in the event of an emergency.
- It is the responsibility of the selected bidder to coordinate with hardware as well as application vendors to implement the above DR solution.

Section-III

Terms & Conditions

The bid should be submitted strictly as per the following terms and conditions

#### BID Price

The RFP document may be obtained from this department during the working hours (i.e., between 10:00 AM and 5:00 PM) on any working day from 16.09.2008 to 17.10.2008 on payment of a fee of Rs. 1,000/-, (Rupees One thousand only) by way of a demand draft / pay order / bankers cheque issued in favour of UCO Bank, by a Scheduled Commercial bank and payable at Kolkata. Alternatively, the Bidders may remit the above mentioned Bid Price of Rs.1,000/- (Rupees One thousand only) by way of a demand draft / pay order / bankers cheque issued in favour of UCO Bank, by a Scheduled Commercial bank as payable at Kolkata along with their submission of Bids within the prescribed date and time. The RFP document is also available at our website 'www.ucobank.com'.

1. Submission of Bids:

- 1.1. The Bid document shall be in two parts viz. Technical Bid & Price Bid. Both the bids must be submitted in separate sealed envelopes superscribing "TECHNICAL BID FOR SOFTWARE FOR DR Site " on top of the envelope containing Technical Bid & "PRICE BID FOR SOFTWARE FOR DR Site" on top of the envelope containing Price Bid. These two separate sealed envelopes should be put together in another sealed envelope superscribing BIDS FOR SOFTWARE for DR Site mentioning reference number and date given hereinabove.
- 1.2. The bidders should take care of submitting the bids properly filed so that the papers are not loose. The bid documents should be properly numbered and submitted in a file in proper manner so that the papers do not bulge out and tear during scrutiny.
- 1.3. The Bid documents should be deposited in the tender box provided at our office. If the Bid documents are bulky, the same will be received by the department with the signature of two authorised officials.
- 1.4. The Technical Bid should comply with the technical specification required of the item as specified in Table – A above. The bidders should furnish all the requisite information as called for.
- 1.5. UCO Bank is not responsible for non-receipt of quotation within the specified date and time due to any reason including postal holidays or delays. In case the specified date of submission & opening of Bids is declared a holiday, the bids will be received till the specified time on next working day and Technical Bid will be opened at specified time on the same day.
- 1.6. If required, Bank may ask the selected bidder to arrange for demonstration of the feature, quality and capabilities of the Software/s as per version committed in the Bid and as agreed upon to be supplied, installed & implemented, within two weeks from the date of the Purchase Order. This demonstration (acceptance test) will be conducted at this department on prior appointment. The Bank will accept the model on successful completion of acceptance test. Unsatisfactory performance of the set may result in the Bank's rejection of entire order.
- 1.7. Only reputed Vendors for supplying Software Items should submit their Bid. No Bidder is permitted to authorize any third party to execute the orders. Short listing of bidders will be at the discretion of the Bank.
- 1.8. Bank reserves the right for conducting pre-shipment inspection by its own personnel or reputed third parties. The selected bidder has to offer the items for inspection in such a manner that it does not affect the delivery schedule.

- 1.9. The offer should remain valid for a period of 6 months from the closing date of the Price Bid. Any offer falling short of the validity period is liable for rejection. However vendor should pass on the benefit to UCO Bank if there is any price reduction in the meantime.
- 1.10. Any Technical Bid, submitted with incorrect information will be liable for rejection. If any bidder is found to have submitted incorrect information at any time, he may be debarred from participation in the future tendering processes.
- 1.11. If any of the item in the Technical Evaluation Sheet is left Blank or incomplete, the Bid is liable for outright rejection.
- 1.12. Once the bid is submitted in sealed cover by the bidder, the bank will not accept any addition / alterations / deletions / withdrawal of the Bid. However, the Bank reserves the right to seek clarification or call for supporting documents from any of the bidders, for which the concerned bidder need to submit the documentary evidence(s) as required by the bank.
- 1.13. Selected bidder must undertake to provide to the Bank the consignment note number(s) by which the items ordered had been despatched from their site, so as to have online / web access to the tracking system of physical movement of the consignments sent through courier.
- 1.14. The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by UCO Bank prior to the closing date and time prescribed for submission of RFP. No offer can be modified by the vendor subsequent to the closing date and time for submission of offers. In the event of withdrawal of the offer by any bidder, the EMD will not be refunded by the Bank.

## 2 Terms of Bid:

### 2.1 Earnest money Deposit:

The Bidder(s) must submit Earnest Money Deposit (EMD) in the form of Demand Draft /Pay Order in favour of UCO Bank payable at Kolkata. The amount of EMD specified for supply and implementation of SOFTWARE for DR Site is Rs.7,00,000/- Non-submission of EMD will lead to rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD of the successful bidder(s) will be retained as Retention money till the completion of the assignment (Supply and implementation of the software as mentioned in the scope of work). If any of the selected bidders, refuses/ or is unable to execute the order, their EMD will be forfeited.

### 3. Submission of Technical Bid:

- a. The Technical Bid should comply with the technical specification required of the item as specified in Table-A. The Technical offer should be complete in all respects and contain all information asked for, except prices. The Technical Bid must be organized neatly and securely in the following manner.
  - i. Covering letter as per Annexure I
  - ii. Manufacturer's Authorisation Form (if applicable) as per Annexure -II
  - iii. ISO 9001/2000 Quality Certification of production facility of OEM vendor (Attach documentary evidence)
  - iv. Warranty compliance statement in Annexure III
  - v. Vendor's Technical Offer with Specifications as given in Technical Evaluation sheet (Annexure IV) complete with all the columns filled in. This table should not contain any price information.
  - vi. Technical Documentation (Product Brochures, leaflets, manuals etc.).
  - vii. Deviation Table as per Annexure V
  - viii. Bidder details as per Annexure VI
  - ix. Others, if any.
- b. If the Bid is not submitted in the prescribed formats or any of the item in the Technical Evaluation Sheet (Annexure - IV) is left Blank or incomplete, the Bid is liable for outright rejection.
- c. Once the bid is submitted in sealed cover by the bidder, UCO Bank will not accept any addition / alterations / deletions of the Bid. However, UCO Bank reserves the right to seek clarification or call for supporting documents from any of the bidders, for which the concerned bidder need to submit the documentary evidence(s) as required by UCO Bank.
- d. Any Technical Bid, submitted with incorrect information will be liable for rejection. Further, if any bidder is found to have submitted incorrect information at any time, he may be debarred from participation in the future tendering processes.

### 4. Evaluation Criteria for Technical Bid

UCO Bank will scrutinize the offers to determine whether it is complete, whether any errors have been made in the offer, whether required technical documentation has been furnished and whether the documents have been properly signed. Offers with incorrect information or not supported by documentary evidence, wherever called for, would summarily be rejected. However, UCO Bank, at its sole discretion, may waive any minor non-conformity or any minor irregularity in an offer. UCO Bank reserves the right for such waivers and this shall be binding on all vendors.

- a. The Technical Bid will be evaluated for compliance with the prescribed Technical Specification.
- b. Commercial Bid shall be opened from only the short-listed-bidders whose technical bid will be qualified in the Technical evaluation by the bank.

## 5. Evaluation Criteria of Price Bid:

- a. Price bid should be submitted as per Annexure-VII
- b. The final selection of L1 vendor will be decided on the total cost of all softwares, inclusive of implementation charges. For oracle software, bidders should quote Annual Technical Support charges, which will also be counted to arrive at L1. For IBM Websphere MQ series, bidders should submit renewal charges for one year in addition to 1 year basic support, which will also be counted to arrive at L1. For Checkpoint software, support for 1 year (CPCES-Standard support) should be quoted by the bidders. Selected L1 bidder should enter into a Service level agreement with the Bank for maintenance of the software supplied, for a further period of 3 years at mutually agreed rate.
- c. Taxes quoted by the bidder would also be taken into notice. Bidder should quote implementation charges separately.
- d. The Commercial Bids would be evaluated by adding prices of optional items required, if any, along with the price of the (the softwares to be purchased) with Basic Configuration to determine the lowest evaluated offer (L1).
- e. The order for the equipment will be awarded to the Bidder whose Commercial Offer has been determined to be the lowest evaluated offer (L1).

## 6. Terms of Payment :

- 6.1 90% of the order value along with applicable taxes / Octroi and other applicable duties on actual basis will be paid on delivery, installation, implementation as covered under 'Scope of Work' herein above and acceptance of ordered items, after realising penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, installation/ implementation note & User Acceptance Report signed with date by an authorised official of UCO Bank at the respective sites, original octroi, receipt, waybill etc
- 6.2 In case, installation is delayed on account of UCO Bank because of site not ready, 90% payment as mentioned under point 6.1 may be released after 30 days from date of delivery, on production of site not ready ( SNR ) certificate from the concerned Office.

- 6.3 10% of the order value (i.e. the residual amount) along with applicable taxes / Octroi and other applicable duties on actual basis will be paid after completion of one year from successful implementation of the softwares.

## 7. PAYING AUTHORITY :

The payments as per the Payment Schedule covered hereinabove shall be paid by this office (DIT, Head Office). However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery, installation & implementation and live running service report from the concerned office where the purchased equipments have been delivered.

Following Documents are to be submitted for Payment :

- . Invoice in Triplicate
- . Original Octroi Receipts, if any
- . Duly receipted Delivery Chalan
- . Installation and implementation Report, counter signed by an authorised official from the delivery site.
- . DR Implementation report, counter signed by an authorised official from the delivery site.
- . Site not ready (SNR) Certificate from concerned branch/regional office (in case site is not ready)

## 8. Delivery / Installation/Implementation Schedule

- a. The Selected Bidder must undertake to deliver the items ordered within 4 weeks from the date of the Purchase Order. However, Delivery schedule may be changed under special circumstances at the discretion of the Bank.
- b. It will be binding upon the selected bidder to install & implement the Softwares and integrate the system hardware for which these computer items will be used. Any problem, if occurs in course of Installation / Integration has to be settled amongst the concerned vendors on mutual co-operation. Installation must be done immediately after delivery, preferably by next working day, wherever feasible.
- c. The bank reserves right to shift the ordered items to any location where bank has presence, any where in India, either during the warranty or ATS period.

- d. Installation should be completed within three working days of delivery, in case the site is ready. If sites are not ready, installation should be completed within three days of request from the concerned site.
- e. Implementation of the softwares should be completed within one month of delivery of the softwares.
- f. Implementation of Software:- Implementation of software includes the following:-
  - 1. Supply of Software and appropriate media as asked for.
  - 2. Clustering of Oracle enterprise Database.
  - 3. Enabling replication of data between the two servers (Cluster Server & Kastle Server of primary site (Mumbai) and Cluster Server & Kastle Server of DR Site(Kolkata)) using oracle dataguard as mentioned under 'Scope of Work' herein above.
  - 4. Installation & configuration of IBM MQ series in cluster mode
  - 5. Installation & configuration of Checkpoint firewall-Gateway module, management module and Smart console for the DR Site. Although no synchronization is required between the primary site management module and DR Site management module, the policies implemented in the primary site is required to be configured in the Checkpoint software at DR site also.
- g. Media Kit: Successful vendor has to provide media Kit for Oracle 9.2.0.4.0, Websphere MQ series ver 5.3 and Checkpoint UTM-Management and Gateway bundle(CPUTM-CKP-1-50).
- h. Selected bidder should enter into an SLA with the Bank for maintenance of the software supplied for a further period of 3 years.

#### 9. Liquidated Damage

- a. If the selected bidder fails to comply with any of the terms and conditions in accordance with the purchase order, the bank reserves right to cancel the order and to recover 10% of the order value as Penalty / Liquidated Damage for non-performance.
- b. In case the delivery is delayed beyond the stipulated date of delivery, penalty or Liquidated Damage for delay @ one half of one percent ( 0.5% ) of the order value for each day of delay or part thereof will be imposed and will be deducted from the bill

amount. Bank will charge up to a maximum of 10% of the Order value as penalty, if the delivery is delayed for more than 10 days.

- c. If installation and implementation is not completed within the stipulated date, 'penalty or Liquidated Damage for Late Installation/implementation' @ one half of one percent (0.5% ) of the order value for each day of delay or part thereof will be imposed and will be deducted from the bill amount. Bank will charge up to a maximum of 10% of the Order value as penalty, if the installation is delayed for more than 10 days.
- d. All the above penalties in 9.a, 9.b, 9.c are independent of each other and are applicable separately or concurrently.
- e. Penalty is not applicable for reasons attributable to the bank or Force Majeure. However, it is the responsibility of the selected bidder to prove that the delay is attributed to the bank or Force Majeure with supporting documents.

## 10. General Terms & Conditions

- a. The Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all Bids at any point of time prior to the issuance of purchase order without assigning any reasons whatsoever.
- b. The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- c. The Bank reserves the right to modify any terms, conditions or specifications for submission of offer and to obtain revised Bids from the bidders due to such changes, if any.
- d. Canvassing of any kind will be a disqualification and the bank may decide to cancel the bidder from the procurement process.

## 11. Rejection of the Bid

The Bid is liable to be rejected if:

- The document does not bear signature of authorised person.
- It is received through Telegram/Fax/E-mail.
- It is received after expiry of the due date and time stipulated for Bid submission.
- It is incomplete including non-furnishing of requisite documents.
- Incomplete Bids, including non-submission of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Quote are liable for rejection by the Bank.

## 12. Indemnity

The selected bidder shall indemnify the Bank and be liable for loss due to malfunctioning of the equipment as supplied and installed by them. The total liability of the selected bidder under the contract shall not exceed the total order value placed on the said vendor. The indemnity Bond shall be submitted within 7 days from receipt of the purchase order.

## 13. Authorized Signatory

The bidder should indicate the authorized officials from their organisation who can discuss, correspond, sign agreements / contracts, raise invoice and accept payments and also to correspond. The bidders should furnish proof of signature of the authorized personnel for above purposes as required by the Bank.

## 14. Time Schedule

Time Schedule for submission of Bid is as under-

- i) Last date & time for submission of Bids      Date : 17/10/08 Time...12:00 PM
- ii) Date & time of opening of Technical Bid      Date : 17/10/08 Time...02:00 PM
- iii) Date & time of opening of Price Bid      To be announced after Technical Clearance

Bidders are requested to participate in the tender process strictly according to the time schedule. The Technical Bid will be evaluated first for compliance with the prescribed Technical Specification. Price Bid of only those short-listed-bidders who have qualified in Technical evaluation, will be opened by the Bank. A maximum of two authorised representative of the bidder will only be allowed at the time of opening of the bids.

The Bids should be addressed to:

General Manager – (HR & IT)  
UCO Bank,  
Head Office, Department of Information Technology,  
5<sup>th</sup> Floor, 3 & 4 DD Block,  
Sector -1, Salt Lake  
Kolkata 700064.

## 15. Acceptance of Work Order:

The selected bidder must convey to the bank, in writing, their acceptance of the assignment within 2 working days from the date of receipt of the Work Order through fax / Speed-Post / Courier

Yours faithfully,

Deputy General Manager (IT)  
Encl: Annexure-I, II,III,IV,V,VI,VII