



(भारत सरकार का उपक्रम)

(Government of India Undertaking)

सम्मान आपके विश्वास का / HONOURS YOUR TRUST

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

UCO Bank having its Head Office at 10 BTM Sarani, Kolkata and Zonal Offices at 35 locations and more than 2200 branches across India has implemented 100% Centralised Banking Solution. The CBS software implemented is FINACLE version 7.0.19 from M/s Infosys Ltd. The database servers are vertically scalable while the application servers are horizontally scalable. The Wide Area Network (WAN) of the bank is connected to 18 Network Aggregation Points (NAPs) based on geographical proximity which in turn is connected to two geographically separate Data Centres, with online data replication capabilities. The bank has also implemented ATMs, Debit Cards, Internet Banking, Online Share Trading, Mobile Banking, Anti Money Laundering and Government Business Module (GBM) for its customers.

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

The scope of work would cover Facility Management for CBS Application (Finacle), Implementation of CBS in its International branches in Singapore and Hong Kong, Network, Network Security Management, Data Centre Management and Alternate Delivery Channels for a period of the next Five years including maintenance of existing Hardware, Network, Network Security and Software. The scope of work would also cover New Technology solution Integration, Customization, Supply, Installation, Commissioning and Implementation of required upgradation as per the required specifications and terms & conditions during five years period depending upon the business requirements of the Bank.

The Prime Vendors who wish to participate should meet the following criteria

Eligibility criteria:

1. The prime vendor (bidding entity) must have posted a gross profit in the financial years 2010-09, 2009-08 and 2008-07 from Indian operations.
2. The prime vendor should have the experience of Facility management in an end to end CBS solution environment in atleast one Scheduled Commercial Bank in India having more than 1000 branches which should include each one of the following:
 - a) Finacle Core banking solution
 - b) Wide Area Network including links and network equipment at branches
 - c) Network security management
 - d) Data Center management including DC links
 - e) Disaster recovery management including DR links
 - f) Any one Alternative delivery channel such as internet banking, call center, mobile banking or ATM
 - g) Maintaining SLAs for the CBS solution during the contract period

The EOI document submitted to UCO Bank should be complete and comprehensive with explicit documentary evidence in support of all eligibility criteria.

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

- a) Copies of annual report and audited balance sheet for the financial years 2010-09, 2009-08 and 2008-07.
- b) Documentary proof (order copy/installation certificates / letter from the Bank etc.) of providing services in atleast one Scheduled Commercial Bank in India having more than 1000 branches.

Based on the documents submitted with the response to the EOI, UCO Bank will, shortlist Prime Vendors.

Vendors who are eligible as per the above criteria may purchase the RFP document for Facility Management Services for CBS Infrastructure from the Office of the General Manager (IT) at the address given below on all working days from 16/09/2011 to 14/10/2011 between 1100 hrs. and 1600 hrs on payment of

₹ **25,000/-** (non-refundable) in the form of pay order or demand draft favoring UCO BANK payable at Kolkata.

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

The last date of submission of responses to the EOI and RFP is 17/10/2011 at 4:00 p.m. Only bidders who are eligible as per the above eligibility criteria will be considered for the next stage of evaluation.

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