

**Expression of Interest
for
Selection of Vendor for
Facility Management for CBS**

UCO Bank having its Head Office at 10 BTM Sarani, Kolkata and Zonal Offices at 35 locations and more than 2150 branches across India has implemented 100% Centralised Banking Solution(CBS). The CBS software implemented is FINACLE version 7.0.19 from M/s Infosys Technologies Ltd. The database servers are vertically scalable while the application servers are horizontally scalable. The Wide Area Network (WAN) of the bank connected to 18 Network Aggregation Points (NAPs) based on geographical proximity which in turn connected to two geographically separate Data Centres, with online data replication capabilities. The bank has also implemented ATMs, Debit Cards, Internet Banking, Online Share Trading, Mobile Banking, Anti Money Laundering and Government Business Module (GBM) for its customers.

Bank invites Expression of Interest (EOI) from experienced Prime Vendors with proven capabilities in Facility Management for CBS Application (Finacle), Network, Network Security Management, Data Centre Management and Alternate Delivery Channels in atleast one Public Sector Bank in India. The Prime Vendor, if so required, may form a consortium with other vendors. However, the Prime Vendor will be the single point of contact for the Bank and will be entirely responsible for the project including uptime and response time guarantee.

The scope of the work would cover for Facility Management for CBS Application (Finacle), Network, Network Security Management, Data Centre Management and Alternate Delivery Channels for a period of the next Five years including maintenance of existing Hardware, Network, Network Security and Software. The scope of the work would also cover of New Technology solution Integration, Customization, Supply,

Installation, Commissioning and Implementation of required upgradation as per the required specifications and terms & conditions during five years period depending on business requirement of the Bank. The document for Facility Management Services for CBS can be obtained from the Office of the General Manager (IT) at the address given below on all working days from 12/04/2011 to 06/05/2011 between 1100 hrs. and 1600 hrs on payment of **Rs.10,000/-** (non-refundable) in the form of pay order or demand draft favoring UCO BANK payable at Kolkata and on submission of duly signed Non-Disclosure Agreement. Format of Non-Disclosure Agreement can be obtained from the Office of the General Manager (IT) at the address given below on all working days from 12/04/2011 to 06/05/2011 between 1100 hrs. and 1600 hrs.

The Prime Vendors who wish to participate should meet the following **Eligibility Criteria:**

1. The prime vendor (bidding entity) must have posted a gross profit in the financial years 2010, 2009 and 2008 from Indian operations.
2. The prime vendor should have the experience of Facility Management in an end to end CBS solution environment in a Public Sector Bank in India having atleast 1000 branches which should include each one of the following:
 - a) Finacle Core banking solution
 - b) Wide Area Network including links and network equipment at branches
 - c) Network security management
 - d) Data Center management including DC links
 - e) Disaster recovery management including DR links
 - f) Any one Alternative delivery channel such as internet banking, tele-banking , mobile banking or ATM
 - g) Responsibility for SLAs for the CBS solution

The basis of scoring is mentioned in Annexure- I. The eligible bidder, to qualify, must secure 50% out of total 50 marks in category A and 50% out of total 70 Marks in Category B.

The EOI document submitted to UCO Bank should be complete and comprehensive with explicit documentary evidence in support of all eligibility criteria (order copy, installation certificate and auditor certificate, etc.).

The Prime Vendor should submit the following as part of their EOI:

- a) Copies of annual report and audited balance sheet for last three financial years.
- b) List of reference bank(s) where the Prime Vendor is providing Facility Management for Core Banking Solution, Network, Network Security Management, Data Centre Management and Alternate Delivery Channels with Finacle Application, with details of hardware, operating systems, application software, delivery channel technology deployed, size of network (no. of cities, branches/locations) and size of database.
- c) A letter of confirmation from the Bank(s) where the facility management services are being provided confirming that the delivery of the services are in accordance with contracted terms.

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Based on the documents submitted with the response to the EOI, UCO Bank will, shortlist Prime Vendors on the full match basis of all the points 1, 2 mentioned in eligibility criteria.

The Bank reserves the right to accept/ reject any or all offers submitted in response to this advertisement without assigning any reason whatsoever.

All response to the EOI must be submitted in a sealed cover superscribing “EOI for Facility Management for CBS” to the below mentioned address: -

General Manager (IT)
UCO Bank,
Head Office
Department of Information Technology, 5th Floor
3 & 4, DD Block, Sector- I, Salt Lake
Kolkata –700 064.

All responses to this request for EOI must reach the above address latest by 4 p.m. on 09/05/2011. Open responses received through E-mail/ Fax will not be considered. UCO Bank will not be responsible for non-receipt of EOI within the specified date and time due to any reason including postal holidays or delays. UCO Bank will also not be responsible for misplacement of the EOI document in case it is not properly superscribed with the words “**EOI for Facility Management for CBS**”. In case the specified date of submission of EOI is declared a holiday in West Bengal under N.I. act, the response to EOI will be received till the specified time on next working day.

Please Note: This is not a Request for proposal (RFP) and commercials are not to be submitted with “Expression of Interest”.



Basis of scoring

Annexure-1

Category	Sl. No.	Parameter	Criterion	Marks	Criterion	Marks	Criterion	Marks	Criterion	Marks	Criterion	Marks
A	A.1	COMPANY'S PROFILE										
	A.1.1	Date of Commencement of business In India	More than 10 years ago	10	Above 8 years up to 10 years ago	8	Above 6 years up to 8 years ago	6	Above 4 years up to 6 years ago	4	Above 3 years up to 4 years ago	2
	A. 1.2	Main Activity	Proposed Service is their core activity	10	Proposed Service is one of their activities	6	-	-	-	-	-	-
	A. 1.3	Constitution	Public limited company	10	Private limited company	8	-	-	-	-	-	-
	A. 1.4	FINANCIAL POSITION : annual reports and audited balance sheet for the year ending on 31.03.2010										
	A.1.4.1	Paid Up Capital	Above 150 Crores	10	Above 120 Crores up to 150 Crores	8	Above 100 Crores up to 120 Crores	6	Above 80 Crores up to 100 Crores	4	-	-
	A.1.4.2	Gross Profit	Above 50 Crores	10	Above 40 Crores up to 50 Crores	8	Above 30 Crores up to 40 Crores	6	Above 20 Crores up to 30 Crores	4	-	-

Category	Sl. No.	Parameter	Criterion	Marks	Criterion	Marks	Criterion	Marks	Criterion	Marks	Criterion	Marks
B	B.1	PAST EXPERIENCE										
	B.1.1	Experience as Prime Vendor for CBS with Finacle as Application Software in Public Sector Bank (PSB) having atleast 1000 branches in India	More than 4 Public Sector Banks	10	4 Public Sector Banks	8	3 Public Sector Banks	7	2 Public Sector Banks	6	1 Public Sector Bank	5
	B.1.2	Experience as Prime Vendor for maintaining of Wide Area Network including links and network equipment at Branches in Public Sector Bank having atleast 1000 branches in India	More than 4 Public Sector Banks	10	4 Public Sector Banks	8	3 Public Sector Banks	7	2 Public Sector Banks	6	1 Public Sector Bank	5
	B.1.3	Experience as Prime Vendor in Network security management in Public Sector Bank having atleast 1000 branches in India.	More than 4 Public Sector Banks	10	4 Public Sector Banks	8	3 Public Sector Banks	7	2 Public Sector Banks	6	1 Public Sector Bank	5
	B.1.4	Experience as Prime Vendor in Data Centre management including DC links in Public Sector Bank having atleast 1000 branches in India.	More than 4 Public Sector Banks	10	4 Public Sector Banks	8	3 Public Sector Banks	7	2 Public Sector Banks	6	1 Public Sector Bank	5
	B.1.5	Experience as Prime Vendor in Disaster recovery management including DR links in Public Sector Bank having atleast 1000 branches in India.	More than 4 Public Sector Banks	10	4 Public Sector Banks	8	3 Public Sector Banks	7	2 Public Sector Banks	6	1 Public Sector Bank	5
	B.1.6	Experience as Prime Vendor in maintenance of Alternate delivery channel (ADC) any one such as internet banking, telebanking, mobile banking or ATM in Public Sector Bank having atleast 1000 branches in India.	More than 4 Public Sector Banks	10	4 Public Sector Banks	8	3 Public Sector Banks	7	2 Public Sector Banks	6	1 Public Sector Bank	5

	B.1.7	Experience as Prime Vendor responsible for maintaining the SLA for CBS in Public Sector Bank having atleast 1000 branches in India with Finacle as one of the Application Software.	More than 4 Public Sector Banks	10	4 Public Sector Banks	8	3 Public Sector Banks	7	2 Public Sector Banks	6	1 Public Sector Bank	5
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