



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, Implementation and Maintenance of
Biometric Solution at Bank's Branches and
Administrative Offices for enabling 2nd Factor
Authentication for CBS System

RFP REF No. : DIT/BM/528/2011-12

Date : 19/07/2011

The information provided by the Bidder 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, reissue or cancel this RFP and all amendments will be advised to the Bidder and such amendments will be binding upon them. The Bank also reserves its right to accept, reject or cancel any or all responses to this RFP without assigning any reason whatsoever.

This document is prepared by UCO BANK for Supply, Implementation and Maintenance of Biometric Solution at Bank's Branches for enabling 2nd Factor Authentication for CBS System. *It should not be reused or copied or used either partially or fully in any form.*

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1. BID DETAILS – CONTROL SHEET TABLE

1.	Date of commencement of sale of Bidding Document	19-07-2011
2.	Last date and time for sale of Bidding Documents	22-08-2011 up to 03:30 PM.
3.	Pre-Bid meeting	02-08-2011 at 11:30 AM
4.	Queries for pre-bid meeting to be submitted on or before	28.07.2011 upto 04:00 PM
4.	Last date, time & Venue for submission of Bid Documents	22-08-2011, 04:00 PM UCO BANK Head Office II, Information Technology Deptt. 5th Floor, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064.
5.	Date and Time of Technical Bid & Commercial Bid Opening	Technical Bid - 22-08-2011 04:30 PM Date of Commercial Bid opening will be intimated to the Bidder/s qualifying in Technical Bid.
6.	Place of opening of Bids	UCO BANK Head Office II, Information Technology Deptt. 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), UCO Bank 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064. Phone:033-44559720 Fax:033-23345013 E-mail: hocbs.calcutta@ucobank.co.in
8.	Cost of RFP document	₹ 15000/- in the form of Demand Draft/Pay Order in favour of UCO Bank payable at Kolkata. The DD/PO should be submitted along with the Technical Bid.

Note: Bids will be opened in presence of the bidder's 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 NI Act, the bids will be received till the specified time on next working day and will be opened on same day at specified time.

2. 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 more than 2150 branches and 542 ATMs, spread all over the country. All the branches of the Bank are CBS enabled having RTGS/ NEFT facilities.

The Bank has taken a number of initiatives including Periodic IS Audits, vulnerability assessment/ penetration test 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 Bank intends to strengthen its Information Systems Security by deploying biometric authentication across all its branches for its Core banking application (Finacle version 7.0.19) users to implement 2nd factor authentication (2FA) in conjunction with the existing Finacle user id/password based authentication. The Bank intends to implement the above towards its objectives to set up security architecture to strengthen the endpoint security and ensure the availability of resources to authorised users without any disruption or degradation.

3. 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.

The bidder, if required, may form a consortium with other vendors 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 vendors. The bidder should be a System Integrator (i.e. the leader of each of the consortium of vendors 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 biometric solution. Bidder should have direct authorisation from the Original Equipment Manufacture (OEM) for selling and supporting the solution offered.

- 3.1. The bidder must be a Registered Company with legal presence in INDIA.
- 3.2. Bidder should have minimum turnover of ₹ 5 Crores in each of the last three financial year (2010-11, 2009-10, 2008-09)
- 3.3. Bidder should have reported net profit for last 3 financial years (2010-11, 2009-10, 2008-09).
- 3.4. The Bidder should have implemented such projects involving supply of minimum of 1000 nos. of biometric scanners, installation, configuration and maintenance of the same for access control to application. The above Biometric solution should have been implemented in India.

- 3.5. The bidder should have its own service centres / authorised franchise / authorized service centre in all major cities. Bidder to ensure that Biometric Specialists are employed in these locations and should submit the details of service centre such as address, contact details, number of engineers attached to the service centre along with the technical bid
- 3.6. Bidder to submit a certificate from OEM for availability of spares for at least 5 years for the Biometric equipments quoted.

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

4. CONSORTIUM

The following criteria has to be met by a consortium submitting proposal against this RFP –

- a. A consortium can have a maximum of 3 (three) partners may be restrictive and one of the members will be nominated as the Lead Partner i.e. Prime vendor/Bidder and others will be referred as Operating Partners.
- b. All the consortium members should enter into a Memorandum of Understanding (MoU) not prior to the date of release of this RFP. The MoU should clearly define the roles and responsibilities of each consortium member and state that the members of the consortium shall be liable jointly and severally for the implementation of the project in accordance with the terms of the agreement of the RFP. An original copy of the MoU on requisite stamp paper has to be submitted along with EMD and Tender fees.
- c. Every consortium member shall furnish an undertaking on the letter head of their respective companies stating that they have **read and understood** the entire tender document and agree with all the terms and conditions stated in the RFP.
- d. The composition of consortium shall not be changed during bidding or period of contract including implementation and operation of this project. However, in exceptional cases, the bidder can request the Bank, in writing, with detailed explanation of change in consortium and only after approval by Bank, such changes will be effective.

5. BROAD SCOPE OF THE WORK

- 5.1. Bank intends to procure and implement Biometric Solution at all its branches spread across the country for approximately 20000 CBS application users. The successful bidder will be required to supply, customize, implement and maintain an integrated Finger Print Based Biometric solution along with requisite hardware, software, middleware interface, etc. hereinafter referred to as 'Biometric Solution' to meet the required uptime and response time. The successful bidder will be responsible for all aspects of implementation. The Bidder will also be required to provide post implementation support and maintenance for five years. The Bidder should provide infrastructure capable of handling minimum 20000 employees.
- 5.2. Bidder should provide an enterprise wide license (unlimited) for the biometric application with unlimited user license and for unlimited instances. Biometric application software should not require any other licenses like Client Access Licenses (CAL) to run the application at branch level.
- 5.3. The architecture of the proposed biometric solution envisages having centralized Application and database Servers at Bank's Primary Data Center (DC) and Bank's Disaster Recovery (DR) site for hosting of Biometric application, databases and associated software, middleware etc. The bidder needs to submit detailed architecture of the offered Biometric Solution. In case the application software requires any middleware, then the same has to be quoted with the hardware. Bank will provide necessary space & power to house these servers at DC & DR Centre.
- 5.4. Application Server loaded with the biometric application software will be enabled with the biometric SDK (Software Development Kit) to enable the enrolment and verification functionality.
- 5.5. The Bank requires the bidder to identify all the necessary hardware, tools, software licenses and other resources to deploy the solution, which caters to its requirements as specified in this RFP. The Bank requires the Bidder to supply, install and operationalise all the necessary hardware as well as associated systems software, database any other tools/package/software adhering to the minimum performance parameters given in annexure-IV.
- 5.6. Standardized Finger print templates after enrolment will be required to be stored in the Central biometric database Server (refer Annexure-III for enrollment process). Offered Software Solution should be compatible with porting Finger print templates along with the user's Finacle User id into Database offer for Biometric Solution. Approximate size of the finger print template should not exceed 800 bytes.
- 5.7. Client machines will be accessing the application through a Web browser (Internet Explorer 6.0 (or higher)/ Mozilla Fire fox/ Google Chrome/ Opera) where the finger print devices are connected. The backend application will receive live finger print information from the client machines. The live finger print information received will be compared with the respective finger print template stored in the database and send a YES / NO response. Application should also be compatible with any other web browsers suitable to future technology like opera, safari etc. The Bidder should provide necessary API (Application Program Interface) to integrate Biometric Solution with CBS application.

- 5.8. Bank intends to implement two factor authentication for CBS application users in such a way that the user's thumb impression need to be authenticated first by the bidder's Biometric solution which should then return the corresponding user name of the user and populate the same in the username field of the Finacle login screen. The user name hence populated should not be editable. The bidder should accordingly develop necessary interface to integrate their biometric solution with the Banks CBS System i.e. Finacle ver 7.0.19 (running on HP-UX 11i environment and Oracle 10g database) deployed in the Bank. The interface so developed should be compatible with future versions of Finacle also. Integration may involve automated interaction, accessing Finacle database, services, seamless automated two way data exchange with Finacle etc. It will be the responsibility of the selected bidder to coordinate with Bank's CBS system integrator for the successful integration with Core Banking Solution. From the time the thumb/finger impression is sent to the time the authentication received, the entire process should be take not more than 3 seconds.
- 5.9. Customization of the application software, if required has to be done by the bidder at no additional cost to the Bank
- 5.10. Finger Print Scanners with USB Interface (as per Annexure -II) should be connected to desktops/laptops/thin clients etc. installed at bank branches across India. Necessary device drivers for the Finger Print Scanners should be provided along with the device. Finger Print Scanners should be plug and play and Hot swappable. The client machines will be the interface for both enrollment and verification functions of the Biometric.
- 5.11. Supply, customization and implementation of proposed Biometric should be completed within 4 weeks from the date of award of contract.
- 5.12. The successful Bidder will be required to provide facilities for automation of backup and archiving processes. The bidder needs to submit the technical architecture relating to data replication between primary and secondary site.
- 5.13. The selected bidder has to carry out DR Drill twice in every year in conjunction with CBS DR Drill without any extra cost to The Bank.
- 5.14. Any regulatory changes which are necessitated in the proposed solution due to changes in the law or provisions or directions introduced /issued by Government of India, State Governments, other governmental authorities, Reserve bank of India, IBA, other regulatory authorities or due to industry level changes will be promptly effected by the selected bidder to The Bank during the warranty period as per Contract Terms and Conditions.
- 5.15. During the Contract period, if any new version of the Biometric solution package is released by the Original Software vendor (OEM), the same should be made available, and implemented in The Bank at no additional cost, if bank desires so.
- 5.16. All the hardware to be supplied for the solution should be rack optimized. Offered solution along with associated hardware should have capability to maintain data for at least 5 years.
- 5.17. The offered solution & supplied hardware should be suitably sized by the bidder and it should be capable of achieving the required uptime and response time. If at any stage during the contract period, performance degrade due to any reasons, the selected bidder is liable to take corrective

steps with respect to hardware/software upgradation, customization etc. without any additional cost to Bank.

- 5.18. For sizing proposed the Biometric solution bidder may assume that the employee strength is expected to grow @10% every year. Hardware should be sized suitably to ensure biometric authentication with 40% concurrent users. Peak time for finger print verification will be from 9.30 to 11.00 AM. Bidder should size necessary Hardware for porting the application software depending on the number of users and peak time as mentioned.
- 5.19. Bidder should supply, install, and commission the servers for porting their respective applications after sizing as described above. Bidder shall ensure that sufficient redundancy is built-in while implementing the aforesaid Biometric solution at Primary Data centre and Disaster Recovery Centre, so as to achieve desired uptime and response time as mentioned in clause 27 of this RFP.
- 5.20. The successful Bidder shall be responsible for the supply, installation, commissioning, testing and implementation of all the servers, storage along with OS/RDBMS/Applications & other software/tools/packages etc. during the project period and warranty period. Every components of IT infrastructure supplied shall accompany a complete licensed copy of all the operating systems, software/drivers installed in the system.
- 5.21. The bidder shall guarantee that the software/hardware/RDBMS/other tools and packages supplied to Bank are licensed, legally obtained and will not require any further license costs, other costs. All software supplied shall be of latest version with latest patches.
- 5.22. The bidder shall guarantee that the offered architecture meets the industry standards, reliability, scalability, interoperability and confirms to best practices that minimize costs and risks to the Bank.
- 5.23. The offered Biometric Solution should be scalable and interoperable and works with different type/make of biometric scanners as per specifications mentioned in annexure-II.
- 5.24. In case, the bidder has not indicated any component/module in their proposed solution and is required for implementation of solution, the successful bidder has to provide required peripherals/equipments, within the contracted price.
- 5.25. Bank has provided a minimum of 64 kbps bandwidth for its branches. Biometric solution should work within the bank's network bandwidth capacity.
- 5.26. Facility Management: Facility Management Service Support should be provided at our Data centre, Head Office-2, Kolkata. One dedicated FM personnel should be available from 8.00 AM to 8 PM for 7 days in a week during the first year of warranty. The successful bidder should ensure that the FM personnel is available exclusively for Biometric solution. FM personnel must be a minimum graduate with 1 year of experience in the field of Biometric support having in-depth knowledge of the solution provided.
- 5.27. The bank may integrate the Biometric Solution offered by the bidder with other applications running in the bank.

6. PAYMENT TERMS

Terms of Payment will be as under:

No advance payment will be made.

a) Biometric Solution Hardware & Software (except Facility Management cost):

- 75% of Total order value (except the cost of Facility Management services) for Biometric Solution along with the applicable taxes on delivery, installation and commissioning of Hardware, System Software etc. and on submission of invoice in triplicate with proof of delivery, installation and successful commissioning.
- 5% of Total order value (except the cost of Facility Management services) for Biometric Solution along with the applicable taxes on delivery, installation and commissioning of Hardware, System Software etc. after completion of first year warranty period.
- 5% of Total order value (except the cost of Facility Management services) for Biometric Solution along with the applicable taxes on delivery, installation and commissioning of Hardware, System Software etc. after completion of second year warranty period
- 5% of Total order value (except the cost of Facility Management services) for Biometric Solution along with the applicable taxes on delivery, installation and commissioning of Hardware, System Software etc. after completion of third year warranty period
- 5% of Total order value (except the cost of Facility Management services) for Biometric Solution along with the applicable taxes on delivery, installation and commissioning of Hardware, System Software etc. after completion of fourth year warranty period
- 5% of Total order value (except the cost of Facility Management services) for Biometric Solution along with the applicable taxes on delivery, installation and commissioning of Hardware, System Software etc. after completion of fifth year warranty period

b) Facility Management:

- Facility Management Charges shall be paid on quarterly arrear basis, after the end of respective quarters, on satisfactory level of support services during the quarter and on production of invoices in triplicate.

7. PAYING AUTHORITY

The payments as per the Payment Schedule covered hereinabove shall be paid by Information Technology Department, Head Office-II, UCO Bank. However, Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/installation/re-installation, live running and service report from the concerned offices/branches where the purchased hardware and software have

been delivered and implemented. 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.

8. WARRANTY

- 8.1 The selected bidder should provide five years comprehensive warranty for proposed Biometric Solutions, including hardware, software and associated services. The warranty shall start from date of implementation/operation of the solution.
- 8.2 The selected bidder should ensure that the Biometric Solutions works as per the functional, technical and operational specifications mentioned in RFP.
- 8.3 The selected bidder should ensure that as and when any problem arises, they are immediately rectified without any additional cost to The Bank.
- 8.4 The selected bidder shall make a provision of making emergency release of patches in case of some serious bugs or immediate requirements without any additional cost to The Bank .
- 8.5 The selected bidder should ensure to supply and install such periodical releases in the agreed month after removal of all bugs reported till that date and also the other modifications carried out based on feedback received till that date without any additional cost to The Bank.
- 8.6 The selected bidder should ensure that during the warranty period, the software will be kept up-to-date in terms of followings, without any additional cost to The Bank :
- User suggestions and feedback.
 - Bugs removal and troubleshooting.
 - Maintenance and support for patches, version control and release.
 - Regular performance tuning of Biometric Solutions and process optimization for users.
 - Develop, maintain & monitor synchronization procedures for Biometric Solutions database to Finacle database and others.
 - Regular backup of Biometric Solutions software & database.
 - Data rectification, if required, on being caused due to any program malfunction supplied by the bidder or due to any other reason whatsoever.
 - Re-installation and re-configuration of software for Biometric Solutions, database, etc. if required.
- 8.7 The bidder should ensure that during the warranty period, they will provide the following operational support:
- On-site support at Head Office, Kolkata.
 - Implementation support at HO, ZO's, FGM offices and branches.
 - Tuning and configuration of Hardware

- Conducting routine database assessments to ensure data quality and optimal data base performance
 - Conducting periodic assessments of the Biometric Solutions and/or its infrastructure to ensure that all the functional requirements are satisfied.
 - Determining when the Biometric Solutions and/or its infrastructure need to be upgraded, replaced, or retired.
 - Installation, configuration of user specific various Master Tables.
 - The selected bidder is required to perform user administration activities like capturing of required user detail from CBS System, defining user authorization, granting of respective user rights and privileges.
 - Assisting user to carry out live run.
 - Redress various operational problems.
- 8.8 Selected Bidder should guarantee that the equipments, including all components, delivered to The Bank are brand new.
- 8.9 The selected bidder warrants that the services provided under the contract shall be as per the Service level Agreement (SLA) between the bidder and Bank.
- 8.10 The Bank shall promptly notify the bidder in writing of any claims arising under this warranty.
- 8.11 Upon receipt of such notice, the bidder shall with all reasonable speed and time, repair/replace/reconfigure/re-provision the defective equipment or service, without prejudice to any other rights, which The Bank may have against the bidder under the contract.
- 8.12 If the bidder, having been notified, fails to remedy the defect(s) within a reasonable period as per the terms & conditions of SLA, The Bank may proceed to take such remedial action as may be necessary at the bidder's risk and expense and without prejudice to any other rights, which The Bank may have against the bidder under the contract.
- 8.13 The selected Bidder should also guarantee that all the software supplied by the Bidder is licensed and legally obtained.
- 8.14 The offer must include comprehensive on-site warranty of five-years from the date of installation and commissioning of the equipments including the replacement of spare parts for any reason.
- 8.15 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.
- 8.16 Select Bidder must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the Project Contract Period. During the said period Bidder shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to The Bank.
- 8.17 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 hardware items installed.

9. MAINTENANCE STANDARD DURING WARRANTY

- 9.1. The selected bidder should ensure 98% uptime (single outage not greater than 1 (one) hour) for the biometric solution implemented at end-user level and 99.99% uptime (single outage not greater than 30 minutes) for the Biometric Solution implemented at the Central location (DC and DR). The uptime will be calculated on daily basis. 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 Bidder even if the request is made over telephone/SMS or by e-mail/fax. The solution should be integratable with the Bank's existing EMS for SLAs
- 9.2. If the uptime for the biometric solution for each end-user is below the guaranteed uptime, Bank shall charge @1% of the total cost of the solution.

10. 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 ₹ 15,000/- (Rupees Fifteen 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: 033-44559720 Fax no: 033-23345013
E-Mail: hocbs.calcutta@ucobank.co.in

The tender document may also be downloaded from The Bank's official website www.ucobank.com. The Bidder downloading the tender document from the website is required to submit a non-refundable fee of ₹15,000/- (Rupees Fifteen Thousand only) in the form of Demand Draft or Pay Order 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.

Bank's right To Accept Any Bid and to reject any or All Bids / Cancellation of tender process.

UCO BANK reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof. Any decision of UCO 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 .

11. EARNEST MONEY DEPOSIT

The Bidder(s) must submit Earnest Money Deposit in the form of Demand Draft/Pay Order/ Bank Guarantee (as per format provided in annexure-IX) in favour of **UCO BANK** payable at Kolkata for an amount mentioned hereunder:

Particulars of Job to be undertaken	EMD
Supply, Implementation and Maintenance of Biometric Solution at Bank's Branches and Administrative Offices for enabling 2nd Factor Authentication for CBS System	Rs. 10 Lacs

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 the technical 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 The Bank.
 - To furnish performance Bank Guarantee in the form and manner to the satisfaction of The Bank.

12. 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 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 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.

13. CLARIFICATIONS ON AND AMENDMENTS TO RFP DOCUMENT

The prospective bidders may attend a pre-bid meeting to be held as indicated in the Bid details - Control Sheet. Up to a maximum of 2 (two) authorized representatives of each prospective bidder will be permitted to attend the pre-bid meeting.

It has been decided to hold a Pre-Bid Meeting on the date, time and venue given in Bid details - Control Sheet of RFP. Bidders are requested to send their queries relating to RFP to our office by e-mail/ fax / speed post / courier, within the date & time mentioned in the Bid details - Control Sheet, so that the same could be discussed during the Pre-Bid meeting with interested Bidders. 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 the prospective Bidders, modify the RFP contents/covenants by amendment. Clarification /amendment, if any, will be notified on Bank's website. No individual communication would be made in this respect.

The Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.

Non-attendance at the Pre-bid Meeting will not be a cause for disqualification of a bidder.

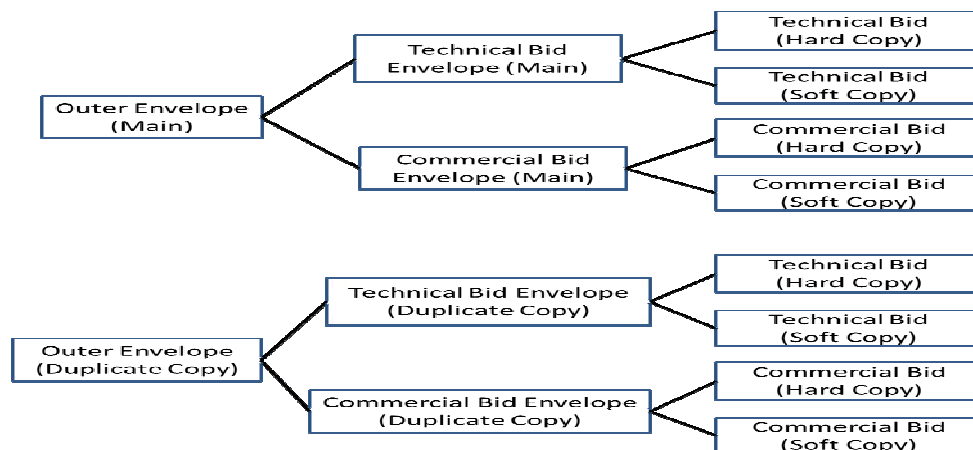
14. SUBMISSION OF OFFER –TWO BID SYSTEM

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, Implementation and Maintenance of Biometric Solution at Bank's Branches and Administrative Offices for enabling 2nd Factor Authentication for CBS System (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 "Supply, Implementation and Maintenance of Biometric Solution at Bank's Branches and Administrative Offices for enabling 2nd Factor Authentication for CBS System (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 given in Bid Detail- Control Sheet Table, on or before the stipulated time. 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. 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.

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.

15. 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/conclusively responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

16. 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.

17. BID OPENING AND EVALUATION CRITERIA

Functional/Technical offer will be opened on the date and time mentioned in the bid details-control sheet in the presence of the Bidders who choose to 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.

Evaluation of Technical Proposal:

RFP evaluation methodology that The Bank would adopt is as given below:

First, the evaluation of technical proposal will be done. The technical proposal will be evaluated out of 100 (One hundred) marks. The bidder will have to score at least 75 (Seventy Five) marks to be declared as technically qualified.

Bank may conduct clarification meetings with each or any bidder to discuss any matters, technical or otherwise. Proposals shall be evaluated as per the following steps.

A detailed evaluation of the proposals shall be carried out in order to determine whether the bidders are competent enough and whether the bidder's Proposal technically qualifies to the requirements set forth in the RFP. Proposals received would be assigned scores based on the parameters defined in the table below-

Criteria, Sub-criteria, and Point System for the Evaluation of Technical Proposals			
S. No	Criteria / Sub-criteria	Description – Aim / Response expected from Bidder	Maximum Marks
1	Organization Capability	Aim: To assess the capability to undertake the Project	40
1.1	Human Resources Strength	Aim: To examine the Bidder's Resource Base and assess its quality. Points would be awarded based on the quality and size of the resource base Criteria: Documents and Certificates showing experience and volume of manpower in different profiles like management level, software development team, hardware deployment team, data entry operators & data collection team profile	5

1.2	Number of years of experience	Aim: To assess the Experience base of the Organization Criteria: The Certificate of first project executed by the organization as prime contractor in a joint venture/consortium or individual capacity. The organization can submit certificates of subsequent projects taken up on a joint venture/consortium/individual basis as well	4
1.3	Quality Certification such as SEI - CMM / ISO 9000, certificates, etc.	Aim: To give credit to Bidder with quality certifications. Criteria: the Number of internationally Accepted and renowned quality certifications with the organization/all consortium partners (provided it corresponds to the scope of work defined for the respective partner in the MoU signed between the consortium partners) will be considered	4
1.4	Bank's certificate of solvency/ Letter of Comfort	Aim: To assess the financial back up the organization has from the Institution Financial Market Criteria: Submission of a Relevant Document	2
1.5	Organization's Financial Strength	Aim: To gauge the financial strength of the Bidder and its ability to raise funds for the project. Bidders having Turnover (in Crores) from 5 >=Turnover<= 10 - 1 marks 10 >Turnover<= 15 - 2 marks 15 >Turnover<= 20 - 3 marks 20 >Turnover<= 25 - 4 marks Above 25 - 5 marks	5
1.6	Previous Experience	Aim: To Assess the relevant experience base of the organization to execute the Project	15
1.6.1	Experience in Data Collection	Aim: To assess the data collection experience of the bidder by examining the	5

		<p>volume and nature of data collected and experience of same for number of years</p> <p>Criteria: Submission of Completion certificate for completed collection of citizen Data from the client</p>	
1.6.2	Project Management	<p>Aim: To examine the experience of the Bidder in field of Project Management of PPP (BOOT/BOO/LMT/any other PPP model) projects</p> <p>Criteria: Submission of relevant copy of Purchase order/ completion or Successful Deployment Certificate</p>	5
1.6.3	Biometrics	<p>Aim: To assess the experience of the Bidder in the area of Biometrics projects.</p> <p>Criteria: Submission of relevant copy of Purchase order/ completion or Successful Deployment Certificate</p>	5
1.7	Security Design & Deployment and Operations Capability	<p>Aim: To gauge the capabilities of the Bidder with respect to security features in the various relevant products (software/hardware/other products)</p> <p>Criteria: Submission of relevant copy of Purchase order/ completion or Successful Deployment Certificate</p>	5
2	Proposed Technical Solution		60
2.1	Solution Description - Understanding of Design, Implementation, Operation, and Maintenance of various parameters	<p>Aim: To Assess the technological and managerial understanding and capacity of the Bidder to successfully execute the Project</p> <p>Criteria: Details of - Technical Architecture People Architecture Resources Architecture Implementation Strategy and Timelines</p>	20
2.1.1	Data Collection, Data entry and Storage	<p>Aim: To assess the Bidders' understanding of the</p>	4

		<p>requirements and proposed solution for Data collection.</p> <p>Criteria: Details of - Technical Architecture People Architecture Resources Architecture Deployment strategy Implementation Methodology and Time lines</p>	
2.1.2	Application Software	<p>Aim: To assess the Bidders' understanding of the requirements and proposed solution on Biometrics Authentication Application Software and its different modules</p> <p>Criteria: Complete technical Software solution Architecture. Time lines for development of the complete software application and each of the modules. Interoperability and Scalability Provision for each module as well as complete Package. International standards followed</p>	4
2.1.3	Hardware	<p>Aim: To assess the Bidder's capability of provide and support quality hardware</p> <p>Criteria: Technical Specifications of Hardware Make and Model of Hardware Implementation Methodology and Time lines</p>	4
2.1.4	Biometrics	<p>Aim: To assess the Bidder's capability of providing Biometric solution</p> <p>Criteria: Complete technical</p>	4

		details of Biometrics Security features & International Standards followed Implementation Methodology and Time lines	
2.1.5	Training & Operations	Aim: To assess the Bidders' understanding of the requirements related to training and operations and proposed solution Criteria: Methodology proposed and human resource deployment along with time lines	4
2.2	Technical presentation before technical evaluation Team	Aim: To Assess the Complete solution proposed by the bidder in the RFP Bid through direct interaction and queries Criteria: The answers given by the Solution provider to the Technical Evaluation Committee.	20
2.3	Reference Site Visit	Aim: To get feedback from the site where the bidder has already implemented the offered solution Criteria: The answers given by site personnel while awarding the marks	20

Note: During the technical and functional (technical bid) evaluation process if it is found that any item is missing or incomplete , the bidder will be required to submit the incremental price quotation for the missing/incomplete item(s) in sealed envelope within 48 hours of being advised of the same which will then from an integral part of the commercial submission.

Commercial Evaluation:

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.

Commercial Offer of only those vendors will be opened who have scored minimum 75 % marks in the technical evaluation process(marks in the technical evaluation and feedback from the site visit)described above.

Detailed criteria for evaluation of commercial bid are furnished in Annexure VIII-Table-1, 2, 3 & 4.

Bidder should clearly mention Tax (Sales Tax/Service Tax/VAT) at Present Rate correctly in Annexure-VIII as on date of submission of RFP. In case of any discrepancy/deviation in the tax rate, Bank reserves the right to ascertain the exact Tax rate from the concern authority and the same will be taken into account while calculating the TCO.

Bank will finalize the L-1 vendor based on the TCO (Annexure –VIII-Table-4)

The Bank reserves the right to reject L1 bid if the same is found unreasonable.

18. CLARIFICATION OF OFFERS

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

The bidder shall notify The Bank in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract. The Bank reserves rights to accept such arrangement or reject the proposal outright. Proof of such contracts should be submitted to The Bank.

19. CONTRACT PERIOD

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

20. ORDER CANCELLATION (TERMINATION)

The Bank reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by The 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, The 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, The 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 The Bank may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- 20.8. The 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

- 21.1. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], The 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 take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract.
- 21.2. 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 The 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 The Bank may specify including training, where the successor(s) is a representative/personnel of The 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.
- 21.3. Nothing herein shall restrict the right of The 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 The Bank under law or otherwise.

21.4. 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. RIGHT TO ALTER QUANTITIES

The bank reserves the right to alter number of Fingerprint Scanner Device along with necessary API specified in the bid in the event of changes of plans of the Bank. Any decision of The Bank in this regard shall be final, conclusive and binding on the bidder. The Bank reserves the right to place order for additional Fingerprint Scanner Device along with necessary API with the same terms and conditions of warranty. In case of additional procurement of Fingerprint Scanner Device along with necessary API, the unit price given in the commercial bid will be considered as the basis for total price calculation of additional procurement.

23. LIQUIDATED DAMAGES

Liquidated damages at 1% (One percent) of the contract price per week will be charged for every week's delay in the specified delivery schedule or to perform the service within the contracted time period ,subject to a maximum of 10% of the value of the order value. The Bank reserves it's right to recover these amounts by any mode such as adjusting from any payments to be made by The Bank to the Bidder. Liquidated damages will be calculated on per week basis. Once the maximum is reached, the Bank may consider termination of the contract.

24. 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.

25. DISASTOR RECOVERY MECHANISM

The proposed system must be capable of and compatible for Disaster Recovery Implementation. The successful bidder should describe the provisions for disaster recovery and show that the Biometric solution facilitates disaster recovery.

26. INSURANCE

The equipment (hardware, software etc)supplied under the contract shall be fully insured by the successful bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. The insurance shall be obtained by the bidder naming UCO Bank as the beneficiary, in an amount equal to 100% of the invoiced value of the goods on "all risks" basis (including war risks and civil riots clauses). The period of insurance shall be up to

the date the supplies are accepted and the rights of the property are transferred to The Bank.

27. UPTIME & RESPONSE TIME

The selected bidder should ensure 98% uptime (single outage not greater than 1 (one) hour) for the biometric solution implemented at end-user level and 99.99% uptime (single outage not greater than 30 minutes) for the Biometric Solution implemented at the Central location (DC and DR) 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 for biometric solution is below 90% for the end-user or if the uptime is below 95% for the central location, The Bank shall have full right to terminate the contract under this RFP.

The biometric solution offered by the bidder should have an end-to-end response time of less than 3 seconds. (Response time is the time taken for authentication of finger print at central database server and return of Finacle user id at the user terminal)

28. TRAINING

The select bidder shall provide end-use and admin user training as per the requirement of the bank. Training for the first 1000 end-users and 10 admin users shall be provided at free of cost to the bank. The vendor should provide a per user cost which the Bank will use for subsequent training in the contract period.

29. AUDIT BY THIRD PARTY

Bank at its discretion may get entire Biometric solution audited in-house or by outside agency as per The Bank's requirement. The vendor shall extend all sorts of support required for carrying out the audit of the software. The vendor must rectify the discrepancies / observations in the system, as per the audit report in consultation with The Bank . There shall not be any additional charges payable by The Bank for such rectifications. The software shall be re-audited after rectification to verify that the recommended modifications have been made by the Vendor.

30. 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 subject to a maximum of 100% of the order value.

- 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.

31. 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 The Bank /Purchaser and the Authorised 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.

32. JURISDICTION

The jurisdiction of the courts shall be Kolkata.

33. 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.

34. AUTHORIZED SIGNATORY

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with The 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 The 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 The Bank.

35. PUBLICITY

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

36. FORCE MAJEURE

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or The 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 The 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.

37. 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 The Bank.
- To only make copies as specifically authorized by the prior written consent of The 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.

38. CONFLICT OF INTEREST

The Bidder shall disclose to The 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.

39. 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.

40. PERIOD OF VALIDITY OF BID

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

41. SCHEDULE OF IMPLEMENTATION

The Bidder should complete the implementation including Supply, Customization, and Deployment of Biometric solution within 4 weeks from the date of award of contract. The implementation shall comprise of system configuration, customisation, pilot implementation, UAT and system roll out. The warranty shall start from date of implementation/operation of the solution.

42. ADDRESS OF COMMUNICATION

Offers/bid should be addressed to the address given in Bid details - Control Sheet.

43. PRELIMINARY SCRUTINY

The 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.

The 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 The Bank reserves the right for such waivers.

44. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER/BID

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

45. 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. Tender offer forwarding letter (Annexure -I)
- iii. Technical Offer/Technical bid with Specifications adhering to the technical specifications given in Annexure -IV
- iv. General Details of the Bidder (Annexure -V)
- v. Copy of Manufacturer's Authorization letter (Annexure -VI)
- vi. Bill of materials. This table should **not** contain any price information (Annex - VII)
- vii. Letter for Authorized representative.

- viii. Letter for acceptance and compliance of all the Terms and Conditions of RFP.
- ix. Valid Bank Draft / Pay order/ Bank Guarantee as EMD.
- x. Valid Bank Draft/ Pay order as Bid price if tender document is downloaded from Bank's website
- xi. Bidder's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the RFP.
- xii. Memorandum of Understanding (MoU) not prior to the date of release of this RFP by consortium members.

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

46. FORMAT FOR COMMERCIAL OFFER

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

The short listed Bidder has to keep the finalized price valid for a period of five years 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.

Note: Sales tax/VAT, service tax, if applicable, should be quoted in the column "Taxes at present rate" mentioned in annexure-VIII. 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.

47. COSTS OF PREPARATION & SUBMISSION OF BID

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

48. 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.

49. OWNERSHIP AND RETENTION OF DOCUMENTS

- The 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 The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The 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 The Bank at no

additional cost.

- The selected Bidder shall not, without the prior written consent of The Bank / Purchaser store, copy, distribute or retain any such Documents.
- The selected Bidder shall preserve all documents provided by or originating from The 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 The Bank /Purchaser in this regard.

50. EXERTING UNDUE INFLUENCE

Bidder shall NOT contact UCO BANK on any matter relating to this bid, from the time of the submission of commercial bid to the time the contract is awarded. Any effort by a bidder to influence UCO BANK 's bid evaluation, bid comparison or contract award decision may result in the rejection of the bid.

51. LIMITATION OF LIABILITY

Bidder's cumulative liability for its obligations under the contract shall not exceed the contract value and the bidder shall not be liable for incidental, consequential, or indirect damages.

52. ANNEXURE:

ANNEXURE -I

(Tender offer forwarding letter)

Tender Reference No.: _____

Date: XX. XX. 2011

The General Manager (IT)
UCO BANK
Head Office II, 5th Floor, 3 & 4 DD Block,
Sector -1, Salt Lake City, Kolkata -700064

Dear Sir,

Sub: Your RFP for "Supply, Implementation and Maintenance of Biometric Solution at Bank's Branches and Administrative Offices for enabling 2nd Factor Authentication for CBS System" Ref No. XXXX. 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, Implementation and Maintenance of Biometric Solution at Bank's Branches and Administrative Offices for enabling 2nd Factor Authentication for CBS System 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, Implementation and Maintenance of Biometric Solution at Bank's Branches and FGM/ZO/Administrative Offices etc. for enabling 2nd Factor Authentication for CBS System as per your purchase orders.

In the event of our selection by The Bank for Supply, Implementation and Maintenance of Biometric Solution at Bank's Branches and Administrative Offices for enabling 2nd Factor Authentication for CBS System, we will submit a Performance Guarantee for a sum equivalent to 10% of the project cost for a period of five years effective from the month of execution of Service Level Agreement in favour 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/Pay Orders :

1. DD /PO No. dated for ₹ 15,000/- (Rupees Fifteen Thousand Only) as Cost of RFP Document &
2. DD/PO/BG No. dated for ₹ 10,00,000/- (Rupees Ten Lac only) as EMD.

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

Dated this ____day of _____2011

Signature: _____

(In the Capacity of) _____

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

ANNEXURE –II

MINIMUM HARDWARE SPECIFICATION –FINGER PRINT SCANNER

(Note: Bidder should quote only one type of device)

Sl. No.	Description	Technical Specification (Optical)	Technical Specification (Radio Frequency)	Deviation Offered	Reasons and effect of deviation on operational efficiency in the system
	Make & Model				
	Sensor Type	Optical Type	Radio Frequency		
1	Image Resolution	500dpi +- 5%	500dpi +- 5%		
2	Image Size	260 x 360 Pixels	260 x 360 Pixels		
3	Sensor Area	23mm x 23 mm	23mm x 23 mm		
4	Image Capture Size	200 Pixels wide finger Print image	200 Pixels wide finger Print image		
5	Image Gray Scale / Type	8 bit Gray scale (256 Shades of gray) Compression Type -Non – Lossy TIFF format (compressed) 1KB to 2KB per finger Print	8 bit Gray scale (256 Shades of gray) Compression Type - Non – Lossy TIFF format (compressed) 1KB to 2KB per finger Print		
6	Distortion (Non Linear)	<1%	<1%		
7	Sensing Prism Hardness	750Hk(6.8Mohs)	N.A.		
8	Light Source	Red LED	N.A.		
9	Life Time	Minimum 60,000 Hours	Minimum 60,000 Hours		
10	FAR (False Acceptance Rate)	<=0.001%	<=0.001%		

11	FRR (False Rejection Rate)	<=1%	<=1%		
	Electrical				
12	Power Supply	Via USB Interface	Via USB Interface		
13	Operating Voltage	5V +- 5%	5V +- 5%		
14	Operating Current	< 100mA	< 100mA		
15	ESD Tolerance	Less than 12Kv	Less than 12Kv		
	Communication				
16	Interface	USB (1.1/ 2.0)	USB (1.1/ 2.0)		
17	Image Capture Speed	<1 Second	<1 Second		
	General				
18	Operating Temperature	0-40 Degree Centigrade	0-40 Degree Centigrade		
19	Relative Humidity	Less than 80% (Non- Condensing)	Less than 80% (Non- Condensing)		
20	Cable Length	Minimum 1500MM	Minimum 1500MM		
21	Fake Finger Rejection	Rejection of fake fingers made from silicon rubber, play doh etc.	Rejection of fake fingers made from silicon rubber, play doh etc.		
22	Certification and Standards Supported	ANSI X9.84 or CBEFF(common biometric exchange format framework), NIST,USA ,FBI IV QIS ,FIPS 201 ISO/IEC 19784/19875/19794	ANSI X9.84 or CBEFF(common biometric exchange format framework), NIST,USA ,FBI IV QIS ,FIPS 201 ISO/IEC 19784/19875/19794		
23	Compliance	FCC , CE ,RoHS (Restriction of Hazardous Substances)(Documentary proof should be submitted)	FCC , CE ,RoHS (Restriction of Hazardous Substances)(Documentary proof should be submitted)		

24	Operating System Support	Windows XP Professional Windows 7 Professional Windows XP Embedded Edition (Documentary proof should be submitted) Redhat Linux (Self certification is sufficient)	Windows XP Professional Windows 7 Professional Windows XP Embedded Edition (Documentary proof should be submitted) Redhat Linux (Self certification is sufficient)		
25	Mounting	Surface Mountable Case with Integrated Screws	Surface Mountable Case with Integrated Screws		
26	Warranty	5 Year onsite comprehensive warranty	5 Year onsite comprehensive warranty		

ANNEXURE -III

ENROLLMENT PROCESS AND OTHER MAJOR REQUIREMENTS

BIO METRIC AUTHENTICATION SYSTEM – ENROLLMENT PROCESS:

The Registration process should accept the following data as input:

- 1.PFM No.:
- 2.Name of the member :
- 4.Fiacle User Name (User ID):
- 3.Date of Superannuation:
- 3.SOL ID:
- 4.Date of Registration:

Then the fingerprints (FP) to be captured and the data linked to the FP. This should be stored in a central Biometric Authentication Server at Bangalore Data Centre (we shall have the DR also).

All the staff members of the bank may be registered as one time measure. For this purpose, the vendor shall arrange to schedule the installation and registration activity in a particular branch in consultation with the branch / Zonal office. In case 100% registration in a particular branch could not be completed due to absence of the staff, the branch head to be adequately trained to handle the registration process on their own. During this process, all the 6 Finger Prints to be captured and stored with index number.

OTHER REQUIREMENTS:

1. Both for Registration and Authentication, Finger Print Device should be same
2. Biometric application software should be a web based application and both the Registration and Authentication process would be accessed from the client side through browsers (Internet Explorer 6.0 (or higher) / Mozilla Fire fox).
3. Biometric application software should be compatible to UNIX/ Linux platform. Details of OS Platforms along with versions has to submitted along with the bid.
4. Biometric Application Software should be compatible with various finger Print scanners available in the market. Biometric Application Software should be independent of any (FPD– Finger print Device) available in the market. Proof of document should be submitted for the same.
5. Biometric Application Software should be available with various audit trails.
6. Biometric Application Software should be capable of handling various risks in the simplified authentication process such as server side – false template risk, similar template – similar characteristic risk , residual characteristic risk , component alteration risk ,enrolment ,administration and system use risks , cross system risk etc

ANNEXURE -IV

**Technical Bid
(Technical Specifications)**

Bidder must submit the description of the hardware, system software, RDBMS and any other suits as per Annexure – VII (Bill of Material)

S.N.	Features
1	Hardware and Operating system
1.1	Hardware parameters (like CPU, Memory, and hard disk) should not cross the 70% utilisation levels at any point in time.
1.2	Should be able to support different protocols (TCP/IP, IPX, etc.)
1.3	Implement patches / upgrades on all softwares, firmwares
1.4	Hardware equipment should be scalable to support increased requirements of The Bank
1.5	Hardware should have built-in redundancy features such as dual Power supply, dual NIC, RAID etc
1.6	Hardware should have efficient hardware monitoring and diagnostic functions
1.7	Hardware should be rack optimised
1.8	The Server should be horizontal & Vertical scalable.
1.9	The hardware components should be hot swappable.
1.10	Hardware should be sized suitably to ensure Biometric live run for 25% concurrent users
2	Backup & recovery
2.1	The backup success rate should be 99.99% at all times for the Integrated Biometric Solution
2.2	Should support online replication to backup site
2.3	Disaster Recovery site to be up & running 24*7
2.4	Reliable integrity verification functionality for backups
2.5	The solution should be compatible with all types of backup devices.
2.6	The solution should support all backup application softwares

S.N.	Features
2.7	Should support IP protocol
2.8	Should be capable of automating the backup process for all the applications/ database in the Primary & Disaster Recovery sites.
2.9	Application should recover and become fully operational within 90 minutes from the Disaster Recovery Site in case of a disaster at Primary Biometric site
2.10	Recovery Point Objective (RPO) for the proposed Biometric solution should be 30 minutes
2.11	System should support following Backup modes: <ul style="list-style-type: none"> • Online • Automated • Manual
2.12	System should support following Type of backup facility <ul style="list-style-type: none"> • Hot backup • Cold backup
2.13	System should Allow the backup of <ul style="list-style-type: none"> • Whole system • Application program • Database
3	Availability Parameters
3.1	Should support load balancing in terms of system parameters (CPU, Hard Disk, memory, etc.)
3.2	Hardware should be available for 24*7
3.3	Solution should have maximum Response Time of 3 seconds
4	Web Browser
4.1	Proposed architecture should support web browsers like Internet Explorer, Netscape Navigator, Mozilla FireFox, Opera, Safari etc. Please also indicate the versions of different browsers best suited for the proposed architecture.
5	Application Server
5.1	The application should be able to support HTML, DHTML, etc. (Markup language)
5.2	The application should be able to support Server side languages like ASP, JSP, Personal home page, Cold Fusion Markup Language (CFML), Common Gateway Interface (CGI), etc.

S.N.	Features
5.3	The application should support the application layer technologies like Java, C++, Netscape server application process interface, Internet server application process interface, etc.
5.4	Support standard queuing engines (IBM MQ, MSMQ, etc.)
5.5	The system should provide interface to standard firewalls (application proxy, stateful inspection and mix of both)
5.6	Database Connectivity support should at a minimum be ODBC, JDBC, etc.
5.7	Should be able to install on Windows platforms, UNIX flavours, etc (Operating systems).
5.8	Should be hardened to disable unnecessary features and plug known security vulnerabilities
6	Interfaces
6.1	The system should Seamlessly Integrate with Core Banking Solution (Finacle) without any manual intervention
7	Integration Application Requirements
7.1	Application should handle automatic switchover in cluster environment
8	Data Exchange / Interface
8.1	During exchange of information, the application should support Encryption of data.
9	Database Requirements
9.1	Ability to Patch management/ upgradation of database
9.2	Ability to support for pooling multiple database connections when the load on the application increases
9.3	Ability of the database to support clustering.
9.4	Ability to support online replication.
9.5	Ability to implement SANs for data storage in the architecture
10	Reports
10.1	Various customized reports should be available from the Biometric Solution offered
11	Audit Trail
	The system should provide comprehensive audit trail features such as:
11.1	Daily activities log are merged into the history log files

S.N.	Features
11.2	Date, time and user-stamped transaction list are generated for different transactions
11.3	Transaction screens display system information including Processing Date, Current Time, Current User
11.4	Daily activity reports are provided to highlight all the transactions being processed during the day
11.5	Support for recording of Unsuccessful attempts to log-in to the system
11.6	System to provide session log files. The user should be able to analyse the information (e.g., account id, session time etc.)
11.7	System should provide tracking of the client's IP & Network Interface address
11.8	The application should facilitate definition of user-defined log files for tracking sessions
11.9	System to provide session logs. The user should be able to analyze the information (e.g. account id, session time etc.)
11.10	The application should facilitate definition of user-defined log files for tracking sessions
11.11	Unsuccessful attempts to login to the system should be recorded
11.12	Daily activities logs are merged into the history log files
12	Security
12.1	System should have ability to define security customers system administrators.
12.2	The proposed application should provide complete logging and audit trails of activities performed by users.
12.3	Security feature on the proposed system should be <ul style="list-style-type: none"> • Encryption aware • SSL aware , IPSEC

Place: _____

Date: _____

Signature: _____

Name: _____

Business Address: _____

ANNEXURE -V

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

	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 Biometric Solution

(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: _____

Date: _____

Signature: _____

Name: _____

Business Address: _____

ANNEXURE-VI

LETTER OF AUTHORISATION FROM OWNER OF THE BIOMETRIC SOFTWARE SOLUTION / ORIGINAL EQUIPMENT MANUFACTUER (OEM)

(Bidder to attach separate authorisation letter for each of the authorisation)

To:
General Manager
Information Technology Department
UCO Bank, HO-2
KOLKATA

Dear Sir:

Ref: Your RFP Ref: [*] dated [*]_

We hereby authorise M/s. _____ (name of the company with address) to quote prices for the following components of the software / hardware etc. invited vide your RFP dated

We also confirm the following:

- a. Technical specification of the Server / Finger Print Device / Biometric Software quoted by the bidder meets the specifications stipulated in the above-cited RFP.
- b. In the event of bidder, not providing services or services provided by the bidder is not adequate, and then the same shall be provided to the Bank at the same terms and conditions of the RFP.
- c. The Server / Finger Print Device / Biometric Software for which the bid is submitted are for latest models and are not marked to be withdrawn during the next 12 months.
- d. Hardware spares for server, finger print device will be available for at least 5 years from the date of delivery.
- e. Delivery schedule stipulated in the RFP will be strictly adhered to.

Authorised Signatory:
Name and Designation:
Office Seal with date:

ANNEXURE -VII

Bill of Material
(To be included in Technical Bid)

A. Software

Sl. No	Description	Make / Model/Part No./Version	Qty
1.	Item 1 (For Central Biometric Application)		
2.	Item 2 (For API for end-user)		
3.	Item 3 (For example Database)		
4.	Any other item (add more rows if required)		

B. Required Hardware for offered solution:

Sl. No	Description	Make / Model/Part No./Version	Qty
1.	Item 1 (For example Server1)		
2.	Item 2 (For example FP scanner)		
3.	Item 3 (For example SAN)		
4.	Any other item (add more rows if required)		

Place: _____

Date: _____

Signature: _____

Name: _____

Business Address: _____

ANNEXURE – VIII

FORMAT FOR COMMERCIAL BID

1.Name of Bidder:

TABLE 1 - COST OF BIOMETRIC SOFTWARE, IMPLEMENTATION, TRAINING

S.No	Item of purchase	Quantity	Unit Price	Tax At Present Rate	Total Price
Software required for Proposed Solution:					
1.	Item 1 (For Central Biometric Application))				
2.	Item 2 (For API for end-user)				
3.	Item 3 (For example Database)				
4.	Any other item (add more rows if required)				
5	Implementation charges				
6	Training for Admin user(s)				
7	Training for a batch of 20 end-users				
8	Cost of implementation				
	TOTAL COST OF BIOMETRIC SOFTWARE, , IMPLEMENTATION, TRAINING (A)				

TABLE 2- COST OF BIOMETRIC HARDWARE, IMPLEMENTATION:

S.No.	Item of purchase	Quantity	Unit Price	Tax At Present Rate	Total Price
Hardware required for Proposed Solution:					
1.	Finger Print Scanner	20000			
2.	Item 2 (For example Server1)				
3.	Item 3 (For example SAN)				
4.	Any other item (add more rows if required)				
5	Implementation charges				
	TOTAL COST OF BIOMETRIC HARDWARE (B)				

Note: Total cost of Finger Print Scanner will be calculated by multiplying 20000 by unit price to arrive at TCO. However, payment for Fingerprint Scanner will be made on actual quantity ordered.

TABLE 3 – FACILITY MANAGEMENT:

S.No.	Item of purchase	FM Charges/ Year	Tax At Present Rate	Total Price
Facility Management for Proposed Solution:				
1.	Item 1 (FM charges as mentioned in scope of work)			
	TOTAL FM CHARGES FOR 5 YEARS(C)			

TABLE 4 – TOTAL COST OF BIOMETRIC PROJECT

Sl. No.	Description	Amount in INR
1	Total Cost of of Biometric Software, Implementation, Training as per Table 1	
2	Total Cost of Biometric Hardware as per Table 2	
3	Facility Management Charges as per Table 3	
4	GRAND TOTAL (A+B+C)	

Note: L1 bidder will be determined based on the lowest quote quoted under serial no. 4 of Table 4.

We certify that the Biometric Hardware and Software items quoted above includes cost of all activities and prices quoted are all in compliance with the terms stipulated in the RFP No. xxxxxxxxxxxxxxxxxxxx dated dd/mm/yyyy.

We also confirm that we agree to all the terms and conditions mentioned in this RFP No. xxxxxxxxxxxxxxxxxxxx dated dd/mm/yyyy.

Place: _____

Date: _____

Signature: _____

Name: _____

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.
- The price quoted by the Bidder should be inclusive of the cost of customization for the features which are stated as 'Customization required' by the Bidder.

ANNEXURE -IX

Format for Bank Guarantee

To

UCO BANK,
Information Technology Deptt
5th 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, Implementation and Maintenance of Biometric Solution at Bank's Branches and Administrative Offices for enabling 2nd Factor Authentication for CBS System, M/s _____ having their registered office at _____

(hereinafter called the '**Bidder**') wish to respond to the said Request for Proposal (RFP) for self and other associated **Bidders** and submit the proposal for Supply, Implementation and Maintenance of Biometric Solution at Bank's Branches and Administrative Offices for enabling 2nd Factor Authentication for CBS System 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 ₹ 10 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 **Bidder**.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed **₹10 Lacs** (Rupees Ten Lacs 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 _____ .