



UCO BANK
Human Resource Development Department
Head Office – 2, 3 & 4 DD Block, Sector – 1
Salt Lake City, Kolkata - 700064

REQUEST FOR PROPOSAL
(RFP)

Providing Faculty Support for Training on Finacle to the
End Users on Rate Contract



UCO BANK

**Human Resource Development Department
Head Office – 2, 3 & 4 DD Block, Sector – 1
Salt Lake City, Kolkata - 700064**

REQUEST FOR PROPOSAL

Dated 29/05/2009

Providing Faculty Support for Training on Finacle to the End Users on Rate Contract

UCO Bank, Human Resource Development, Head Office – 2, 3 & 4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064 invites Proposals (Technical and Commercial) for **Providing Faculty Support for Training on Finacle to the End Users on Rate Contract** for a period of one year for its Training Colleges/Centres located at Ahmedabad, Bhopal, Bhubaneswar, Chandigarh, Chennai, Kolkata.

RFP Details :

Date of issue of RFP	29.05.2009
Queries to be mailed by	05.06.2009
Last Date, Time & Place for submission of RFP	22.06.2009 upto 1.00 pm in the Tender Box at UCO Bank, Human Resource Development Department, 4 th Floor, Head Office – 2, 3 & 4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064
Date, Time & Venue of Technical Bid Opening	22.06.2009 (on the same date of submission of RFP), 3.00 pm Venue : Human Resource Development Department, 4 th Floor, Head Office – 2, 3 & 4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064
Date, Time & Venue of Commercial Bid Opening	25.06.2009 3.00 pm Venue : Human Resource Development Department, 4 th Floor, Head Office – 2, 3 & 4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064
Contact Official / Contact details (Also for submission of Bid Document in case it is voluminous and cannot be put into the Tender Box)	Shri Sumit K. Misra, Asstt. General Manager UCO Bank, Personnel Services Department, 3 rd Floor, Head Office – 2, 3 & 4 DD Block, Sector – 1, Salt Lake City, Kolkata – 700064 Phone : (033) 23216866 Fax : (033) Email : hohrd.calcutta@ucobank.co.in

In case the specified date of submission & opening of Technical Bids is declared a holiday under N.I. Act in West Bengal, the bids will be received till the specified time on next working day and will be opened at 3.00p.m. on the same day.

: Terms and Conditions of the Request for Proposal :

1. Introduction :

UCO Bank (hereinafter referred to as 'the bank') is one of the leading Public Sector Banks with 2069 branches all across the country. The Bank is in the process of implementing Core Banking Solution (CBS) with "FINACLE" application Package from M/s Infosys Technologies. Already 1050 branches have been brought under the ambit of CBS. In the final phase, the Bank intends to bring all its branches under Core Banking within the contract period.

One of the prerequisite for rolling out Core Banking is providing end-user training on 'Finacle' to the employees of the branches. Besides, in depth training on different functional areas are also required to be given to upgrade the skill set of CBS End users. At present, UCO Bank is having under mentioned Finacle Training Infrastructure at following locations.

SI No.	Location of Training Centres	No. of Channels	Capacity of each Channel
1	Ahmedabad	2	20-25
2	Bhopal	1	20-25
3	Bhubaneswar	2	22-25
4	Chandigarh	2	20-25
5	Chennai	1	20-25
6	Kolkata	2	22-25

However, UCO Bank reserves the right to close any channel at any time or open new training channel(s) in any other centre at its sole discretion during the contract period.

The detailed estimate of requirement of different training courses during the contract period of one year is furnished below :

SI No.	Training Programme	Duration (days)	Estimated No. of Batches of 20-25 participants
1	End User Training Programme (for beginners)	8 working days	150
2	Refresher Course (2 nd Doze)	4 working days	70
3	Special Course on Loans & Advances	4 working days	70

However the above requirement is indicative and may vary based upon actual requirement. In case of exigencies, UCO Bank may modify or suspend any of the above programmes/their duration or may conduct some programmes specifically on Trade Finance/Govt. Business. However, minimum number of batches of any of the above programme is not guaranteed under this Rate Contract.

2. Eligibility Criteria :

2.1 Constitution :

The Bidder must be a Limited Company, registered in India under the Companies Act 1956 or a Public Sector Undertaking/Bank of GOI or its subsidiary.

- 2.2 Line of Business :** The Bidder should be established in the business of providing training on Technology at least for a period of last 5 consecutive years.
- 2.3 Net Worth :** The Bidder should have a minimum Net Worth of Rs.1 Crore as on 31.03. 2009.
- 2.4 Turnover :** The turnover of the company should be at least Rs. 5 crores per year during last 3 consecutive years from Technology Based Training.
- 2.5 Net Profit :** The bidder should be a financially sound company, earning net profit for last 3 consecutive years.

[Note: In case balance sheet for 2008-09 still not finalized/audited, preceding years/3 years figures to be furnished]

- 2.6 Order Execution :** In last 3 years, the Bidder must have conducted Finacle end user training for 2000 users in at least two Scheduled Bank(s), out of which one in a Public Sector Bank imparting training to at least 1000 users.
- 2.7 Certification :** The Bidder must be Infosys certified "Finacle Training" provider.
- 2.8 Faculty :** The Bidder should have about 30 qualified & experienced permanent Faculty members for providing Finacle Training. The Faculty members should be well conversant with all modules of "Finacle" including Trade Finance & Govt Business.

3. Other Terms & Conditions for providing faculty support :

- 3.1 The training for all the channels at all the Training Colleges/centres, as stated above, is to be conducted simultaneously.
- 3.2 Minimum two faculties are to be provided for each channel at each centre.
- 3.3 A minimum of 20 faculties should be available on a continuous basis for UCO Bank training programme, with proper stand-by arrangement for leave vacancies or other exigencies.
- 3.4 Provision should be there to provide additional faculty support in case new training centers/additional training channels are setup at places other than the above centres.
- 3.5 During Training Holidays at the Half-Yearly (September – October) & Annual Closing Time (March – April), one Faculty of each Training Centre (Leader) should be made available for interaction with UCO Bank Functional Team at Head Office for updating their knowledge.
- 3.6 The Faculties have to make their own arrangements for boarding/lodging & conveyance at each of the centres.

4. Rate Contract :

The selected bidder is required to keep the quoted price for different Training Programme (as mentioned under Clause 1) fixed and constant for a period of one year from the date of the contract. The selected bidder must execute a rate

contract agreement with UCO Bank for this purpose. However, UCO Bank reserves the right to terminate the rate contract at its sole discretion by giving one month notice. Any offer falling short of the validity period is liable for rejection.

5. Two Bid System :

UCO Bank would follow Two Bid System i.e. Technical Bids and Commercial Bids are required to be submitted by the Bidders.

Offers/bids (technical & commercial) in TWO COPIES must be submitted at the same time by dropping/ submitting the relevant tender documents in the tender box kept for the purpose, on the 4th Floor of UCO BANK at the above address on or before 22nd June 2009, not later than 1.00 p.m.

Technical offer will be opened on 22nd June 2009 at 3.00 pm. If UCO BANK is not satisfied with the feasibility of the technical offers, the commercial offers will not be opened in the process. Bids of those Bidders, who are not found qualified under Technical evaluation, shall not be opened nor considered for commercial evaluation. Technically disqualified offers will not be taken up for further process and no discussions / interface will be granted to such bidders.

ENVELOPE-I (Technical Offer): (2 Copies)

The Technical Offer (TO) should be completed and complied with in all respects and contains all information asked for, except prices. The TO should include all items asked for in this RFP. **The TO should not contain any price information.** It is mandatory to submit technical details in the prescribed format duly filled in along with the offer. UCO BANK, at its sole discretion, may not evaluate a TO in case of non-submission or partial submission of technical details.

ENVELOPE-II (Commercial Offer): (2 Copies)

The Commercial Offer (CO) should give all relevant price information and should not contradict the Technical Offer in any manner.

The envelopes must be super scribed '**Request for Proposal - Faculty Support for Imparting Finacle Training on Rate Contract**'. UCO Bank does not take any responsibility of misplacement of the Bid **in case it is not properly sealed and or super scribed and is not submitted at the stipulated place.** UCO Bank is not responsible for non-receipt of offers within the specified date and time due to any reason including postal holidays or delays.

The suggested format for submission of Technical Offer is as follows, which should be scrupulously followed and paginated in the order mentioned below:

- Covering letter
- Index
- Cost of Tender (In the form of Bank Draft, drawn in favour of UCO Bank, payable at Kolkata)
- EMD (In the form of Bank Draft, drawn in favour of UCO Bank, payable at Kolkata)
- PAN Card (please attach copy)
- Income Tax Clearance Certificate
- Service Tax Registration (please attach copy)

- Service tax Clearance Certificate
- Company Profile as per Annexure – I
- Copies of Audited Balance Sheet & Profit Loss A/c for last 3 years
- Order copies in support of Clause 2.6 (please attach copies of Orders/Contract)
- Infosys Certification (please attach copy)
- Credentials of Finacle Faculty members as per Annexure-II
- Undertaking to comply terms of Clause 3 & Clause 11 of RFP

6. Cost of Tender Papers :

Prospective Bidders have to pay Rs.10,000/- as Cost of Tender Papers (non-refundable) by Demand Draft favouring 'UCO Bank' payable at Kolkata. Proposals **submitted without the cost of tender will summarily be rejected.**

7. Earnest Money Deposit :

The Bidder(s) must submit Earnest Money Deposit (EMD) of Rs.10,00,000/- in the form of Demand Draft/Pay Order in favour of UCO Bank payable at Kolkata. Non submission of EMD will lead to outright rejection of the Offer.

The EMD of unsuccessful bidders will be returned on completion of the procurement process. The EMD of successful bidder will be returned on submission of Security Deposit as specified hereunder. No interest shall be paid on the EMD.

The bid security may be forfeited:

- a. If the bidder withdraws its bid during the period of bid validity.
- b. If a bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- c) In case of the successful bidder, if the bidder fails:
 - To sign the contract in the form and manner to the satisfaction of UCO BANK
 - To furnish performance security in the form and manner to the satisfaction of UCO BANK.

8. Contract Performance Guarantee :

The successful bidder shall be required to furnish a security Deposit equivalent to 5 times of the EMD (i.e. Rs. 50,00,000/-) in the form of Performance Bank Guarantee issued by a Scheduled Commercial Bank for a period of 1 year, with a claim period of 90 days thereafter.

9. Commercial Bid:

The Bidders are advised to quote their best possible rates for providing faculty support for a channel of 20-25 participant with minimum two faculty, as under:

Rate for Providing Faculty Support for conducting Training on Finacle of eight (8) days for One Batch : Rs.

(In case any Training programme of less or more duration is conducted, the amount shall be calculated on the basis of above quoted rate divided by 8 and accordingly the same shall be payable for exact number of days for which the training is conducted)

Rates to be quoted in Indian rupees (rounded off to nearest rupee).

Rates quoted by Bidders should be inclusive of all expenses i.e. boarding, lodging and travel etc. for the faculty sent to impart training and visit to UCO Bank, Head Office, as and when required. However, service Tax, as applicable, shall be paid extra.

The payment shall be released by Head Office, Human Resources department, Kolkata for the invoices/Bills to be submitted by the successful Bidder at Monthly intervals.

Bidder has to submit a statement that they agree to the Payment schedule given in the offer/ bid.

10. Evaluation Criteria :

UCO Bank will scrutinize the offer documents to determine whether they are complete, whether required documentation has been furnished. Offers not meeting the prescribed guidelines and or 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.

SI	Evaluation Criteria	Max. Points	Basis of Evaluation
1.	Net Worth	10	5 Points for net worth of Rs.1 Crore, additional 1 point per additional 1 Crore
2.	Turnover	15	5 points for turnover of Rs. 5 Crore, additional 1 point per additional 1 Crore
3.	Net Profit	15	5 point for each of last three year's profit
4.	Branch Net work	10	4 Points for 4 metro offices (clause 2.9). Additional 1 point, if offices at our Training Centre locations.
4.	Order Execution	25	5 points per 1000 users trained
5.	Infosys Certification	25	No points if not certified Finacle Trainer
6.	No. of Permanent Finacle Faculty	40	One Point for each permanent Finacle faculty
7.	Qualification & Experience of Finacle Faculty	60	½ point per completed year of banking experience & ½ point per completed year of Finacle experience for each of the faculty. 1 additional point per faculty with professional qualification of CAIB (½ point per part) or MBA.

All bidders, who meet all terms and conditions of the tender and secure at least 75% in technical evaluation, will be eligible for participation in Commercial Bid. **Detailed Criteria for evaluation** is furnished in **Annexure III**. UCO Bank, however, reserves the right to verify any or all statements made by the vendor in the Bid document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job.

11. Commercial Bid Evaluation and Award Criteria:

The Tender will be awarded to the Lowest Bidder (L1), who agrees to the commercial terms as mentioned in Para 9 above. The L1 shall be arrived at on the

basis of rates quoted by Bidder for providing faculty support for a channel of 20-25 participants with minimum two faculty for conducting Training on Finacle of 8 days.

12. Liquidated Damage :

In case the successful bidder fails to complete the training programme as per the contract or does not perform the service(s) in accordance with the time schedule stipulated, the Bank, without prejudice to its other remedies, shall deduct from the Performance Guarantee and or Bills Payable to the vendor, liquidated damages, equivalent to 50% (fifty percent) of the total consideration amount for incomplete batches.

13. Cancellation/Termination:

UCO Bank reserves the right to cancel the contract in the event of one or more of the following circumstances:

- Where business requirements of UCO Bank so warrants.
- Failure of the selected Bidder to provide faculty support in any channel at any batch
- Improper coverage of course content
- Quality of the training/faculty found to be unsatisfactory
- Breach by the selected Bidder of any of the terms and conditions of the Bid.
- If the selected Bidder goes into liquidation voluntarily or otherwise.

In addition to the cancellation of purchase order, UCO Bank reserves the right to delist/black-list the vendor.

14. Publicity :

Any publicity by the vendor in which the name of UCO Bank is to be used should be done only with the explicit written permission of UCO Bank.

15. Arbitration :

UCO Bank and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, UCO Bank and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

16. Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with UCO BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with UCO BANK, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by UCO BANK.

17. Jurisdiction :

The jurisdiction of the courts shall be Kolkata.

Company Profile

Annexure – I

Sl	Particulars				
1	Name of Company				
2	Address of Registered Office				
3	Date of incorporation of the Company				
4	Date of commencement of Business				
5	Location of other Offices/ Training Centres				
6	PAN Number (attach copy of PAN Card)				
7	Service Tax Registration (attach copy of certificate)				
8	Name & Address of the Banker				
9	Paid up Capital (Rs. Crore) (as on 31.03.09/31.03.08 in case balance sheet for 08-09 not yet audited)				
10	Free Reserve (Rs. Crore) (as on 31.03.09/31.03.08 in case balance sheet for 08-09 not yet audited)				
12	Net Profit (Rs.Crore) (For 2005-06 in case balance sheet for 08-09 not yet audited)	2008-09			
		2007-08			
		2006-07			
		2005-06			
13	Total Turn Over of the Company (Rs. Crore) (For 2005-06 in case balance sheet for 08-09 not yet audited)	2008-09			
		2007-08			
		2006-07			
		2005-06			
14	Details of Order Execution	Name of Bank/Organisation	Period of contract (from ... to...)	No. of users trained	Order Value
15	Infosys Certification for Finacle Training				
16	No. of Permanent Finacle Faculty				
17	Contact Person for all enquiries for this tender	Name : Designation : Telephone No: Mobile No. : e-mail address:			

Signature of Authorised Representative
(Name & Designation)
Date

Evaluation Criteria

1	Constitution of the Bidder	Compliance of Clause 2.1 under Eligibility Criteria
2	Line of Business	Bidder should be established in the business of providing training on technology for at least five consecutive years. (Clause 2.2 of Eligibility Criteria)
3	Permanent Account No	Please attach Xerox copy of PAN Card
4	Income Tax Clearance Certificate	Please attach Income Tax Clearance Certificate
5	Service Tax Registration	Please attach copy of Service Tax Registration certificate
6	Service Tax Clearance Certificate	Please attach Service Tax Clearance Certificate
7	Name and address of Banker	To be Furnished
8	Audited Balance Sheet & Profit Loss A/c for last 3 years	Please attach copies of Audited Balance Sheet & Profit Loss A/c for 2008-09, 2007-08, 2006-07 (2005-06 in case A/Cs for 2008-09 not yet audited)
9	Net Worth of the Bidder	Compliance of Clause 2.3 under Eligibility Criteria
10	Turnover of the Bidder	Compliance of Clause 2.4 under Eligibility Criteria
11	Net Profit	The Bidder should be a financially sound company, earning net profit for last three consecutive years as per Clause 2.5 under Eligibility Criteria
12	Order Execution	Compliance of Clause 2.6 under Eligibility Criteria (copies of at least 2 Purchase Orders covering 2000 user training to be submitted)
13	PSU Bank Order Execution	Compliance of Clause 2.6 under Eligibility Criteria (copy of at least 1 Purchase Order covering 1000 user training to be submitted)
14	Branch/Support Network	Compliance of Clause 2.9 under Eligibility Criteria
15	Infosys Certified Finacle Training Provider	Please attach Certificate from Infosys Technologies in this respect
16	Particulars of Permanent Finacle Faculty	Compliance of Clause 2.8 under Eligibility Criteria (please furnish particulars of faculty as per Annexure II)
17	Cost of Tender	Submission of requisite cost of Tender in the form of Bank Draft as per Clause 6 of RFP
18	Earnest Money Deposit	Submission of requisite EMD in the form of Bank Draft as per Clause 7 of RFP
19	Security Deposit	The Bidder should expressly undertake to fulfill the provisions of Clause 8 of RFP
20	Undertaking	Undertaking to comply terms under Clause 3 & Clause 11