



# UCO BANK

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

## REQUEST FOR PROPOSAL (RFP)

For

**Supply, Installation & implementation of Hardware &  
Software for Payment Gateway Operations at  
Treasury Branch, Mumbai & DR Site, Kolkata**

**RFP REF No. : DIT/PG/608/2011**

**Date : 29/07/2011**

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, cancel, 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 its RFP for Supply, Installation & implementation of Hardware & Software for Payment Gateway Operations at Treasury Branch, Mumbai & DR Site, Kolkata. It should not be reused or copied or used either partially or fully in any form.*

## Bid Details – Control Sheet Table

1.	Date of commencement of sale of Bidding Document	29-07-2011
2.	Last date and time for sale of Bidding Documents	01-09-2011 up to 3.30 PM.
3.	Queries, if any, to be communicated by the bidders (on or before)	16 -08 -2011 at 12 noon
4	Pre-bid meeting	18 -08-2011 at 11.30 a.m.
4.	Last date, time & Venue for submission of Bid Documents	01-09-2011 4.00 PM at : UCO Bank Head Office – 2, Department of Information Technology(DIT), 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	Technical Bid - 01-09-2011 4.30 PM 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(DIT), “Conference Room”, 5th Floor, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064.
7.	Address for communication	General Manager (IT) Department of Information Technology(DIT), 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064.
8.	Cost of RFP document	₹ 10000/- in the form of Demand Draft in favour of UCO Bank payable at Kolkata. The DD 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 in West Bengal under the NI act, 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, and its Department of Information Technology at 3 & 4, DD Block, Sector-1, Salt Lake, Kolkata - 700064, hereinafter called "the Bank", is one of the leading public sector Bank in India having 2239 branches and more than 680 ATMs, spread all over the country. All the branches of the Bank are CBS enabled having RTGS/ NEFT facilities.

Bank has established its Payment Gateway at Treasury Branch, UCO Bank Building, 359, D.N. Road, Mumbai and its DR Site at Head Office -1, 7th Floor, UCO Bank, 10-BTM Sarani, Kolkata. RBI applications such as RTGS, NEFT, SFMS, PDO-NDS, CFMS and CCIL applications such as FX Clear, CBLO, NDS-OM, NDS Call, NDS Auction and Swift application viz Swift Alliance Access and Swift Alliance Messenger, Eastnet Software etc are some of the important applications running at Payment Gateway. To cater the increasing volume of transaction and to comply with the directives of RBI and IDRBT, Bank vide this RFP is in the process of upgrading the hardware and software installed at both the above locations.

## 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 any of the following eligibility criteria are liable to be rejected. Bidders must submit proof for each of the eligibility criteria.**

- The bidder must be a Limited Company, registered in India under the companies Act 1956.
- The bidder should be an OEM as well as Original Software Developer or their authorized representative. In case of authorized representative, a letter of authorization from original manufacturer must be furnished.
- The bidder should be profit making company/firm and should have posted net profit for last three financial years. (Audited Balance Sheet for last three Financial Years to be submitted i.e for FY 2008-09, 2009-10 & 2010-11)
- The bidder should have a minimum yearly turnover of Rs. 20 crores each year during last 3 Financial years.
- The bidder should be managing Payment Gateway (RTGS/NEFT) of any Public/Private sector Bank in India or had managed the same for more than a year in the last three years. (Documentary proof should be provided in support of experience like order copy / contract copy / certificate from customer clearly mentioning the details & the quantity and the date).
- The bidder should have presence in Kolkata & Mumbai with own Support Centers at both places. The bidder should have technical manpower with experience in Oracle database administration and IBM Websphere MQ management to provide service at both locations for support under this Contract.

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.** BANK reserves the right to verify /evaluate the claims made by the vendor independently. Any decision of BANK in this regard shall be final, conclusive and binding upon the bidder.

### 3. BROAD SCOPE OF THE WORK

The present and proposed architecture of Payment Gateway set up is given in Annexure- VIII. The selected bidder is required to migrate and operationalize the Payment Gateway set up to the proposed architecture for which the bidder shall deliver the following hardware, software and services:

- a. The bidder should supply, install & commission the hardware and Software mentioned below.

S. No	Description	Quantity	Place of Delivery, Installation and commissioning
1	Type-I Servers as per technical specification given in Annexure-II	6	2 Servers to be delivered to Treasury Branch, Mumbai and remaining 4 Servers to be delivered to DR Site at Kolkata
2	Type-II Servers as per technical specification given in Annexure-II for swift operations	2	One each at Treasury branch, Mumbai and DR Site, Kolkata
3	Type-III Servers as per technical specification given in Annexure-II for swift operations	1	To be delivered to Treasury branch, Mumbai
4	HBA cards as per technical specification given in Annexure-II.	4	Two each at Treasury branch, Mumbai and DR Site, Kolkata
5	Backup Device as per technical specification given in Annexure-II. Bidder to ensure that HBA cards required for connectivity is delivered along with Backup device	3	Two at Treasury branch, Mumbai and one at DR Site, Kolkata
6	MNC Make Server Rack as per technical specification given in Annexure-II	2	One each at Treasury branch, Mumbai and DR Site, Kolkata
7	FC Switch as per technical specification given in Annexure-II	2	To be delivered to DR Site,

			Kolkata
8	Oracle Server Enterprise Edition (EE) Ver 11g release1	200 NUP license	License documents to be delivered to Head office-DIT and media to be delivered to Treasury branch, Mumbai and DR Site, Kolkata
9	IBM Websphere MQ series for Windows Ver 7.0 with Fix Pack 1	240PVU Licenses	
10	Remote Desktop Manager compatible with Windows 2008 64 bit	2 Sites	One each at Treasury branch, Mumbai and DR Site, Kolkata

**Note:** The hardware and software quantity mentioned above are assessed based on the current requirement. Bank reserves the right to change the quantity before placing the Purchase Order to selected bidder.

- b. Bank intends to make use of the existing Servers, SAN Storage and FC Switch available at respective sites and the software licenses in possession of the Bank in the proposed set up. Hence the Bidder shall configure the above existing hardware equipments while carrying out the migration, in consultation with the Bank.
- c. The SAN Storage available at Primary Site and DR Site to be partitioned into two partitions to be used for NEFT/SFMS, PDO-NDS, CFMS/CFTS and RTGS system. Please refer annexure- X for the glossary of terms used.
- d. The NEFT / SFMS applications and database are to be configured in Active-Passive OS Clustering.
- e. RTGS, PDO-NDS and CFMS/CFTS application and database to be configured with Real Application Clustering (RAC) at the Primary Site and DR Site.
- f. NEFT/SFMS servers and RTGS Servers at each site to be connected and configured with SAN Storage of respective locations.
- g. The CCIL application is to be installed in standalone Server at both sites.
- h. Domain Controllers to be configured in dedicated Server provided by the Bank at the Primary Site and DR Site as per the requirement.
- i. The Type II and Type III servers as given in Annexure-II is meant for installing Swift applications. The selected bidder need to supply and mount these servers (along with OS) in the rack. Installation and configuration of swift application is outside the scope of the selected bidder.
- j. The bidder should implement all the software as per the requirements of the Bank that includes but not limited to the following:
  - Creation of database required for NEFT, SFMS, PDO-NDS and RTGS application, creation of appropriate channels & queues as required by the

NEFT, SFMS, PDO-NDS, CFMS/CFTS and RTGS application at Treasury branch, Mumbai and DR Site, Kolkata.

- Migration of the existing database of NEFT, SFMS, PDO-NDS and RTGS application to the proposed set up at Treasury branch, Mumbai and DR Site, Kolkata.
  - Bidder shall perform database tuning and maintain the databases to optimize the performance of respective applications in consultation with the concerned application vendor. OS hardening and OS patch updation on all Servers at regular intervals to be carried.
  - Bidder shall carry out the migration of Oracle database and IBM websphere MQ to higher versions in future as and when required by the Bank.
  - Installation of respective applications of IDRBT and RBI such as SFMS, NEFT, CCIL and RTGS, PDO-NDS, CFMS/CFTS in the designated servers at Treasury branch, Mumbai and DR Site, Kolkata.
  - Bank has entered into AMC/ATS arrangement for applications like PDO-NDS, CCIL, and RTGS PI. Bank has arrangement with application vendor for installation and maintenance of CFMS application. Bidder should coordinate with the concerned application vendor for configuring the clustering of the aforesaid application.
  - The bidder will be responsible for installation and configuration of all other applications while carrying out the migration process as well as to provide technical support for such applications during the contract period.
- k. Configuration of Data replication between the peer databases at Primary Site and DR Site is the responsibility of the selected bidder. The data replication is to be configured using Oracle 'dataguard'. It is the responsibility of the selected bidder to maintain the respective databases in the Primary site and DR Site in 'SYNC', to ensure successful failover of the system to DR Site in the event of an emergency.
- l. The selected bidder shall monitor the replication mechanism on a daily basis and shall ensure that logs are applied at DR Site end at pre defined intervals so that the DR Site is ready to take over the functionalities of the Primary Servers during an emergency or during DR Drill.
- m. The selected bidder's representative should be physically present at the Primary site as well as at the DR Site during Disaster situation or during DR Drill or as and when they have been informed by the Bank to carry out the necessary activities. All the activities to be carried out at both the sites shall be carried out by the local support team of the bidder.
- n. Network connectivity for configuring the replication between the Primary site and the DR Site will be provided by the Bank. Presently bank has a 2Mbps point to point leased line between the two sites. The selected bidder should inform the Bank, the network bandwidth required for such data replication between the two sites.
- o. To have a better understanding of the above user requirements, prospective bidders shall conduct site survey at Treasury Branch Mumbai and DR Site at Kolkata

before before the Pre-Bid meeting, at no additional cost to the Bank. Prospective bidders shall take prior permission of the Bank to conduct the above site survey. Bidders shall accordingly submit an undertaking that they have understood the user requirements and scope of RFP, at the time of submission of bid. Bidders shall also recommend/suggest any infrastructure which is additionally required to be arranged by the Bank for implementation of the project, during the pre-bid meeting.

- p. The bidder should arrange a UAT and post-migration training to the end users.
- q. Bank reserves the right to shift the Primary and/or DR Site within the same city. Selected Bidder shall accordingly reinstall and configure the original setup without any additional cost to the Bank.
- r. Selected bidder should act as a System Integrator for the entire project.

#### **4. SCHEDULE OF IMPLEMENTATION**

The Bidder should deliver the hardware and Software within 30 days from the date of purchase Order. The software should be delivered along with the delivery of hardware. The commissioning of the project as per the scope of work shall be completed within 30 working days from the date of delivery of the hardware.

#### **5. PAYMENT TERMS**

Terms of Payment will be as under:

No advance payment will be made.

##### **For Hardware and software:**

- 50 % of the cost of Hardware and Software except ATS along with applicable taxes will be paid on delivery, physical mounting of hardware on racks & OS installation and on submission of invoice with proof of delivery, and installation.
- 40% of the cost of Hardware and Software except ATS along with applicable taxes after successful commissioning of the project as per the scope of work.
- Remaining 10% of the cost of Hardware and Software except ATS along with applicable taxes after completion of one year from the date of project commissioning sign off or on submission of Performance bank Guarantee for equivalent value and time period.
- The invoices should be raised only for the amount payable as per the above payment terms.

##### **Payment of ATS**

- ATS Payment along with applicable taxes for Oracle software for the first year will be made on submission of invoices after delivery of Software licenses.
- ATS Payment along with applicable taxes for Oracle and IBM software from second year onwards will be made against submission of invoice, one month

prior to expiry of previous year of support. Vendor should ensure that there is no reinstatement of software license.

## **6. PAYING AUTHORITY**

The payments as per the Payment Schedule covered hereinabove shall be paid by this office (DIT, Head Office). However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/installation/re-installation, live running and service report from the concerned sites 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.

## **7. WARRANTY**

Selected bidder should guarantee that the hardware equipments delivered to the Bank are brand new, including all components. The selected bidder should provide five years comprehensive onsite warranty for hardware. The warranty will be for a period of 61 months from the date of delivery of hardware or 60 months from the date of physical installation and power on test of the hardware, whichever is earlier. The selected bidder should also guarantee that all the software supplied by the vendor is licensed and legally obtained.

Selected bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the offer.

Select bidder must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to the Bank.

If any particular hardware is frequently becoming out of order for more than three times in a month and for two consecutive months, the Bank may ask the selected bidder to replace the hardware and the selected bidder shall replace the hardware with another brand new same hardware at no extra cost to the Bank.

Warranty should not become void if Bank buys any other supplemental hardware from a third party and install it with these equipments. However, the warranty will not apply to such third party hardware items installed.

## **8. MAINTENANCE STANDARD DURING WARRANTY**

The vendor should ensure 99.95% uptime of individual hardware (to be calculated on quarterly basis) during warranty period. Selected bidder is expected to submit this report within a week after expiry of every calendar quarter. Delays, if any, on account of procurement of spares will not be exempted while reckoning the uptime SLA. The request for support shall have to be attended by the vendor even if the request is made over telephone/ SMS or by e-mail/fax by the respective sites, within 2 hours.

## 9. 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 ₹ 10000/- (Rupees Ten Thousand Only) in the form of Demand Draft or Banker's Cheque in favor of UCO BANK, payable at Kolkata.

General Manager (IT)  
UCO Bank, Head Office-2  
3 & 4 DD Block, 5<sup>th</sup> Floor, Sector-I, Salt Lake  
Kolkata – 700064. Phone no: 033-44559745  
Fax no: 033-44559705. E-Mail: [hodit.calcutta@ucobank.co.in](mailto: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 ₹ 10,000/- (Rupees Ten Thousand Only) in the form of Demand Draft or Banker's Cheque in favor 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.

BANK reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof. Any decision of Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action. During the evaluation process at any stage if it is found that the bidder does not meet the eligibility criteria or has submitted false /incorrect information the bid will be rejected summarily by The Bank.

## 10. EARNEST MONEY DEPOSIT

The Bidder(s) must submit Earnest Money Deposit in the form of Demand Draft/Pay Order/Bank Guarantee as given in annexure IX in favor of UCO Bank payable at Kolkata for an amount mentioned hereunder:

Particulars of Job to be undertaken	EMD
Supply, Installation & implementation of Hardware & Software for Payment Gateway Operations at Treasury Branch, Mumbai & DR Site, Kolkata	₹ 10,00,000/-

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 BANK
  - To furnish performance Bank Guarantee in the form and manner to the satisfaction of BANK within the stipulated time period.

## **11. 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 total cost of ownership. The Performance Guarantee should be valid for a period of 60 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 Vendor fails to discharge their contractual obligations during the period or Bank incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

## **12. CLARIFICATIONS ON AND AMENDMENTS TO RFP DOCUMENT**

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till the date and time mentioned in the bid 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.

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

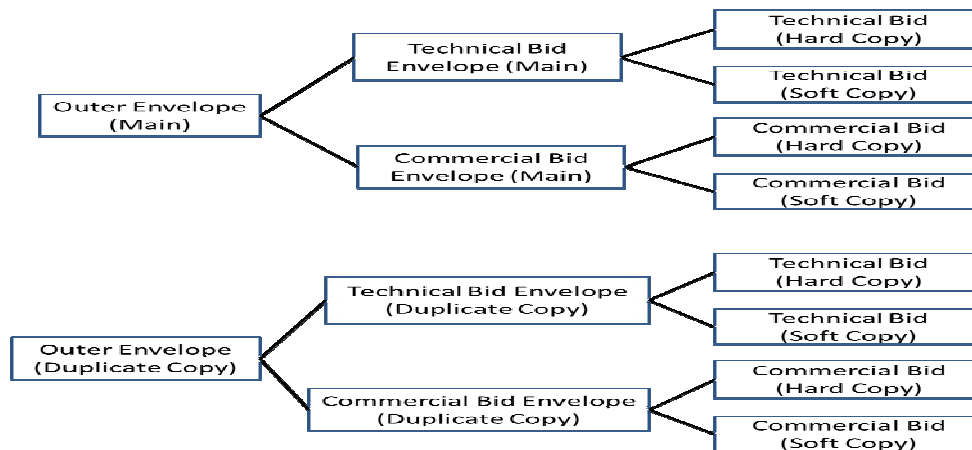
Separate Technical and Commercial Bids duly sealed and superscribed as "Technical bid" and "Commercial bid" respectively should be put in a single sealed outer cover duly sealed and superscribed "Bid for Supply, Installation & implementation of Hardware & Software for Payment Gateway operations (Main Copy ) as per bid details given in the RFP. Similarly Bidders shall also submit a copy of the total bid in a separate single sealed outer cover duly sealed and superscribed "Bid for Supply, Installation & implementation of Hardware & Software for Payment Gateway operations (Duplicate Copy)as per the below mentioned diagram and as per bid details given in the RFP

The bids (Main copy and Duplicate copy) shall be dropped/submitted at UCO Bank's

address on or before the date and time given in Bid Detail- Control Sheet Table. 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)



The Technical Offer should be completed in all respects and contain all information asked for in the exact format (Hard Copy & Soft Copy – CD) of technical specifications given in the RFP, **except prices**. The Technical Offer must not contain any price information. 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 BANK in this regard shall be final, conclusive and binding upon the bidder.

The Commercial Offer (Hard Copy & Soft Copy – CD) should contain all relevant price information and should not contradict the Technical Offer in any manner.

**Note:**

- If the outer cover/envelop are not sealed & superscribed as required, the Bank will assume no responsibility for bid’s misplacement or premature opening.
- If any inner cover/envelop of a bid is found to contain both technical & commercial bids then that bid will be rejected summarily.
- If any outer envelop 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.
- If financial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.

**14. 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.

## 15. 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.

## 16. BID OPENING AND EVALUATION CRITERIA

The Bank will open the technical bids, in presence of bidders representative(s) who choose to attend, at the time and date mentioned in Bid document on the date and venue mentioned in page 2. The bidder's representatives who are present shall sign the register evidencing their presence / attendance.

### TECHNICAL EVALUATION

- a) The proposals will be evaluated in two stages. In the first stage, i.e. Technical Evaluation, the bidders will be shortlisted, based on the responses given by the bidders in response to RFP. In the second stage, the commercial bids would be evaluated.
- b) The Bank will evaluate the technical response to the RFP of bidder who are found eligible as per the eligibility criteria mentioned in the RFP. There will be no scoring involved in the eligibility evaluation of the bidders.
- c) During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/fax/e-mail seeking explanation.
- d) Technical bid evaluation methodology that Bank would adopt is given below:

The Product offered should meet all the technical and functional specifications given in Annexure II. **Non-compliance to any of the technical and functional specification will attract rejection of the proposal.**

Response except 'Y' or 'N' is not acceptable. If any bidder provides response other than Y' or 'N' the same will be treated as Not Available i.e. N.

### COMMERCIAL EVALUATION

Commercial Bids of bidders, who qualified in the technical evaluation stage, will be considered for participation in commercial Bidding. After opening Commercial Offers of the short-listed Bidders, if any discrepancy is noticed between words and figures, the amount indicated in words shall prevail. If any difference is found in the total price and the product of unit price & quantity then the unit price quoted will prevail. Any Detailed Criteria for evaluation of Commercial Bid is furnished in Annexure VI.

Bank will finalize the L-1 vendor based on the TCO quoted by the bidder for Hardware, Software and ATS. (Annexure –VI)

## **17. CLARIFICATION OF OFFERS**

To assist in the scrutiny, evaluation and comparison of offers/bids, 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 BANK in this regard shall be final, conclusive and binding on the bidder/ tenderer.

## **18. SELECTION PROCESS**

Technically qualified bidder with the lowest quote based on TCO as quoted in Annexure-VI will be considered as the L1 bidder

## **19. CONTRACT PERIOD**

The selected bidder need to execute a **Service Level Agreement (SLA)** with Bank covering all terms and conditions of this RFP. SLA will cover performance and availability of the solution deployed. The contract period will be for a period of Five Years from the date of Agreement.

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 is liable for rejection.

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

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

- 20.1 The selected bidder commits a breach of any of the terms and conditions of the bid.
- 20.2 The bidder goes into liquidation, voluntarily or otherwise.
- 20.3 An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- 20.4 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.
- 20.5 If deductions of account of liquidated damages exceeds more than 10% of the total contract price.
- 20.6 In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, BANK reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected bidder.

20.7 After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, 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 BANK may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.

20.8 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.

## **21. 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], 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 Vendor 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 Vendor to take over the obligations of the erstwhile Vendor 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 BANK, the Vendor herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as BANK may specify including training, where the successor(s) is a representative/personnel of 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 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 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.

## **22. LIQUIDATED DAMAGES**

Notwithstanding Bank's right to cancel the order, liquidated damages for late delivery at 1% (One percent) of the undelivered portion of 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. For eg. If Server is delivered but delivery of power cord, to be supplied along with Server, is delayed then LD would be calculated on the total cost of the Server and not on the cost of the power cord alone.

Liquidated damages for late commissioning at 1% (One percent) of the order value per week will be charged for every week's delay in commissioning to a maximum of 10% of the value of the order value.

Please note that the above LD for delay in delivery and delay in commissioning are independent of each other and shall be levied as the case may be.

BANK reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by BANK to the bidder. Liquidated damages will be calculated on per week basis.

## **23. 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 etc. No additional charges shall be payable by the Bank for carrying out these acceptance tests.

## **24. UPTIME**

The bidder shall guarantee an uptime of 99.95% for the individual hardware equipments 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 on quarterly basis, Bank shall impose penalty. If the uptime is below 95%, the Bank shall have full right to terminate the contract under this RFP.

## **25. 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.

## **26. PENALTY**

- The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- In the event of failure of maintaining the uptime SLA, penalty of 1% of the cost of concerned hardware equipment per day would be levied subject to a maximum of 10% of the total hardware cost.
- Bank may recover such amount of penalty from any payment being released to the vendor, irrespective of the fact whether such payment is relating to this contract or otherwise.
- 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.

## **27. DISPUTE RESOLUTION MECHANISM**

The Bidder and the Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between General Manager (IT) of BANK/Purchaser and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

## **28. JURISDICTION**

The jurisdiction of the courts shall be Kolkata.

## **29. 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.

## **30. AUTHORIZED SIGNATORY**

The selected bidder shall indicate the authorized signatories who can discuss and correspond with 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 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 BANK.

## **31. CANCELLATION OF TENDER PROCESS**

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.

## **32. PUBLICITY**

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

## **33. FORCE MAJEURE**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or 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 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 survive termination of the contract.

### **34. 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 BANK;
- To only make copies as specifically authorized by the prior written consent of 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.
- Conflict of interest: The Vendor shall disclose to BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

### **35. 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.

### **36. PERIOD OF VALIDITY OF BID**

Bids shall remain valid for 180 (One Hundred eighty) days after the date of bid opening prescribed by BANK. 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, 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.

### **37. ADDRESS OF COMMUNICATION**

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

### **38. PRELIMINARY SCRUTINY**

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.

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 BANK reserves the right for such waivers.

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

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. BANK has the right to re-issue tender/bid. BANK reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. 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 BANK in this regard shall be final, conclusive and binding upon the bidder.

### **40. 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. Undertaking to be submitted by authorized signatory in Bidder's letter head stating that the user requirements as per scope of work mentioned in RFP is clearly understood by the bidder.
- iv. Technical Offer/Technical bid with Specifications (Annexure -II)
- v. General Details of the bidder (Annexure -III)
- vi. Copy of Manufacturer's Authorization letter (if applicable) (Annexure -IV)
- vii. Bill of materials. This table should not contain any price information (Annex -V)

- viii. Letter for Authorized representative.
- ix. Letter for acceptance and compliance of all the Terms and Conditions of RFP.
- x. Valid Bank Draft / Bank Guarantee as EMD.
- xi. Valid Bank Draft as Bid price if tender document is downloaded from Bank's website
- xii. Bidder's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the RFP.

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

#### **41. FORMAT FOR COMMERCIAL OFFER**

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

The short listed bidder has to keep the finalized price valid for a period of one year from the date of the purchase order. 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.

#### **42. 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.

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

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

#### **44. CONFIDENTIALITY OF THE BID DOCUMENT**

The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.

#### **45. RIGHT TO ALTER QUANTITIES**

The hardware and software quantity mentioned in the scope of work of this RFP are only indicative. The exact number of software licenses required could only be finalized based on the server processor quoted by the bidder, bank shall accordingly order the required number of licenses at the time of placement of Purchase Order.

The Bank reserves the right to alter the number of hardware equipments specified in the tender in the event of changes in plans of the Bank. Any decision of BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to

place order for additional hardware equipments at the agreed priced during the contract period with the same terms and conditions.

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

- BANK shall own the documents, prepared by or for the selected 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 BANK, the Vendor shall deliver to BANK all documents provided by or originating from BANK/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s), unless otherwise directed in writing by BANK at no additional cost.
- The selected bidder shall not, without the prior written consent of BANK/ Purchaser store, copy, distribute or retain any such Documents.
- The selected bidder shall preserve all documents provided by or originating from BANK/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of UCO BANK/Purchaser in this regard.

Yours faithfully

Assistant General Manager (IT)

Encl: Annexure 1, II, III, IV, V, VI, VII, VIII, IX and X

(Tender offer forwarding letter in Bidder’s Letter head)

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

Date: XX . XX . 2011

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

Dear Sir,

**Sub: Your RFP for “Supply, Installation & implementation of Hardware & Software for Payment Gateway Operations at Treasury Branch, Mumbai & DR Site, Kolkata” Ref No. RFP No. Dated.**

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 Supply, Installation & implementation of Hardware & Software at Treasury Branch, Mumbai & DR Site, Kolkata 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 Supply, Installation & implementation of Hardware & Software at Treasury Branch, Mumbai & DR Site, Kolkata as per your purchase orders.

In the event of our selection by the bank for Supply, Installation & implementation of Hardware & Software at Treasury Branch, Mumbai & DR Site, Kolkata, we will submit a Performance Guarantee for a sum equivalent to 10% of the project cost for a period of Three and a half Years effective from the month of execution of the Agreement in favor of UCO 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 No. dated for ₹ XXXXXX/- (Rupees XXXXXXXX only) as Cost of RFP Document &
2. DD No. dated for ₹ XXXXXXXX/- (Rupees XXXXXXXX only) / BG No xxxxxxxx dated \_\_\_\_\_ as EMD .

Both DDs are issued in favour of UCO Bank by..... Bank  
..... Branch payable at Kolkata.

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

## 1. Type-I Server

Server				
S. No.	Component	Technical Specifications	Compliance Status (Y or N)	Additional Information
	<b>Make</b>	*	*	PI Specify Make
	<b>Model</b>	*	*	PI Specify Model
1	<b>Form Factor</b>	4U or less - Rack Mounted		
2	<b>Processor</b>	2 No. x Quad Core Intel/AMD Processor, minimum 2.0 GHz clock speed, 18 MB L3cache		
3	<b>Memory</b>	256 GB DDR3. Should be upgradable upto 1 TB		
4	<b>Hard Disk</b>	6 x 500 GB or higher hot swappable disks		
5	<b>PCI Express Slots</b>	Min 6 PCI-E (Express) Slots. One PCI e to be reserved for HSM card Installation		
6	<b>DVD ROM Drive</b>	DVD Writer(internal)		
9	<b>Anti Virus</b>	Anti Virus with latest definitions being regularly updated with one year subscription		
10	<b>Operating System(Windows)</b>	Microsoft Windows 2008 Server Enterprise Edition, 64 bit with Service Pack 1 to be installed and configured for clustering. Media, documentation and certification to be provided.		
11	<b>JDK</b>	JDK 1_6_0_02(64-bit)		
12	<b>Controller</b>	RAID1,0,1+0,5		
13	<b>Network Adapters</b>	4 x 1 Gbps Ethernet ports with additional 2 x (Dual port 100 MBps Ethernet ports)		
15	<b>USB Drive</b>	5 no of USB ports		

16	<b>Certification and industry standards compliant</b>	1. The offered model to be listed in tpc.org or spec.org 2. Certified for Microsoft Windows 3. The offered server model should certified for at least two of the following three certificates (UL, FCC, ROHS)		
17	<b>Server management software</b>	Standard management features by Server OEM only		
18	<b>Warranty</b>	5 years onsite warranty with 99.95% uptime calculated on quarterly basis. Offered server should carry direct warranty from OEM (24 x 7 call logging with 6 hours call to resolution cycle) and the same should be substantiated by necessary supporting document		

## 2. Type-II Server

Server				
S. No.	Component	Technical Specifications	Compliance Status (Y or N)	Additional Information
	<b>Make</b>	*	*	PI Specify Make
	<b>Model</b>	*	*	PI Specify Model
1	<b>Form Factor</b>	4U or less - Rack Mounted		
2	<b>Processor</b>	2 X Hexa Core Intel Xeon 5000 series Processor, Two threads per core, 3.33 GHz clock speed		
3	<b>Memory</b>	8 GB DDR3. Should be upgradable upto 64 GB		
4	<b>Hard Disk</b>	4 x 500 GB or higher hot swappable disks		
5	<b>PCI Express Slots</b>	Min 4 PCI-E (Express) Slots		
6	<b>DVD ROM Drive</b>	DVD Writer(internal)		
9	<b>Anti Virus</b>	Anti Virus with latest definitions being regularly updated with one year subscription		

10	<b>Operating System(Windows)</b>	Microsoft Windows 2008 R2 Server Enterprise Edition, 64 bit to be installed and configured. Media, documentation and certification to be provided.		
12	<b>Controller</b>	RAID1,0,1+0,5		
13	<b>Network Adapters</b>	4 x 1 Gbps Ethernet ports with additional 2 x (Dual port 100 MBps Ethernet ports)		
15	<b>USB Drive</b>	5 no of USB ports		
16	<b>Certification and industry standards compliant</b>	1. The offered model to be listed in tpc.org or spec.org 2. Certified for Microsoft Windows 3. The offered server model should certified for at least two of the following three certificates (UL, FCC, ROHS)		
17	<b>Server management software</b>	Standard management features by Server OEM only		
18	<b>Warranty</b>	5 years onsite warranty with 99.95% uptime calculated on quarterly basis. Offered server should carry direct warranty from OEM (24 x 7 call logging with 6 hours call to resolution cycle) and the same should be substantiated by necessary supporting document		

### 3. Type-III Server

Server				
S. No.	Component	Technical Specifications	Compliance Status (Y or N)	Additional Information
	<b>Make</b>	*	*	PI Specify Make
	<b>Model</b>	*	*	PI Specify Model
1	<b>Form Factor</b>	4U or less - Rack Mounted		
2	<b>Processor</b>	Dual Core Intel-2 Processor, One thread per core, 3.0 GHz clock speed		
3	<b>Memory</b>	4 GB DDR3. Should be upgradable upto 64 GB		

4	<b>Hard Disk</b>	4 x 500 GB or higher hot swappable disks		
5	<b>PCI Express Slots</b>	Min 4 PCI-E (Express) Slots		
6	<b>DVD ROM Drive</b>	DVD Writer(internal)		
9	<b>Anti Virus</b>	Anti Virus with latest definitions being regularly updated with one year subscription		
10	<b>Operating System(Windows)</b>	Microsoft Windows 2008 R2 Server Enterprise Edition, 64 bit to be installed and configured. Media, documentation and certification to be provided.		
12	<b>Controller</b>	RAID1,0,1+0,5		
13	<b>Network Adapters</b>	4 x 1 Gbps Ethernet ports with additional 2 x (Dual port 100 MBps Ethernet ports)		
15	<b>USB Drive</b>	5 no of USB ports		
16	<b>Certification and industry standards compliant</b>	1. The offered model to be listed in tpc.org or spec.org 2. Certified for Microsoft Windows 3. The offered server model should certified for at least two of the following three certificates (UL, FCC, ROHS)		
17	<b>Server management software</b>	Standard management features by Server OEM only		
18	<b>Warranty</b>	5 years onsite warranty with 99.95% uptime calculated on quarterly basis. Offered server should carry direct warranty from OEM (24 x 7 call logging with 6 hours call to resolution cycle) and the same should be substantiated by necessary supporting document		

#### 4. HBA Card

HBA Card				
S. No.	COMPONENTS	Technical Specifications	Compliance Status (Y or N)	Additional Information
	Make	*	*	PI Specify Make
	Model	*	*	PI Specify Model
1	HBA	4 * 4 Gbps FC Host Bus Adapters (HBAs)		

#### 5. FC Switch

FC Switch			
COMPONENTS	Technical Specifications	Compliance Status	Additional Information
Make		*	PI Specify Make
Model		*	PI Specify Model
Gigabit Fibre Channel Switches with necessary cables	Minimum 16 ports scalable upto 24 ports. Each port should be 8 Gbps with auto sensing support for 4 Gbps. must have in-built diagnostics, power on self test, command level diagnostics, online and offline diagnostics capabilities, support online- firmware upgrades, must have redundant Control Units, Power supply, Fan Assembly and all the components shall be Hot Swappable, etc. Should be compatible with HP EVA 4100 SAN.		

## 6. Backup Device

Backup device				
S. No.	COMPONENTS	Technical Specifications	Compliance Status (Y or N)	Additional Information
	Make	*	*	PI Specify Make
	Model	*	*	PI Specify Model
1	Back up device	LTO-4 or later with necessary driver software and at least two cartridges supporting up-to 800 Gb at 120 mbps. HBA card to be supplied along with back up device		

## 7. Rack

42 U MNC Make Server Rack				
	Technical Specifications	Compliance Status (Y or N)	Additional Information	
Make	*	*	PI Specify Make	
Model	*	*	PI Specify Model	
1	19" 42 U Server Rack			
2	Usable Space of 42 U			
3	Floor Standing with Castors and Breaks			
4	Power Coated			
5	Made of Aluminum Extruded Frame Structure			
6	Front Toughened Tinted Glass and Rear Doors with Lock & Key			
7	Side Panels with Latches			
8	Fan tray with 4 Fans			
9	Ventilated Top Cover			
10	Cable Manager			
11	2 number of Vertical Power Strip (Both Indian & USA Standard type of socket)			
12	2 number of Horizontal Power Strip (Both Indian & USA Standard type of socket)			
13	Front Panel Mounting Hardware			

14	8 port KVM switch with foldable 17" TFT LCD monitor+104 keys Window Keyboard + Touchpad		
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## 8. Software

S.No	Description	Licenses required	Compliance Status (Y or N)	Additional Information
1	Oracle Server Enterprise Edition (EE) Ver 11g	200 NUP license		
2	IBM Websphere MQ series for Windows Ver 7.0 with Fix Pack 1	240 PVU Licenses		
3	Remote Desktop Manager compatible with Windows 2008 64 bit	2 Sites		

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

Place:

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

Date:

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

General Details of the BidderA. 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

	2008-09	2009-10	2010-11
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 similar orders like managing Payment Gateway

(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: [\*] dated [\*]**

We who are established and reputable manufacturers / producers of \_\_\_\_\_ having factories / development facilities at (*address of factory / facility*) do hereby authorize 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 authorize 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.

## Bill of Material

(To be included in Technical Bid)

The Bidder should provide detailed Bill of Material for the hardware and Software including those bought-out, off-the-shelf or third-party products / items required) in the following format.

## 1. Type-I Server

Server				
S. No.	Component	Technical Specifications	Make, model, Part number wherever applicable	Qty
1	Form Factor	4U or less - Rack Mounted		
2	Processor	2 No. x Quad Core Intel/AMD Processor, minimum 2.0 GHz clock speed, 18 MB L3cache		
3	Memory	256 GB DDR3. Should be upgradable upto 1 TB		
4	Hard Disk	6 x 500 GB or higher hot swappable disks		
5	PCI Express Slots	Min 6 PCI-E (Express) Slots. One PCI e to be reserved for HSM card Installation		
6	DVD ROM Drive	DVD Writer(internal)		
9	Anti Virus	Anti Virus with latest definitions being regularly updated with one year subscription		
10	Operating System(Windows)	Microsoft Windows 2008 Server Enterprise Edition, 64 bit with Service Pack 1 to be installed and configured for clustering. Media, documentation and certification to be provided.		
11	JDK	JDK 1_6_0_02(64-bit)		
12	Controller	RAID1,0,1+0,5		
13	Network Adapters	4 x 1 Gbps Ethernet ports with additional 2 x (Dual port 100 MBps Ethernet ports)		
15	USB Drive	5 no of USB ports		

16	<b>Certification and industry standards compliant</b>	1. The offered model to be listed in tpc.org or spec.org 2. Certified for Microsoft Windows 3. The offered server model should certified for at least two of the following three certificates (UL, FCC, ROHS)		
17	<b>Server management software</b>	Standard management features by Server OEM only		
18	<b>Warranty</b>	5 years onsite warranty with 99.95% uptime calculated on quarterly basis. Offered server should carry direct warranty from OEM (24 x 7 call logging with 6 hours call to resolution cycle) and the same should be substantiated by necessary supporting document		

## 2. Type-II Server

<b>Server</b>				
<b>S. No.</b>	<b>Component</b>	<b>Technical Specifications</b>	<b>Make, model, Part number wherever applicable</b>	<b>Qty</b>
1	<b>Form Factor</b>	4U or less - Rack Mounted		
2	<b>Processor</b>	2 X Hexa Core Intel Xeon 5000 series Processor, Two threads per core, 3.33 GHz clock speed		
3	<b>Memory</b>	8 GB DDR3. Should be upgradable upto 64 GB		
4	<b>Hard Disk</b>	4 x 500 GB or higher hot swappable disks		
5	<b>PCI Express Slots</b>	Min 4 PCI-E (Express) Slots		
6	<b>DVD ROM Drive</b>	DVD Writer(internal)		
9	<b>Anti Virus</b>	Anti Virus with latest definitions being regularly updated with one year subscription		
10	<b>Operating System(Windows)</b>	Microsoft Windows 2008 R2 Server Enterprise Edition, 64 bit to be installed and configured. Media, documentation and certification to be provided.		
12	<b>Controller</b>	RAID1,0,1+0,5		

13	<b>Network Adapters</b>	4 x 1 Gbps Ethernet ports with additional 2 x (Dual port 100 MBps Ethernet ports)		
15	<b>USB Drive</b>	5 no of USB ports		
16	<b>Certification and industry standards compliant</b>	1. The offered model to be listed in tpc.org or spec.org 2. Certified for Microsoft Windows 3. The offered server model should certified for at least two of the following three certificates (UL, FCC, ROHS)		
17	<b>Server management software</b>	Standard management features by Server OEM only		
18	<b>Warranty</b>	5 years onsite warranty with 99.95% uptime calculated on quarterly basis. Offered server should carry direct warranty from OEM (24 x 7 call logging with 6 hours call to resolution cycle) and the same should be substantiated by necessary supporting document		

### 3. Type-III Server

Server				
S. No.	Component	Technical Specifications	Make, model, Part number wherever applicable	Qty
	<b>Make</b>	*	*	PI Specify Make
	<b>Model</b>	*	*	PI Specify Model
1	<b>Form Factor</b>	4U or less - Rack Mounted		
2	<b>Processor</b>	Dual Core Intel-2 Processor, One thread per core, 3.0 GHz clock speed		
3	<b>Memory</b>	4 GB DDR3. Should be upgradable upto 64 GB		
4	<b>Hard Disk</b>	4 x 500 GB or higher hot swappable disks		
5	<b>PCI Express Slots</b>	Min 4 PCI-E (Express) Slots		
6	<b>DVD ROM Drive</b>	DVD Writer(internal)		

9	<b>Anti Virus</b>	Anti Virus with latest definitions being regularly updated with one year subscription		
10	<b>Operating System(Windows)</b>	Microsoft Windows 2008 R2 Server Enterprise Edition, 64 bit to be installed and configured. Media, documentation and certification to be provided.		
12	<b>Controller</b>	RAID1,0,1+0,5		
13	<b>Network Adapters</b>	4 x 1 Gbps Ethernet ports with additional 2 x (Dual port 100 MBps Ethernet ports)		
15	<b>USB Drive</b>	5 no of USB ports		
16	<b>Certification and industry standards compliant</b>	1. The offered model to be listed in tpc.org or spec.org 2. Certified for Microsoft Windows 3. The offered server model should certified for at least two of the following three certificates (UL, FCC, ROHS)		
17	<b>Server management software</b>	Standard management features by Server OEM only		
18	<b>Warranty</b>	5 years onsite warranty with 99.95% uptime calculated on quarterly basis. Offered server should carry direct warranty from OEM (24 x 7 call logging with 6 hours call to resolution cycle) and the same should be substantiated by necessary supporting document		

#### 4. HBA Card

HBA Card				
S. No.	COMPONENTS	Technical Specifications	Make, model, Part number wherever applicable	Qty
1	HBA	4 * 4 Gbps FC Host Bus Adapters (HBAs)		

#### 5. FC Switch

FC Switch				
COMPONENTS	Technical Specifications	Make, model, Part number wherever applicable	Qty	
Gigabit Fibre Channel Switches with necessary cables	Minimum 16 ports scalable upto 24 ports. Each port should be 8 Gbps with auto sensing support for 4 Gbps. must have in-built diagnostics, power on self test, command level diagnostics, online and offline diagnostics capabilities, support online- firmware upgrades, must have redundant Control Units, Power supply, Fan Assembly and all the components shall be Hot Swappable, etc. Should be compatible with HP EVA 4100 SAN.			

#### 6. Backup Device

Backup device				
S. No.	COMPONENTS	Technical Specifications	Make, model, Part number wherever applicable	Qty
1	Back up device	LTO-4 or later with necessary driver software and at least two cartridges supporting up-to 800 Gb at 120 mbps. HBA card to be supplied along with back up device		

## 7. Rack

42 U MNC Make Server Rack				
	Technical Specifications	Make, model, Part number wherever applicable	Qty	
1	19" 42 U Server Rack			
2	Usable Space of 42 U			
3	Floor Standing with Castors and Breaks			
4	Power Coated			
5	Made of Aluminum Extruded Frame Structure			
6	Front Toughened Tinted Glass and Rear Doors with Lock & Key			
7	Side Panels with Latches			
8	Fan tray with 4 Fans			
9	Ventilated Top Cover			
10	Cable Manager			
11	2 number of Vertical Power Strip (Both Indian & USA Standard type of socket)			
12	2 number of Horizontal Power Strip (Both Indian & USA Standard type of socket)			
13	Front Panel Mounting Hardware			
14	8 port KVM switch with foldable 17" TFT LCD monitor+104 keys Window Keyboard + Touchpad			

## 8. Software

S.No	Description	Licenses required	Part number wherever applicable	Qty
1	Oracle Server Enterprise Edition (EE) Ver 11g	200 NUP license		
2	IBM Websphere MQ series for Windows Ver 7.0 with Fix Pack 1	240 PVU Licenses		
3	Remote Desktop Manager compatible with Windows 2008 64 bit	2 Sites		

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

Place:

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

Date:

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

**Commercial Bid Format****1. Table-1 Hardware**

Sl No.	Item	Qty (a)	Per Unit Cost (b)	Taxes per unit (c)	Total a x (b + c) (₹)
01	Type I Server as per technical specification given in Annexure-II	2		(Tax at Mumbai)	
		4		(Tax at Kolkata)	
02	Type II Server as per technical specification given in Annexure-II	1		(Tax at Mumbai)	
		1		(Tax at Kolkata)	
03	Type III Server as per technical specification given in Annexure-II	1		(Tax at Mumbai)	
04	HBA Card as per technical specification given in Annexure-II	2		(Tax at Mumbai)	
		2		(Tax at Kolkata)	
05	FC Switch as per technical specification given in Annexure-II	2		(Tax at Kolkata)	
06	42U Server Rack as per technical specification given in Annexure-II without 8 port KVM switch, foldable 17" TFT LCD monitor, 104 keys Window Keyboard and Touchpad	1		(Tax at Mumbai)	
		1		(Tax at Kolkata)	
07	8 port KVM switch, foldable 17" TFT LCD monitor, 104 keys Window Keyboard and Touchpad	1		(Tax at Mumbai)	
		1		(Tax at Kolkata)	
08	Backup device as per technical specification given in Annexure-II	2		(Tax at Mumbai)	
		1		(Tax at Kolkata)	
<b>Total Cost Of Ownership for Hardware (Amount quoted in Figures) with 5 year warranty</b>					
<b>Total Cost Of Ownership for Hardware (Amount quoted in words) with 5 year warranty</b>					

## 2. Table-2 Software

Sl No.	Item	Qty (a)	Cost of License per unit** (b)	Taxes per unit (c)	Total a x (b + c) (₹)
01	Oracle Server Enterprise Edition (EE) Ver 11g release1	200 NUP license			
02	IBM Websphere MQ series for Windows Ver 7.0 with Fix Pack 1 including 1 <sup>st</sup> year basic support	240 PVU Licenses			
03	Remote Desktop Manager compatible with Windows 2008 64 bit with 1 <sup>st</sup> year basic support	2 sites			
<b>Total Cost Of Ownership for Software (Amount quoted in Figures)</b>					
<b>Total Cost Of Ownership for Software (Amount quoted in words)</b>					

\*\* Cost of Oracle Server Enterprise Edition license should not include any support/upgrade charges. Cost of IBM Websphere MQ series for Windows Ver 7.0 should include renewal charges of first one year

### 3. Table-3 Annual Technical Support

Sl No.	Item	Qty (a)	ATS Charges Per unit (b)	Taxes per unit (c)		Total a x (b + c) (₹)
				VAT	Service tax	
<b>Oracle Server Enterprise Edition (EE) Ver 11g release1</b>						
1	ATS for 1 <sup>st</sup> year	200 NUP license				
2	ATS for 2 <sup>nd</sup> year	200 NUP license				
3	ATS for 3 <sup>rd</sup> year	200 NUP license				
4	ATS for 4 <sup>th</sup> year	200 NUP license				
5	ATS for 5 <sup>th</sup> year	200 NUP license				
<b>IBM Websphere MQ series for Windows Ver 7.0 with Fix Pack 1</b>						
1	ATS for 2 <sup>nd</sup> year	240 PVU Licenses				
2	ATS for 3 <sup>rd</sup> year	240 PVU Licenses				
3	ATS for 4 <sup>th</sup> year	240 PVU Licenses				
4	ATS for 5 <sup>th</sup> year	240 PVU Licenses				
<b>Total cost of ATS for Oracle Server Enterprise Edition (EE) Ver 11g and IBM Websphere MQ series for Windows Ver 7.0</b>						

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

Place:

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

Date:

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

Note: Bidders should strictly quote in the format and for periods as mentioned above. No counter

condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

**Table-4 Total Cost of Ownership**

<b>SL.No</b>	<b>Description</b>	<b>Total Cost (₹)</b>
1	Total Cost Of Ownership for Hardware with 5 year warranty as per Table 1 of commercial bid (Annexure VI)	
2	Total Cost Of Ownership for Software as per Table 2 of commercial bid (Annexure VI)	
3	Total cost of ATS for Oracle Server Enterprise Edition (EE) Ver 11g and IBM Websphere MQ series for Windows Ver 7.0 as per Table 3 of commercial bid (Annexure VI)	
4	Total System Integration charges for the entire project as per the scope of work mentioned in clause 3 of this RFP	
	<b>Total Cost of Ownership of the project (1+2+3)</b>	

**Note:** Taxes mentioned above should include all applicable taxes such as VAT/CST/Service Tax etc. Octroi if any should be paid by the selected bidder and Bank shall reimburse the same on production of receipt in original. Octroi should not be quoted as part of commercial bid.

**Format for Performance Bank Guarantee**

To

UCO BANK,  
Department of Information Technology,  
5<sup>th</sup> Floor, 3 & 4 DD Block,  
Sector-I, Salt Lake, Kolkata - 700064

Dear Sirs,

In response to your invitation to respond to your RFP for Supply, Installation & implementation of Hardware & Software at Treasury Branch, Mumbai & DR Site, Kolkata, M/s \_\_\_\_\_ having their registered office at \_\_\_\_\_

(hereinafter called the 'Vendor') wish to respond to the said Request for Proposal (RFP) for self and other associated vendors and submit the proposal for Supply, Installation & implementation of Hardware & Software at Treasury Branch, Mumbai & DR Site, Kolkata and to provide related services as listed in the RFP document.

Whereas the 'Vendor' has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our head office \_\_\_\_\_ hereby irrevocably guarantee an amount of ₹ XX/- (Rupees XX only) as bid security as required to be submitted by the 'Vendor' 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:

1. If the Vendor withdraws his proposal during the period of the proposal validity; or
2. If the Vendor, 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 and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

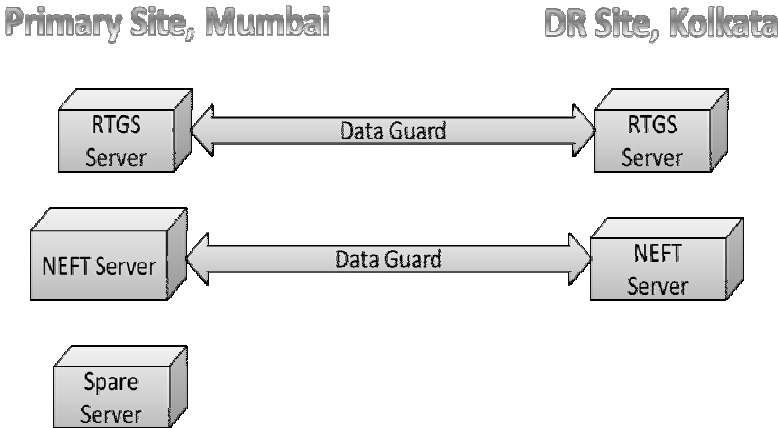
We undertake to pay immediately on demand to UCO Bank the said amount of Rupees XX without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by UCO Bank which shall be conclusive and binding on us irrespective of any dispute or difference raised by the vendor.

Notwithstanding anything contained herein:

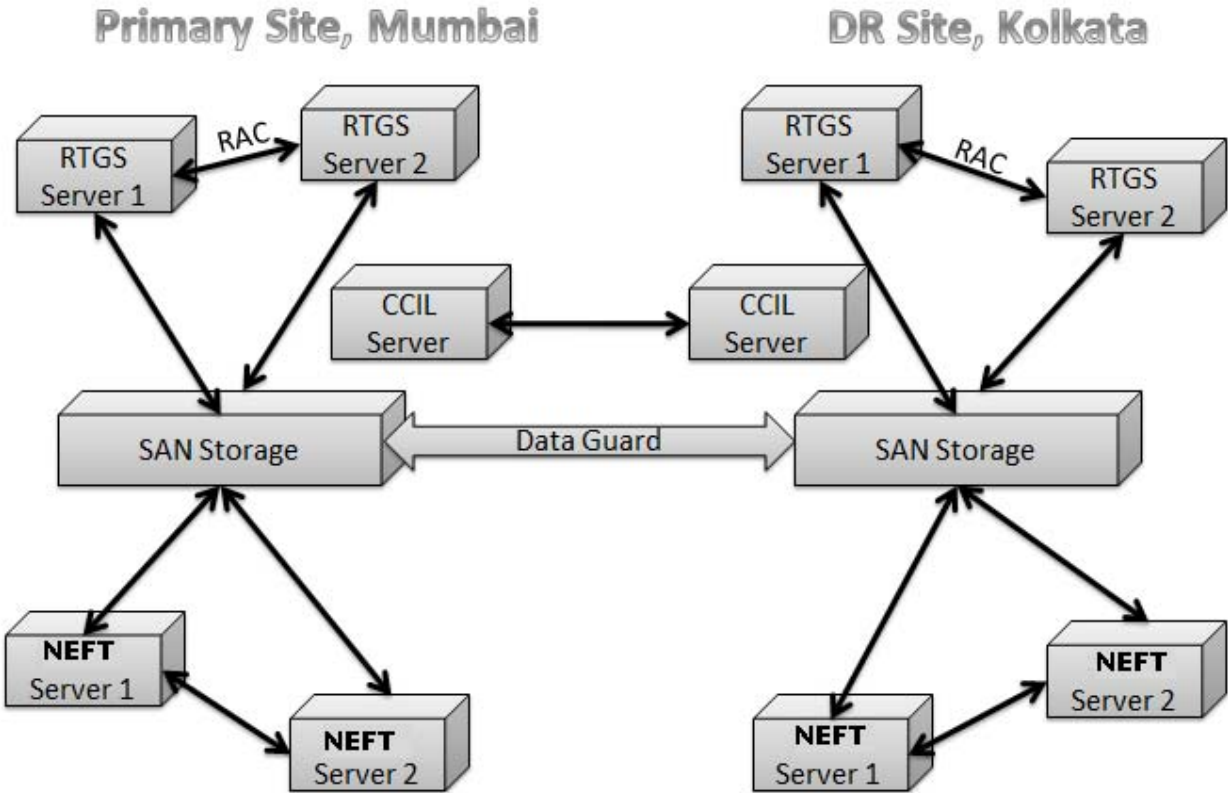
1. Our liability under this Bank guarantee shall not exceed ₹ XX (Rupees XX only).
2. This Bank guarantee will be valid upto \_\_\_\_; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before \_\_\_\_\_.

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

Present architecture



Proposed Architecture



**Note:** Domain Controller is not shown as part of the present and proposed architecture, but selected bidder shall configure the same.

## Format for Bank Guarantee

To  
UCO BANK,  
Department of Information Technology,  
5<sup>th</sup> Floor, 3 & 4 DD Block,  
Sector-I, Salt Lake, Kolkata - 700064

Dear Sirs,

In response to your invitation to respond to your RFP for Supply, Installation & implementation of Hardware & Software at Treasury Branch, Mumbai & DR Site, Kolkata, M/s \_\_\_\_\_ having their registered office at \_\_\_\_\_ (hereinafter called the „Bidder“) wish to respond to the said Request for Proposal (RFP) and submit the proposal for Supply, Installation & implementation of Hardware & Software at Treasury Branch, Mumbai & DR Site, Kolkata and to provide related services as listed in the RFP document.

**Whereas** the „Bidder “ has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our head office \_\_\_\_\_ hereby irrevocably guarantee an amount of ₹ 10 Lacs (Rupees Ten Lacs only) 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:

1. If the Bidder withdraws his proposal during the period of the proposal validity; or
2. 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 and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to UCO Bank the said amount of Rupees Ten Lacs 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 vendor. Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed **₹10** Lac (Rupees Ten lacs only).
2. This Bank guarantee will be valid upto 31<sup>st</sup> March 2011; and
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 31<sup>st</sup> March 2011.

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

Glossary

RTGS	Real Time Gross Settlement
NEFT	National Electronic Fund transfer
SFMS	Structured Financial Messaging System
PDO-NDS	Public Debt Office – Negotiated Dealing System
CFMS	Centralised Fund management System
CCIL	Credit Clearing Corporation of India
FX Clear	Forex- clear
CBLO	Collateral Borrowing and Lending Operations
NDS-OM	Negotiated Dealing System Online Matching
NDS Call	Negotiated Dealing System- call money market
NDS Auction	Negotiated Dealing System- auction
SAA	Swift Alliance Access
SAM	Swift Alliance Messenger,
En SIDE	Eastnet Recovery Software