



# UCO BANK

Department of Information Technology  
H.O. – II, 3 & 4 DD Block, Sector – 1,  
Salt Lake, Kolkata – 700064

**REQUEST FOR PROPOSAL (RFP)**  
**For**  
**Implementation of Two-Factor Authentication**  
**&**  
**Security System for Online Card Transaction**

**RFP REF No. : DIT/006 (264) /1230/2010-11**  
**Date : 26/08/2010**

The information provided by the bidders in response to this Request For Proposal (RFP) will become the property of UCO Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding upon them. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever.

*This document is prepared by UCO Bank for Implementation of Two-Factor Authentication & Security System for Online Card Transaction. It should not be reused or copied or used either partially or fully in any form.*

<b>Bid Details – Control Sheet Table</b>		
1.	Date of commencement of sale of Bidding Document	26-08-2010
2.	Last date and time for sale of Bidding Documents	01-10-2010 4.00 PM.
3.	Queries, if any, to be communicated by the bidders	13-09-2010 11:30 AM
4.	Last date, time & Venue for submission of Bid Documents	01-10-2010 4.00 PM. at : <b>UCO Bank</b> Head Office – 2 Department of Information Technology, 5th Floor, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064. (Bid documents should be dropped in the Tender Box, kept at 5th Floor)
5.	Date and Time of Technical Bid & Commercial Bid Opening	a. Technical Bid – 01-10-2010 4.30 PM b. Date of Commercial Bid opening will be intimated to the bidder/s qualifying in Technical Bid.
6.	Place of opening of Bids	<b>UCO Bank</b> Head Office – 2 Department of Information Technology, “Conference Room”, 5th Floor, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064.
7.	Address for communication	<b>General Manager (IT)</b> Head Office – 2, Department of Information Technology(DIT), 5th Floor, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064. Tel no:033-23595607/23581202 Fax no:033-23595608 E-mail: hodit.calcutta@ucobank.co.in
8.	Cost of RFP document	₹8000/- in the form of Demand Draft/Banker's Cheque in favour of UCO Bank payable at Kolkata. The DD/Banker's Cheque should be submitted along with the Technical Bid.

Note: Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday for the Bank, the bids will be received till the specified time on next working day and will be opened at 4:30 p.m. on the next day.

## 1. INTRODUCTION

UCO Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M.Sarani, Kolkata-700001, India, hereinafter called "the Bank", is one of the leading public sector Bank in India having more than 2150 branches, spread all over the country. All the branches of the Bank are CBS enabled having RTGS/ NEFT facilities. Bank has deployed Finacle as a Core Banking Solution for all its Branches. The Bank has also provided many innovative products and delivery channels like e-Banking, SMS/ mobile Banking etc, to its customers.

As on date Bank has about 50,000 Internet Banking customers. At present UCO bank is providing following services through e-banking:

- Balance Enquiry
- Fund Transfer including RTGS & NEFT
- Utility bill payments
- Tax Payment
- Various customer requests (FD/DD/Cheque Book/Loan Applications etc.)

The Bank has a network of more than 510 ATMs and has issued more than 10 Lac ATM/ Debit card to its customers. Bank is a member of National Financial Switch (NFS) and VISA. The Bank is using Financial Transaction switch BASE24 ( Ver 6.x upgradable upto Base 24 EPS) for the ATM Transactions.

The Bank has taken a number of security initiatives including Periodic IS Audits, Disaster Recovery Drills etc. These initiatives have served the purpose of maintaining the basic level of security in the Bank. In the light of increasing risks, the Bank seeks to manage risks on a continuous basis and in a more sophisticated, systematic and professional manner. Towards achieving this and to ensure that customer enjoy the complete benefits of these services and to protect customers data going to the wrong hands, Bank intends calling the bids from the reputed, experienced and dynamic Service Providers/ System Integrators and Original Equipment Manufacturers (OEMs) to -:

- A. Implement Two Factor Authentication (2FA) System to be used for Internet Banking transactions in the Bank.
- B. Implement a Security System for Online Card Transactions (SSOCT) for providing additional authentication/validation for use of Debit Card on internet for online transactions. For all such on-line card not present transactions, authentication/validation should be based on information which is not visible on the cards. The authentication feature should meet all guidelines as prescribed by the RBI and the payment card brand such as VISA / MASTER CARD etc to which the debit cards are being affiliated to handle security issues.

The bidder should provide the required hardware, software, communication equipments, bandwidth etc for the successful implementation of the proposed solution.

## 2. ELIGIBILITY CRITERIA FOR THE BIDDER

**Only those Bidders who fulfill the following criteria are eligible to respond to the RFP. Offers received from the Bidders who do not fulfill all or any of the following eligibility criteria are liable to be rejected.**

A bidder should be a System Integrator (i.e. the leader of each of the consortium of Bidders who have come together to offer the proposed comprehensive solution) for providing the desired solution or bidder as an OEM can directly provide the required solution i.e. Two Factor Authentication-2FA and Security System for Online Card Transactions (SSOCT). The bidder, if required, may form a consortium with other Bidders to offer the proposed solution. However, UCO Bank expects that the bidder will be the single point of contact for the Bank and will be entirely responsible for implementation of the complete solution. The bidder should provide documentary evidence for having tied up with other Bidders,

- Bidder should be in existence in India for minimum of five years as on 31.03.2010
- Bidder should have minimum turnover of ₹50 Crores in last financial year (2009-10)
- Bidder should have reported net profit for last 3 financial years (2007-08, 2008-09, 2009-10).
- Bidder should have implemented 2FA in at least one scheduled commercial bank in India with Internet Banking customer base not less than 50,000. The 2FA solution must have been integrated with the Internet Banking Solution provided by M/s Infosys Technologies Limited.
- Bidder should have direct authorisation from the Original Equipment Manufacture (OEM) for selling and supporting the solution offered.
- Bidder should have not been black listed at any time by the Central /any of the State Governments in India or any Financial Institutions in India. An undertaking to this effect must be submitted in their letter head.
- Bidder should submit a proof of audit stating that the solution/product proposed for additional authentication/validation based on information not visible on the cards for all on-line card not present transactions has undergone third party penetration testing / ethical hacking tests.

Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. **Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made.** UCO BANK reserves the right to verify /evaluate the claims made by the Bidder independently. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

## 3. BROAD SCOPE OF THE WORK

### 3.1. TWO-FACTOR AUTHENTICATION FOR INTERNET BANKING

- a. The 2FA solution should be implemented under capex model for all existing and proposed Internet Banking customers of the Bank. The solution must encompass installation, integration and customization of the solutions with the

existing Internet Banking application (Infosys Solution Bankaway) of the Bank without hampering the routine operations of the bank. The system / proposed solution will have to be integrated with the existing IP network of the Bank. The successful system integrator or bidder will liaison and implement necessary configuration with the network / software Bidder of the Bank.

- b. The solution should be able to integrate with various authentication mechanisms like hardware authentication mechanism, software authentication mechanism and out-of-band authentication mechanism such as SMS, e-Mail etc.
- c. The solution must support deployment, customization of reporting tool as per requirement of the bank.
- d. The solution should be able to support and seamlessly integrate with any Fraud Management and Risk-based authentication solution that Bank may choose to deploy in the near future. **The bidder has to give an undertaking to this effect.**
- e. The selected bidder should provide 5000 hardware based tokens, 25000 software based tokens and 50000 Mobile and E-mail based tokens required in the implementation of the project.
- f. The selected bidder will have to provide required hardware, software, licenses and successfully implement the project within the stipulated time period to be mutually agreed by the Bank and the bidder. The bidder should submit a project implementation plan indicating milestones and deliverables to Bank. The project implementation plan will be monitored regularly and delay in achieving milestones and deliverables will be analysed and corrective action has to be taken. Design document, technical architecture of the solution proposed and algorithms used should be submitted to the Bank.
- g. Maintenance of all hardware, software etc deployed for this proposed solution shall be the responsibility of the bidder.
- h. The scope of the services is to be provided for the period of 3 years from the date of implementation of the solution & acceptance of the same by the Bank
- i. The selected Bidder should provide adequate training and operational guidelines to designated bank personnel.
- j. The bidder will be single point contact to provide the solution to the Bank

### **3.2. SECURITY SYSTEM FOR ONLINE CARD TRANSACTIONS (SSOCT)**

The SSOCT implementation should be in conformity with the guidelines issued by the concerned payment card brand such as VISA / MASTER CARD etc to which the debit cards are being affiliated and RBI. The bidder will be single point of contact and need to coordinate with the Bank's switch Bidder and concerned payment card brand, if necessary, for implementing the project. Bank intends to have this solution in hosted model (ASP basis). It would be the responsibility of the bidder to coordinate with ATM switch Bidder for carrying out any changes, if required, at switch level to support the secure authentication. The solution should include, but not limited to, the following -:

- Provide website enrolment for cardholder to register for the program
- Provide enrolment option during first time online use of debit card.
- Use ATM PIN verification mechanism to authenticate UCO Bank Debit Cardholder during enrolment and capture user chosen password for subsequent eCommerce purchase.
- Connect to Base24 switch at Chennai
- The solution should be in compliance with RBI guidelines. There should be a system of online alerts to the card holders over his mobile phone and / or email id for all 'card not present' transactions of the value of ` . 5000/- and above
- Bank should have real time access to transactional and customer data
- System installation, configuration and customization
- Testing, training and documentation
- Implementation and on-going support
- Overall responsibility for quality of the project including all Bidder deliverables and interactions with the Bank project team during all phases
- Working directly with Bank's team and other project teams. The bidder should constitute a project management team within one week of placement of order
- Implementation of Access Control Server (ACS) and Registration Server for customer enrolment and authentication.
- To deploy the application as well as servers required for implementing the solution on real time basis at Bidder secure processing centre
- The service provider should comply with industry standards of security such as, but not limited to, Payment Card Industry Data Security Standard (PCIDSS) without any additional cost to the Bank
- Should support session time outs, connection time outs, account locking after number of failed attempts etc.
- To provide all integration and implementation support for connectivity and data transfers between the Bank or Bank's authorized site serviced by third party and the bidder's service centre
- Bidder will implement on-going software maintenance updates including card network mandated updates and changes
- Bidder will integrate the solution with ATM switch located at Chennai
- To provide 24x7x365 operational services and helpdesk
- Bidder should provide following enrolment mechanism -:
  - PIN based for debit cards
  - Card Number and Account Number extract
  - Mass enrolment (Bank pre registers customers offline)
  - Enrollment through Bank's website
  - Enrollment during shopping
  - Any other mechanism as desired by Bank

- The product supplied should be capable of routing transactions for onward/inward routing and authorization through Bank's ATM switch(Base-24) for debit cards
- The service provider must agree to maintain the system performance standard as described by the payment card brand.
- Implementation of the proposed solution should be completed within 6 weeks or within mutually agree timeline with the Bank.
- Should provide administrator access to Bank for performing the standard functions like card holder enquiry, adding/deleting card holders, locking/unlocking card holder account etc
- Bidder will provide all third party hardware, software and secure network infrastructure
- Should provide any other facility not mentioned above but related to project.

### 3.3. FACILITY MANAGEMENT

Facility management services support should be provided from our Head Office-2, Kolkata. One dedicated FM personnel should be available from 8.00 AM to 8 PM for 7days in a week. The successful bidder should ensure that the FM personnel is available exclusively for 2FA and security system for online transaction. FM personnel must be a minimum graduate with 1 year of experience in the field of network and security and 2FA services.

## 4. TENDER DOCUMENT AND FEE

A complete set of tender document can be obtained from the following address during office hours on all working days on submission of a written application along with a non-refundable fee of ₹8000/- (Rupees Eight Thousand Only) in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata.

General Manager (IT)  
UCO Bank, Head Office-2  
3 & 4 DD Block, 5th Floor  
Sector-I, Salt Lake  
Kolkata – 700064  
Phone no: 033-23595607/23581202  
Fax no: 033-23595608  
E-Mail: hodit.calcutta@ucobank.co.in

The tender document may also be downloaded from the bank's official website [www.ucobank.com](http://www.ucobank.com). The bidder downloading the tender document from the website is required to submit a non-refundable fee of ₹8000/- (Rupees Eight Thousand Only) in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata , at the time of submission of the technical bid, failing which the bid of the concerned bidder will be rejected.

#### 4.1. EARNEST MONEY DEPOSIT

The Bidder(s) must submit Earnest Money Deposit in the form of Demand Draft/Banker's cheque in favour of UCO Bank payable at Kolkata or bank guarantee as per enclosed Performa (Annexure-VII) for an amount mentioned hereunder:

Particulars of Job to be undertaken	EMD
Providing 2FA and SSOCT solution	₹8,00,000.00

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD of successful bidder(s) will be returned on submission of Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

- a. If the bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).
- b. If the 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 Bank Guarantee in the form and manner to the satisfaction of UCO BANK.

#### 4.2. PERFORMANCE GUARANTEE

The Bank will require the selected bidder to provide a Performance Bank Guarantee, within 7 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the project implementation cost. The Performance Guarantee should be valid for a period of 36 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit Performance Guarantee within the time stipulated, The Bank at its discretion may cancel the order placed on the selected bidder without giving any notice. Bank shall invoke the Performance Guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Bank incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

#### 4.3. CLARIFICATIONS ON AND AMENDMENTS TO RFP DOCUMENT

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till **13<sup>th</sup> September 2010** at the address mentioned in Document's Bid details Control Sheet. Further, at least 7 days time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s)

sought from prospective bidders, modify the RFP contents by amendment. Clarification /Amendment, if any, will be notified on Bank's website.

#### **4.4. SUBMISSION OF OFFER –TWO BID SYSTEM**

Separate Technical and Commercial Bids in duplicate (One Original and One Copy) duly sealed and superscribed "Quotation for Implementation of 2FA Solution and SSOCT – Technical Bid" and "Quotation for Implementation of 2FA Solution and SSOCT – Commercial Bid" shall be submitted as per bid details given in the RFP.

Sealed Separate Envelopes carrying Technical Bid and Commercial Bid should be put in a single sealed outer cover and be dropped/submitted at UCO Bank's address given in Bid Detail- Control Sheet Table, on or before 01-10- 2010 4.00 PM. Any Bid received by the Bank after deadline for submission of Bids prescribed, will be rejected and returned unopened to the System Integrator or Bidder.

All envelopes must be superscribed with the following information:

- Name of Bidder
- Offer Reference
- Type of Offer (Technical or Commercial)

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

The Technical Offer should be completed in all respects and contain all information asked for in the exact format of technical specifications given in the RFP, **except prices**. The Technical Offer must not contain any price information. UCO BANK, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

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

The Commercial Offer (two copies) should contain all relevant price information and should not contradict the Technical Offer in any manner.

Note:

1. If the outer cover/envelope are not sealed & superscribed as required, the Bank will assume no responsibility for bid's misplacement or premature opening.
2. If any inner cover/envelope of a bid is found to contain both technical & commercial bids then that bid will be rejected summarily.
3. If any outer envelope is found to contain only the technical bid or commercial bid, it will be treated as incomplete and that bid will be liable for rejection.

#### **4.5. ERASURES OR ALTERATIONS**

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

**4.6. LANGUAGE OF BID**

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in English language only.

**5. BID OPENING AND EVALUATION CRITERIA**

Technical offer will be opened on 01-10-2010 04:30 PM. in the presence of the bidders who choose to the attend on the said date and time.

The bank will evaluate the technical response to the RFP of the bidders who are found eligible as per the eligibility criteria mentioned in the RFP. There will be no scoring involved in the eligibility evaluation.

RFP evaluation methodology that UCO BANK would adopt is as given below:

- i. The functional and technical requirement is in the form of a table which is given as Annexure-II containing the required functionality features.
- ii. The bidders should provide their response to the questionnaire in the column "Response".
- iii. The Response should be as per the table below.

Scale	Description
<b>U</b>	Unavailable. Functionality is not available and will not be provided by the bidder.
<b>S</b>	Standard feature .Required features readily available and to be provided by the bidder
<b>C</b>	Customization required. Bidder will provide the customization with the stipulated date as informed by Bank

Basis for evaluation:

- i. Marks will be allotted against the responses to each of the point mentioned as per the following marking pattern:

Scale	Description
10	S- Standard feature
5	C – Customization required.
0	U-Unavailable

- ii. The marks allotted to the responses of the Prime Bidder after carrying out above step would be reduced to a scale of 1 to 100 as under:

$$\frac{\text{Total marks obtained}}{\text{Max. Possible marks}} \times 100$$

Bank's decision in respect to evaluation methodology and short-listing bidders will be final and no claims whatsoever in this respect will be entertained.

The Prime Bidders need to achieve a cut-off score of 75% marks in order to be eligible for Commercial bidding.

Commercial Bids of only technically qualified bidders will be opened in the presence of the technically qualified bidder's representatives on date and time to be communicated to the qualified bidders.

### **5.1. CLARIFICATION OF OFFERS**

To assist in the scrutiny, evaluation and comparison of offers/bids, UCO BANK may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.

## **6. SELECTION PROCESS**

Technically qualified bidder with the lowest quote will be considered as the L1 bidder

## **7. CONTRACT PERIOD**

The contract period for providing 2FA and SSOCT solution will be for a period of Three Years from the date of Agreement. The selected bidder need to execute a **Service Level Agreement (SLA)** with UCO Bank covering all terms and conditions of this RFP. SLA will cover performance and availability of the solution deployed for 2FA and SSOCT solution. The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving two month's notice without assigning any reasons. Any offer falling short of the contract validity period (Three Years from the date of Agreement) is liable for rejection.

## **8. ORDER CANCELLATION (TERMINATION)**

UCO BANK reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by UCO BANK under the following circumstances:-

- 8.1. The selected bidder commits a breach of any of the terms and conditions of the bid.
- 8.2. The bidder goes into liquidation, voluntarily or otherwise.
- 8.3. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- 8.4. If the selected bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The Bank reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
- 8.5. If deductions of account of liquidated damages exceeds more than 10% of the total contract price.

- 8.6. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected bidder.
- 8.7. After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- 8.8. UCO BANK reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.

## **9. CONSEQUENCES OF TERMINATION**

- a. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], UCO BANK shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to takeover the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract.
- b. In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by UCO BANK, the Bidder herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as UCO BANK may specify including training, where the successor(s) is a representative/personnel of UCO BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.
- c. Nothing herein shall restrict the right of UCO BANK to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to UCO BANK under law or otherwise.
- d. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

## 10. LIQUIDATED DAMAGES

Notwithstanding UCO Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value. UCO BANK reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by UCO BANK to the bidder. Liquidated damages will be calculated on per week basis.

## 11. ACCEPTANCE TESTS

The selected bidder in presence of the Bank authorized officials will conduct acceptance test at the site. The test will involve installation and commissioning and successful operation of the hardware, software, communication equipment, tokens etc. No additional charges shall be payable by the Bank for carrying out these acceptance tests.

## 12. PAYMENT TERMS

Terms of Payment will be as under:

12.1. No advance payment will be made.

12.2. For Hardware and software:

- 70 % on delivery of Hardware, Software, Communication equipments etc and submission of invoice with proof of delivery, installation and successful commissioning.
- 10% after completion of one year warranty period.
- 10% after completion of two year warranty period
- 10% after completion of three year warranty period

12.3. For FM services:

- Payment will be made quarterly, at the end of each quarter after sign-off

12.4. Charges for 6 Lac transactions for "Card not present transaction" forms the part of TCO. However Bank shall reimburse the cost of actual number of transactions happened during the period.

The unit price of transaction will be calculate as mentioned below:  
(Total Charges for transaction quoted by the bidder in serial number 6 of Annexure VI) **divided by** 6 Lac

Bank shall reimburse the unit price of transaction X actual number of transaction happened during the quarter.

## 13. PAYING AUTHORITY

The payments as per the Payment Schedule covered hereinabove shall be made by UCO Bank, Head Office-2, Department of Information Technology. However, Payment of the Bills would be payable, on receipt of advice/confirmation for

satisfactory delivery/installation/re-installation, live running and service report from the concerned offices where the purchased equipments have been delivered. Also the bidder has to submit the certificate of insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third party liabilities.

## 14. UPTIME

The bidder shall guarantee an uptime of 99.9% , which shall be calculated on quarterly basis. The 'Uptime' is equal to total contracted hours in a quarter less Downtime. The 'Downtime' is the time between the time of report by the Bank and time of restoration of service within the contracted hours. 'Restoration' is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same. For SLA purpose a quarter will be treated as 90 days. If the bidder fails to maintain guaranteed uptime of 99.9% on quarterly basis, Bank shall impose penalty. If the uptime is below 98%, the Bank shall have full right to terminate the contract under this RFP.

## 15. AUDIT BY THIRD PARTY

Bank at its discretion may appoint third party for auditing the activities of on site services and operations of entire services provided to the Bank

## 16. PENALTY

- The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of Bidder.
- The Bank shall implement all penalty clauses after giving due notice to the bidder.
- If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- SLA violation will attract penalties.

## 17. DISPUTE RESOLUTION MECHANISM

17.1. The Bank and the Bidder will have to make every effort to resolve amicably by direct informal negotiation between the respective Project managers of the Bank and the Bidder, any disagreement or dispute arising between them under or in connection with the Contract.

- 17.2. If, the Bank's Project Manager and the Bidder's Project Manager are unable to resolve the dispute after thirty days from the commencement of such informal negotiations, they will have to immediately escalate the dispute to the senior authorized personnel designated by the Bidder and the Bank respectively.
- 17.3. If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Bidder and the Bank, the Bank and the Bidder have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution through formal arbitration.
- 17.4. All questions, claims, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a Sole Arbitrator acceptable to both parties failing which the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as the presiding arbitrator. The Arbitration and Reconciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings. The cost and expenses of arbitration proceedings will be paid as determined by The Arbitral Tribunal. However the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
- 17.5. If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be first transmitted by facsimile transmission or by postage prepaid registered post with acknowledgement due or by a reputed courier service, in the manner as elected by the Party giving such notice. All notices shall be deemed to have been validly given on:
- i. The business date immediately after the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or
  - ii. The expiry of five days after posting if sent by registered post with A.D. or
  - iii. The business date of receipt, if sent by courier.
- 17.6. This RFP document shall be governed and construed in accordance with the laws of India. Arbitration proceedings shall be held at Kolkata, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- 17.7. Notwithstanding the above, the Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.

It should be noted that the Bank can not escape liability in case of any customer disputes. Having said that the disputes have to be first met at the BC Level and then Selected Bidder on behalf of the Bank. In case there is no resolution then the Bank would examine the case and settle the dispute. Any losses arising out of the same for

the Bank due to negligence of the Selected Bidder and / or BC would be passed on to the Selected Bidder.

## **18. JURISDICTION**

The jurisdiction of the courts shall be Kolkata.

## **19. NOTICES**

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

## **20. 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.

## **21. CANCELLATION OF TENDER PROCESS**

UCO Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason to any of the participating bidders.

## **22. PUBLICITY**

Any publicity by the bidder in which the name of UCO Bank is to be used should be done only with the explicit written permission of UCO Bank. The selected bidder shall not make or allow to make a public announcement or media release about any aspect of the Contract unless UCO BANK first gives the Bidder its prior written consent.

## **23. FORCE MAJEURE**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or UCO BANK as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics

2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The bidder or UCO BANK shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survives termination of the contract.

## **24. CONFIDENTIALITY**

The bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by UCO BANK;
- To only make copies as specifically authorized by the prior written consent of UCO Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
- To treat all Information as Confidential Information.

## **25. NON-TRANSFERABLE OFFER**

This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.

## **26. PERIOD OF VALIDITY OF BID**

Bids shall remain valid for 180 (One Hundred eighty) days after the date of bid opening prescribed by UCO BANK. UCO BANK holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A bidder acceding to the request will neither be required nor be permitted to modify its bid. A bidder may refuse the request without forfeiting its bid security. In any case the bid security of the bidders will be returned after completion of the process.

## **27. SCHEDULE OF IMPLEMENTATION**

The Bidder should commence implementation of the 2FA and SSOCT solution within two months from the date of award of contract, at UCO Bank DC and DR site. The implementation shall comprise of system configuration, customisation, pilot implementation, UAT and system roll out. The period of warranty will start from the date of UAT Sign off by the Bank.

## **28. ADDRESS OF COMMUNICATION**

Offers/bid should be addressed to the address given in page no:2.

## **29. PRELIMINARY SCRUTINY**

UCO BANK will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

UCO BANK may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer/bid. This shall be final, conclusive and binding on all bidders and UCO BANK reserves the right for such waivers.

## **30. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER/BID**

UCO BANK shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. UCO BANK has the right to re-issue tender/bid. UCO BANK reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. UCO BANK will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

## **31. FORMAT FOR TECHNICAL OFFER/TECHNICAL BID**

The Technical offer/Technical bid must be made in an organized and structured manner in the following form:

- i. Index
- ii. Covering letter (Annexure –I)
- iii. Technical Offer/Technical bid with Specifications (Annexure –II)
- iv. General Details of the bidder (Annexure –III)
- v. Copy of Manufacturer's Authorization letter (if applicable) (Annexure –IV)
- vi. Bill of materials. This table should not contain any price information. (Annexure –V)
- vii. Letter for Authorised representative.

- viii. Letter for acceptance and compliance of all the Terms and Conditions of RFP.
- ix. Valid Bank Draft / Bank Guarantee as EMD.
- x. Valid Bank Draft as Bid price if tender document is downloaded from
- xi. Bank's website
- xii. Bidder's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the RFP.
- xiii. In case of consortium, documentary evidence for having tied up with other Bidders

All Claims made by the bidder will have to be backed by documentary evidence.

### **32. FORMAT FOR COMMERCIAL OFFER**

The commercial offer should be quoted in Indian Rupees per card as per the format given in annexure –VI.

The short listed bidder has to keep the finalized price valid for a period of three years of the purchase order (effective date). There should not be any escalation due to fluctuation in foreign currency or change in duty structure or for any other reasons. However, impact of fall in prices, taxes, duties or any other external factors like downward movement of foreign exchange rates etc. would be passed on to the Bank suo moto.

Note: Sales tax/VAT, service tax, if applicable, should be quoted in the column "Taxes at present rate" mentioned in annexure-VI. The Bank will pay the Sales tax/VAT/Service tax ruling at the time of actual delivery of material and the resultant billing.

Octroi/Entry tax, if any, will be paid /reimbursed by the Bank at actual on production of original payment receipt.

### **33. SIGNING OF THE BID**

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.

### **34. COSTS OF PREPARATION & SUBMISSION OF BID**

The bidder shall bear all costs for the preparation and submission of the bid. UCO BANK shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

### **35. CONFLICT OF INTEREST**

The Bidder shall disclose to UCO BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

### **36. RIGHT TO ALTER QUANTITIES**

The Bank reserves the right to alter the number of devices /token specified in the tender in the event of changes in plans of the Bank. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional token at the agreed priced during the 3 year project period with the same terms and conditions.

### **37. OWNERSHIP AND RETENTION OF DOCUMENTS**

- UCO BANK shall own the documents, prepared by or for the Bidder arising out of or in connection with the Contract.
- Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by UCO BANK, the Bidder shall deliver to UCO BANK all documents provided by or originating from UCO BANK/ Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s), unless otherwise directed in writing by UCO BANK at no additional cost.
- The Bidder shall not, without the prior written consent of UCO BANK/ Purchaser store, copy, distribute or retain any such Documents.
- The Bidder shall preserve all documents provided by or originating from UCO BANK/ Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of UCO BANK/Purchaser in this regard.

(Tender offer forwarding letter)

Annexure I

Tender Reference No.: \_\_\_\_\_

Date: XX . XX . 2010

**The General Manager (IT)**  
**UCO Bank,**  
**Department of Information Technology (DIT),**  
**Head Office II, 5th Floor 3 & 4 DD Block,**  
**Sector -1, Salt Lake City, Kolkata -700064**

Dear Sir,

**Sub: Your RFP for "Implementation of Two-Factor Authentication & Security System for Online Card Transaction" Ref No. DIT/006(264)/1230/2010-11 Dated 26/08/2010.**

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for Two Factor Authentication Security Solutions & Security system for online card transactions as mentioned in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Technical as well as Commercial Bids by The Bank we undertake to implement Two Factor Authentication Security Solutions & Security system for online card transactions as per your purchase orders.

In the event of our selection by the bank for implementing Two Factor Authentication Security Solutions & Security system for online card transactions, we will submit a Performance Guarantee for 10% of the project cost for a period of Three Years effective from the month of implementation of the solution & acceptance of the same by the Bank.

We agree to abide by the terms and conditions of this tender offer till 180 days from the date of commercial bid opening and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

We enclose the following Demand Drafts :

1. DD /Banker's Cheque No. xxxx dated xxxx for ₹8000/- (Rupees Eight Thousand only) as Cost of RFP Document &
2. DD /Pay order No. xxxx dated xxxx for ₹8,00,000/- (Rupees Eight Lacs only) as EMD . Or Bank guarantee as per Annexure VII for Rupees Eight lacs  
Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2010

Signature: \_\_\_\_\_

(In the Capacity of)

Duly authorized to sign the tender offer for and on behalf of

**Technical Offer/Technical bid with Specifications**

Sl. No.	Feature	Response
<b>Two Factor Authentication</b>		
1	Solution must prevent registration hijacking, while registering the user in the system.	
2	Solution should be able to provide and integrate hardware token	
3	Solution should be able to provide and integrate software token. The software token application should be downloadable on a PC by accessing a URL. Same should be portated/installed in Mobile Phones by direct downloads, application transmission through a data cable/Bluetooth/Infrared Connection etc.It should support most basic cell phone models available in the market and /or in use.	
4	Solution must provide out-of-band authentication via e-mail and mobile	
5	The two factor authentication mechanism should be Open Authentication (OATH) compliant	
6	Solution should provided strong encryption standards (128bit secure channel/3 DES) for storing, generating and sending One Time Passwords(OTP)	
7	OTP should be numeric and the length should be parameterisable so that Bank can choose to have minimum of 5 characters and a maximum of 10 characters	
8	The solution should generate unique OTP and should be changed in every 30 seconds	
9	The solution should support functionality on different flavors of Browsers and different flavors of Operating Systems	
10	Mutual authentication between the client and server based on secure protocol.	
11	User must be able to perform Internet Banking using the solution from any place i.e. Home computer, Office computer ,Cyber café etc.	
12	Solution must counter phishing, pharming, man in the middle, man in the browser and man in the machine attack	

13	Solution must counter replay attacks	
14	Solution must include a remote web interface to enable administrators to access various functions.	
15	Solution must support the authentication at the time of pre login, user login as well as transaction authentication	
16	Solution must have ability to configure the number of failed PIN entries allowed prior to locking out a user as per the specifications by the Bank	
17	The authentication mechanism should be easily integrated with existing applications and network	
18	Solution must provide flexibility for a phased deployment strategy that enables a sub-set of users to use two-factor authentication, or to default to the regular authentication method if they have not yet been set up for two factor authentication.	
19	The Solution should provide load balancing and failover capabilities using multiple primary and multiple replica servers. Replica should have auto synchronization with primary servers. Data exchange between primary and replica server should be encrypted with frequent key change.	
20	The solution must provide a means to log all transactions, and must support standard reporting packages for generating reports on activities.	
21	Solution should provide protection from key-loggers	
<b>Security System for Online Card Transactions</b>		
1	System should provide additional authentication/validation based on information not visible on the cards for all on-line card not present transactions	
2	The service should be a completely hosted service and should not require the bank to setup any additional infrastructure or internet bandwidth.	
3	The solution should support user authentication via secret questions.	
4	The solution should be hosted in a data centre that has undergone audit certifications including but not limited to PCI , ISO 27001, SAS 70 etc. audits	

5	The product should be capable to integrate with the banks ATM switch	
6	The product should have multiple facilities to customers to enroll for this additional authentication/validation through web based enrolment	
7	The product should have lost, stolen and expired card support	
8	Product should have report generation capability. The bank should have the facility for remote generation and online view/download facility	
9	Product should have migration convenience and the bidder to extend complete support of migration of services to the in-house model, in case bank decides to have an in-house model, at a later date.	
10	The system should provide website enrolment for cardholder to register for the program	
11	The product should provide enrolment option during first time online use of debit card.	
12	The system should use ATM PIN verification mechanism to authenticate UCO Bank Debit Cardholder during enrolment and capture user chosen password for subsequent eCommerce purchase	
13	The solution should be in compliance with RBI/card payment brand guidelines. There should be a system of online alerts to the card holders over his mobile phone and / or email id for all 'card not present' transactions of the value of ₹5000/- and above	
14	The solution should support session time outs, connection time outs, account locking after number of failed attempts etc.	
15	The solution should have Access Control Server (ACS) and Registration Server for customer enrolment and authentication.	

**Place:** \_\_\_\_\_

**Signature of Bidder:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

\_\_\_\_\_

**General Details of the Bidder**

**A. PROFILE OF BIDDER**

1. NAME OF BIDDER:
2. Location  
     Regd. Office:  
     Controlling Office:
3. Constitution
4. Date of incorporation & Date of Commencement of business:
5. Major change in Management in last three years
6. Names of Banker / s

**B. FINANCIAL POSITION OF BIDDER FOR THE LAST THREE FINANCIAL YEARS**

	2007-08	2008-09	2009-10
Paid up capital			
Tangible Net Worth (excluding revaluation reserve)			
Total Outside Liabilities/Tangible Net Worth			
Net Sales of the Company as a whole.			
Out of the above Net Sales, Net Sales from services			
Gross Profit			
Net Profit (Profit After Tax)			
<i>Summary of Financial Position and working results</i>			
Growth in Operations (%)			
Growth in profitability (%)			

**N.B. Enclose copies of Audited Balance Sheets along with enclosures**

**C. Proposed Service details in brief**

- Description of service :
- Details of similar service provided to banks in India specifying the number of Banks and branches
  - In PSU banks
  - In non-PSU banks

**Details of Experience in implementation of Two Factor Authentication Security Solutions & Security system for online card transactions**

(i)

PSU		
Name of Bank	Period	
	From	To

(ii)

Non-PSU		
Name of Bank	Period	
	From	To

**N.B. Enclose copies of Purchase Orders as references.**

Place: \_\_\_\_\_

Signature of Bidder: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

\_\_\_\_\_

**MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM**

No.

Date:

To:

Dear Sir:

Ref: Your RFP Ref: DIT/006 (264) /1230/2010-11 dated 26/08/2010

We who are established and reputable manufacturers / producers of \_\_\_\_\_ having factories / development facilities at (address of factory / facility) do hereby authorise M/s \_\_\_\_\_ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier :

- a. Such Products as the Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b. in the event of termination of production of such Products:
  - i. advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
  - ii. following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorise the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.





**Commercial Bid**

Sl. No.	Item	Qty	Cost	Taxes at present rate	Total
01	Hardware Token	5,000			
02	Software Token	25,000			
03	SMS and E-mail based token	50,000			
03	Hardware with back up devices and Storage with three years warranty				
04	Networking equipments with three years warranty				
	Cost of Network Bandwidth for three years.				
04	Software with three years warranty				
05	Facility Management Service for three years				
06	Charges for six lacs no, of transactions for additional / validation of cards used for on-line transactions.				
07	System Integration Cost				
	Total Cost Of Ownership (Amount quoted in Figures)				
	Total Cost Of Ownership (Amount quoted in words)				

**Place:** \_\_\_\_\_

**Signature of Bidder:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

Note:

- The unit price of each of the tokens will be calculated by dividing the total price quoted by the corresponding quantity mentioned above. Bank reserves the right to alter the quantity mentioned above. However the unit price as arrived above should be valid irrespective of the quantity ordered by the Bank
- Hardware/software/SMS/E-mail based tokens should have null maintenance and operation cost for the contracted period.
- There should be not be any re-issue cost of the token has to be re-issued due to low battery life, manufacturing defect etc.

4. Bidders to strictly quote in the format and for periods as mentioned above.
5. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
6. The price quoted by the bidder should be inclusive of the cost of customisation for the features which are stated as 'Customisation required' by the bidder.

**FORMAT OF BANK GUARANTEE**

WHEREAS UCO BANK a body corporate constituted under The Banking companies (Acquisition & Transfer of Undertakings Act of 1970), having its Head Office at 10, B.T.M. Sarani, KOLKATA – 700 001, (hereinafter called “UCO BANK”) which expression unless expressly excluded or repugnant to the context shall also include its successor, assigns, attorneys, agents, representatives, authorized officer and all and any such officer having the power and authority to represent the Bank) has released a Request For Proposal (RFP) Ref No. DIT/006 (264) /1230/2010-11 dated 26-08-2010 for Implementation of Two-Factor Authentication & Security system for online card transactions as mentioned in RFP document.

AND

**WHEREAS** ..... (Herein after called the Bidder) has responded to the request for proposal given by UCO BANK and has submitted a proposal for the Implementation of Two-Factor Authentication & Security system for online card transactions vide its. .... Response Document dated .....

**AND WHEREAS UCO BANK** has agreed to accept from the **Bidder** the said proposal relating to implementation of Two-Factor Authentication & Security system for online card transactions and evaluate the same for the purpose of determining the suitability of the same for implementation.

**AND WHEREAS** the **Bidder** has requested .....Bank having its head office at.....(herein after called the **Guaranteeing Bank**) to irrevocably guarantee an amount of ₹8,00,000.00 (Rupees Eight Lacs Only) to UCO BANK as Bid Security as required to be submitted the ‘Bidder’ as a condition for participation in the RFP evaluation process.

**AND WHEREAS**.....the **Guaranteeing Bank** has agreed to irrevocably guarantee an amount of ₹8,00,000.00 (Rupees Eight Lacs Only) to UCO BANK as Bid Security as required to be submitted the ‘Bidder’ as a condition for participation in the RFP evaluation process.

**NOW THIS DEED OF GUARANTEE WITNESSETH AS UNDER:**

**Whereas** the ‘**Bidder**’ has submitted a proposal in response to the RFP released by **UCO BANK**, we, \_\_\_\_\_Bank (the **Guaranteeing Bank**) having our head office at \_\_\_\_\_ hereby irrevocably guarantee an amount of ₹8,00,000.00 (Rupees Eight Lacs Only) to UCO BANK as bid security as required to be submitted by the ‘**Bidder**’ as a condition for participation in the said process of RFP.

The Bid Security for which this guarantee is given is liable to be enforced / invoked:

If the Bidder withdraws his proposal during the period of the proposal validity; or

If the **Bidder**, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms & Conditions mentioned in the RFP.

We, the **Guaranteeing Bank**, undertake to pay immediately on demand to **UCO BANK** the said amount of ₹8,00,000.00 (Rupees Eight Lacs Only) without any reservation, protest, demur or recourse. The said guarantee is liable to be invoked / enforced on the happening of the contingencies as mentioned above and also in

the RFP document and we shall pay the amount on any demand made by UCO BANK which shall be conclusive and binding on us irrespective of any dispute or difference raised by **the Bidder**.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed ₹8,00,000.00 (Rupees Eight Lacs Only)
2. This Bank guarantee will be valid up to 1st April 2011.
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before 1st July 2011.

In witness whereof the Guaranteeing Bank, through its authorized officer has sets its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_.