Request for Proposal (RFP)

For

Implementation of Document Management System (DMS)

Head Office-2
Department of Information Technology
5th Floor, 3 & 4 DD Block, Sector -1
Salt Lake, Kolkata-700 064

RFP REF NO: UCO/DIT/20/2016-17 Date: 06/04/2016

Disclaimer

While the document has been prepared in good faith, no representation or warranty , express or implied, is or will be made, and no responsibility or liability will be accepted by UCO BANK or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The RFP is not an offer by UCO BANK, but an invitation for bidder's responses. No contractual obligation on behalf of UCO BANK, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of UCO BANK and the selected Bidder.

यूको बैंक ⊛ UCO BANK

TABLE OF CONTENTS

यूको बैंक UCO BANK

BID Control Sheet

Tender Reference	**UCO/DIT/20/2016-17 Dated 06.04.2016**
Cost of Tender documents	10,000 /-(Rupee Ten Thousand Only)
Date of issue of RFP	06/04/2016
Earnest Money Deposit (EMD)	Rs 10,00,000/-(BG)(Rupees Ten Lacs Only)
Date of commencement of sale of tender document	06/04/2016
Last date for submitting queries for the Pre-bid Meeting	13.04.2016
Pre-Bid meeting /Venue	16.04.2016 at 11:30 am at below mentioned address.
Last Date and Time for receipts of tender bids	06.05.2016 at 03:00 pm
Opening of technical bids	06.05.2016 at 03:30 pm
Opening of Price Bid	Will be informed subsequently to technically qualified bidders.
Address of Communication	**Head Office-2** **Department of Information Technology** **5th Floor,3 & 4 DD Block, Sector -1** **Salt Lake, Kolkata-700 064**
Email address	hodit.calcutta@ucobank.co.in
Contact Telephone/Fax Numbers	**Tel : 03344559736/58** **Fax : 03344559063**
Contact Person	**B. Mothilal** **Chief Manager – IT**
Bids to be submitted	**Tender box placed at:** **UCO BANK,** **Head Office-2,** **Department of Information Technology,** **5th Floor, 3 & 4, DD Block, Sector -1,** **Salt Lake, Kolkata-700 064.**

Note: Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under the NI act, the bids will be received till the specified time on next working day and will be opened at 3:30 p.m. UCO Bank is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason including postal holidays or delays

Any bid received after specified date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank.

Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid

Part –I

1. Introduction

UCO Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata-700001, India, and its Department of Information Technology at 3 & 4, DD Block, Sector-1, Salt Lake, Kolkata - 700064, hereinafter called "the Bank", is one of the leading public sector Banks in India having more than 3000+ Domestic Branches, four Overseas Branches two each at Singapore & Hong Kong Centres and 2500+ ATMs (including Biometric enabled ATMs), spread all over the country. All the branches of the Bank are CBS enabled through Finacle (Ver. 7.0.25) as a Core Banking Solution.

2. Overview

UCO Bank intends to engage vendor for centralised Document Management System (DMS) for digitisation and archival of documents (DMS) in phased manner. In the initial phase, the DMS will be implemented at Banks Head Office Departments (20 departments) followed by Zonal & Circle Offices (60 offices) and thereafter in selected/all branches & other offices across various locations of the Bank.

The objective of this project is deployment of web based DMS application accessible across the organisation for Digitization & archiving of documents, creation of Metadata, Indexing & Uploading onto Central Server. The project will be implemented in phases as given under:

- Phase -1. Installation of DMS Application in the infrastructure provided by the Bank, Digitisation & Archiving of old & existing documents of Head Office Departments and supply of Scanners.

- Phase -2. Digitisation & Archiving of old & existing documents at Circle and Zonal Offices.

- Phase–3. Digitisation & Archiving of old & existing documents at all branches

Initially Bank may place purchase order for implementation of Phase-1 only. Phase- 2 and Phase-3 implementation will be decided by the Bank at a later stage. **However, the Application Software should be scalable enough to cater the requirement of Phase-II & Phase-III.**

Digitisation of old and existing documents will be the responsibility of the selected bidder. In addition the project envisages the selected bidder to integrate the following features for smooth functioning of proposed solution

Through, DMS Bank intends to:

a. Scan & upload identified documents securely to a central server which will be retrieved based on various search criteria given by individual users. Work Flow implementation may be considered at a later stage.

b. To build a Strong Image Repository from the current Paper based file systems & integrates the same with the Bank's different applications including sensitive documents.

c. Improve the business processes in order to increase efficiency, better utilization of resources, improve productivity & reduce turnaround time (TAT) for each process.

d. Provide business continuity by making available important documents through DMS.

e. Provide repository of business sensitive documents.

f. To make electronic files available across the Bank for 24 hours a day

g. To make documents and files accessible to multiple users simultaneously.

h. To store and route documents electronically.

i. To create a back-up to the Paper Based Documents to serve as a DR system

3. Eligibility Criteria

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

Sl. No.	Criteria	Proof of documents to be submitted
1.	Bidder should be a company registered in India with an established setup in India.	Certificate of Incorporation & Commencement of Business (whichever applicable) should be submitted.
2.	The Bidder should have a minimum annual turnover of Rs 15 Crores per year during last three financial years i.e 2012-13, 2013-14 and 2014-15.	Copy of the audited balance sheets of the company showing turnover of the company should be submitted.
3.	The Bidder **AND** Original Solution Developer (OSD) should be a profit making entities (profit after tax) in any two of the last three financial years i.e	Copy of the audited balance sheets of the company showing profit/loss of the company should be submitted.

	2012-13, 2013-14 and 2014-15.	
4.	The Bidder should own the intellectual property rights of the DMS product or should have rights from the owner , If not, the Bidder should have in place proper tie-ups, commercial agreements, authorized implementation partnership etc. for deployment/ resale/ customization of software with the product OSD whose software products are offered.	Self-Declaration from the Bidder and an authorization letter from manufacturer (OEM) to this effect should be furnished giving mandate to participate in this RFP. Self- declaration should also specify that the bidder would be solely responsible for designing, procuring and delivering the entire solution.
5.	Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks with digitization and archiving of documents with volume of more than 30 Lacs images from any single organisation.	Copy of Purchase Order / Completion certificate from organisation to be submitted
6.	The Proposed DMS application should have been implemented in at least one Govt. Organization/ PSU/ Scheduled Commercial Bank.	Copy of Purchase Order to be submitted
7.	Bidder should not have been blacklisted by any Govt. organizations/PSU/Scheduled Commercial Bank during the last three years. The bidder shall give a declaration to this effect that they have not been black listed by any of the Govt. Authority or PSUs, as on date of submission of the tender, otherwise the bid will not be considered.	An undertaking to this effect must be submitted along with Technical Bid.

***Note*: -** In this tender process, either the Indian agent on behalf of Principal OEM (Original Equipment Manufacturer) or Principal OEM / OSD itself can bid but both cannot bid simultaneously. If an agent submits bid on behalf of the Principal OEM, the same agent shall not submit a bid on behalf of another Principal OEM / OSD in the same tender for the same item or product.

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

Part –II : INVITATION FOR BIDS AND INSTRUCTIONS TO BIDDERS

1. Invitation for Bids

This Request for Proposal (RFP) is to invite proposals from eligible Bidders Document management Solution. Sealed offers / Bids (Bid) prepared in accordance with this RFP should be submitted as per details given in the Bid Control sheet.

2. Due Diligence

The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP and study the RFP document carefully. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in each and every respect will be at the Bidder's own risk and may result in rejection of the Bid and for which UCO Bank shall not be held responsible.

3. Tender Document & 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 **Rs 10,000/- (Rupees Ten Thousand Only)** in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata.

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 **Rs.10,000/- (Rupees Ten Thousand Only)** in the form of Demand Draft or Banker's Cheque in favor of UCO BANK, payable at Kolkata, at the time of submission of the technical bid, failing which the bid of the concerned bidder will be rejected.

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.

4. Earnest Money Deposit

The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee valid for a period of 180 days in favour of UCO Bank payable at Kolkata for an amount mentioned hereunder:

Particulars of Job to be undertaken	EMD
Implementation of Document Management System	Rs. 10,00,000/-

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

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

a. If the bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).

b. If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or

c. In case of the successful bidder, if the bidder fails:

  ➢ To sign the contract in the form and manner to the satisfaction of UCO BANK.

  ➢ To furnish Performance Bank Guarantee in the form and manner to the satisfaction of UCO BANK within the stipulated time period.

5. Rejection of the Bid

The Bid is liable to be rejected if:

a. The document doesn't bear signature of authorized person on each page signed and duly stamp.

b. It is received through Telegram/Fax/E-mail.

c. It is received after expiry of the due date and time stipulated for Bid submission.

d. Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids/ incorrect information in bid / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP) are liable for rejection by the Bank.

e. Bidder should comply with all the points mentioned in the RFP. Noncompliance of any point will lead to rejection of the bid.

f. Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.

6. Pre Bid Meeting

The queries for the Pre-bid Meeting should be reached in writing or by email on or before the date mentioned in the Bid Control Sheet by e-mail to **hodit.calcutta@ucobank.co.in** . It may be noted that no query from any bidder shall be entertained or received after the above mentioned date. Queries raised by the prospective bidder and the Bank's response will be hosted at Bank's web site. No individual correspondence will be accepted in this regard.

Only authorized representatives of bidder will be allowed to attend the Pre-bid meeting.

7. Modification and Withdrawal of Bids

No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by successful bidders, the EMD will be forfeited by the Bank.

8. Information Provided

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.

9. For Respondent Only

The RFP document is intended solely for the information to the party to whom it is issued ("the Recipient" or "the Respondent") and no other person or organization.

10. Confidentiality

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or

affiliated in any way with Bank or any of its customers, suppliers, or agents without the prior written consent of Bank.

11. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Bank or any of its officers, employees, contractors, agents, or advisers.

12. Costs Borne by Respondents

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the Recipient / Respondent.

13. No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and Bank until execution of a contractual agreement.

14. Errors and Omissions

Each Recipient should notify Bank of any error, omission, or discrepancy found in this RFP document.

15. Acceptance of Terms

A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.

16. RFP Response

If the response to this RFP does not include the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected.

All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP

process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

17. RFP Response Validity Period

RFPs response will remain valid and open for evaluation according to their terms for a period of at least **6 months** from the time the RFP response submission process closes.

18. Notification

Bank will notify the Respondents in writing as soon as possible about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. Bank is not obliged to provide any reasons for any such acceptance or rejection.

19. Language of Bids

The bid, correspondence and supporting documents should be submitted in English.

20. Indemnity

The bidder shall indemnify the Bank and be liable for any loss or damage suffered by the Bank due to malfunctioning of the system as supplied and installed by them. The total liability of the selected bidder shall not exceed the total cost of the order value.

21. Normalization of Bids

The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the technically shortlisted bidders to re-submit the technical and commercial bids once again for scrutiny. The resubmissions can be requested by the Bank in the following two manners:

➢ Incremental bid submission in part of the requested clarification by the Bank.
➢ Revised submissions of the entire bid in the whole.

The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

22. Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss, sign negotiate, correspond and any other required formalities with the bank, with regard to the obligations. The selected bidder shall submit, a certified copy of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond. **The bidder shall furnish proof of signature identification for above purposes as required by the Bank.**

23. SUBMISSION OF OFFER – TWO BID SYSTEM

Separate Technical and Commercial Bids along with the soft copies duly sealed and superscribed as "Technical Bid" and "Commercial Bid" respectively should be put in a single sealed outer cover duly sealed and super-scribed "Implementation of Document Management System (DMS) – (Technical Bid)" and Implementation of Document Management System - (Commercial Bid) shall be submitted as per bid details given in the RFP.

Sealed separate envelopes carrying Technical Bid and Commercial Bid along with the soft copies should be kept in a single sealed outer cover duly sealed and super-scribed " Implementation of Document Management System" as per the below mentioned diagram and as per bid details given in the RFP.

The bids (along with soft copy) shall be dropped/submitted at UCO Bank's address given in Bid Detail- Control Sheet Table, on or before the date specified therein.

The bids shall be dropped / submitted at UCO Bank's address given in the above Bid Detail- Table, on or before the date specified therein

All envelopes must be super-scribed with the following information:

➢ Name of the Bidder
➢ Offer Reference
➢ Type of Offer (Technical or Commercial)
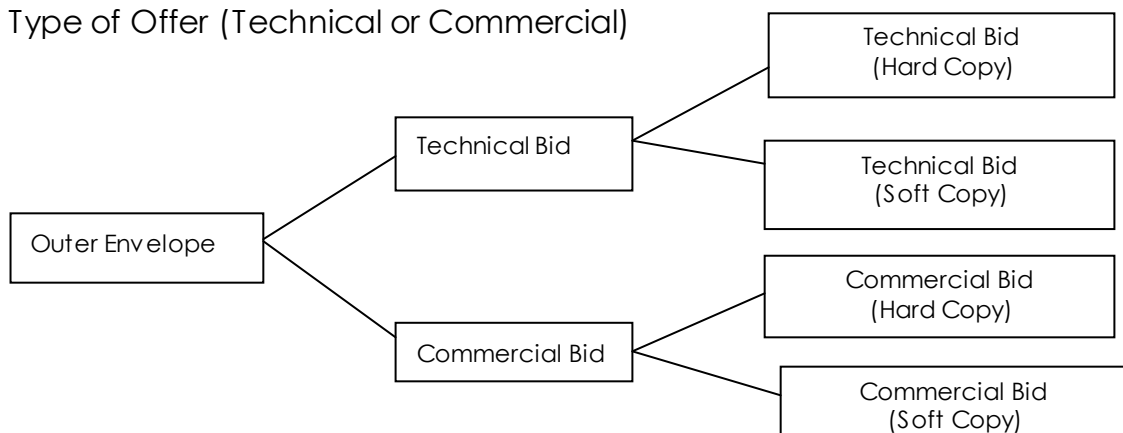
The Eligibility/Technical Offer should be complete in all respects and contain all information asked for, in the exact format of eligibility / technical specifications given in the RFP, **except prices**. The Eligibility / Techno functional offer must not contain any price information. UCO BANK, at its 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) 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 Eligibility/ Technical & Commercial Bids then that bid will be rejected summarily.

➢ If any outer envelope is found to contain only the technical bid or commercial bid, it will be treated as incomplete and that bid will be liable for rejection.

➢ If commercial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.

➢ The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.

➢ The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any, at any time prior to completion of evaluation of technical / eligibility bids from the participating bidders.

➢ Canvassing of any kind will be a disqualification and the Bank may decide to cancel the bidder from its empanelment.

24. Documents constituting the Bid

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

a. Table of Contents (Index)

b. Tender Forwarding Letter (Annexure – A)

c. Compliance to Eligibility Criteria (Annexure – B) - Along with all required documentary evidence.

d. Techno Functional Compliance (Annexure - C)

e. Licensing Details (Annexure-D)

f. Not bound to Accept Lowest Bid (Annexure-E)

g. Earnest Money Format (Annexure-F)

h. Manufacturer's Authorization Letter (Annexure – G)

i. Bill of Material (Annexure – H)

j. Undertaking (Annexure-J)

k. Non-Disclosure Agreement.((Annexure -K)

l. Deed of Indemnity (Annexure-L)

m. Performance Bank Guarantee (Annexure-M)

n. Hardware Requirement of Bidder (Annexure-N)

The Bidder should enclose a copy of the Masked Commercial Bid (as per the format provided in Annexure-I) without the prices (please put 'XXX' mark wherever prices are quoted) along with other bid documents for evaluation purpose.

Any Bid received by the Bank after deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

यूको बैंक UCO BANK

Part –III : BID OPENING AND EVALUATION CRITERIA

There would be Three (3) stages for evaluation process.

The Stages are:

I) Eligibility Criteria Evaluation

II) Technical Evaluation

III) Commercial Evaluation

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

1.   **Eligibility Evaluation:**

The Eligibility would be evaluated first for the participating bidders. The bidders, who would qualify all Eligibility Criteria as mentioned in **Part-1, Clause 3,** will be shortlisted for the Technical bid evaluation.

2.   **Technical Evaluation:**

2.1 A detailed technical evaluation would be undertaken for eligible bidders and only the technically qualified bidders would be shortlisted for commercial opening.   During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter / fax / e-mail seeking clarification / explanation.

2.2. Technical bid evaluation methodology that UCO Bank would adopt is given below:

a.   The functional and technical requirements are in a form of a table which is given as **Annexure C,** which contains the required functionality features.
b.   The Bidder should provide their response to the questionnaire in the column "Response".
c.   The response should be as per the table given below.

Scale	Description
S	**Standard:** Required features readily available and to be provided by the bidder. The proposed solution offered should have at least **75%** of the requirement as readily available.
C	**Customization Required**: The bidder will provide the customisation within the time schedule of the Implementation of the solution at no extra cost to the Bank.

U	**Unavailable:** Functionality is not available and will not be provided by the bidder.

Basis For Evaluation:

1. Each section in the functional & technical requirement mentioned in Annexure-C carries marks as mentioned against them.

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

Points	Description
5	**S- Standard Feature**
3	**C-Customisation Required**
0	**U- Unavailable**

2.3 The Technical Bid / Scope of the Work submitted by the Bidder will be evaluated based on the terms and conditions of the RFP. Detailed technical evaluation will include, scrutiny of company profile and technical information submitted as per format **(Annexure C)**, proposed software/service solution, system demonstration of proposed solution, Proof of Concept (POC), reference calls etc. The Bidder may highlight the noteworthy/superior features of their solution. The Bidder will demonstrate/substantiate all or a few of the claims made in the Technical Bid to the satisfaction of the UCO Bank, the capability of the solution to support all the required functionalities at their cost in their lab/office/in any other organization where solution is in use. The Bidder should use their own tools/utilities/simulators to demonstrate the features laid in the RFP/evaluation criteria.

2.4 The various parameters for technical evaluation and their weightages are given in the table below. At the sole discretion and determination of the UCO Bank, Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.

S. No	Particulars	Maximum Marks	Scoring Mechanism
	Product Capability		
1	Functional / Technical / Architectural Specifications as per **Annexure C.** The proposed solution offered should have at least **75%** of the requirements as readily available.	**80**	Bidder shall give their response against each line item with any one of the response i.e. **S,C,U**. The scores obtained will be given **80% weightage** with 2 decimal places. Eg. Say 138 number of techno-functional requirements are given in

			Annexure-C. The proposed DMS Solution should have minimum 104 requirements (75% of 138 = 104) as 'standard feature'. If the bidder has obtained **553** marks out of say max score of **690**, then score will be calculated as **(553/690) x 80 = 64.12**
	The Proposed DMS application should have been implemented in at least one Govt. Organization / PSU/ Scheduled Commercial Bank.	4	Two marks per organisation to the max of four marks
Project Presentation			
2	Technical presentation	6	
Bidder Experience			
3	Site Visit where the proposed solution has been implemented by the bidder.	10	Marks will be allotted based on the feedback from Reference Site.
Total		**100**	

Technical bids of the bidders will be evaluated and based on the bidder's response, technical scores of the bidders would be arrived.

Bidder's securing **75** or above marks will be shortlisted for Commercial Bid Evaluation. There will be no weightage of technical score in commercial evaluation process.

PART –IV

SCOPE OF WORK

1. Overview

UCO Bank intends to engage vendor for digitisation and archival of documents (DMS) in phased manner. In the initial phase, the DMS will be implemented at Banks Head Office Departments followed by Zonal & Circle Offices and thereafter in selected/all branches & other offices across various locations of the Bank.

The objective of this project is deployment of web based DMS application accessible across the organisation for Digitization & archiving of documents, creation of Metadata, Indexing & Uploading onto Central Server. The project will be implemented in phases as given under:

- Phase -1. Installation of DMS Application in the infrastructure provided by the Bank, Digitisation & Archiving of old & existing documents of Head Office Departments and supply of Scanners.

- Phase -2. Digitisation & Archiving of old & existing documents at Circle and Zonal Offices.

- Phase–3. Digitisation & Archiving of old & existing documents at all branches

Initially Bank may place purchase order for implementation of Phase-1 only. Phase- 2 and Phase-3 implementation will be decided by the Bank at a later stage. **However, the Application Software should be scalable enough to cater the requirement of Phase-II & Phase-III.**

Digitisation of old and existing documents will be the responsibility of the selected bidder. In addition the project envisages the selected bidder to integrate the following features for smooth functioning of proposed solution

2. Hardware Sizing

The selected bidder is required to implement the DMS Solution with the infrastructure provided by the Bank. Bank will provide the VMs (Virtual Machines) ,Oracle 12C Enterprise ,Windows 2012 Datacentre Edition and space in SAN Storage as per the DMS Solution requirement. Bidder shall provide their Hardware requirement such as No. Of Cores/VMs, processor speed, RAM, storage space etc. in **Annexure- N** for implementation of DMS as per requirement given in the RFP. The proposed solution should be scalable enough and must be capable of Banks plan of the incremental expansion to meet the growth requirements.

The required Software/User licenses for implementation of DMS Solution should be supplied and installed by the selected bidder. The licenses should be named in favour of UCO Bank. The Scanners to be supplied by the bidder under this project must be of reputed firm like HP, Kodak, Canon etc.

3. **Digitisation of old and existing documents**

Selected bidder shall complete digitisation of old and existing documents of all departments of Head Office within 90 Bank working days from the date of operationalization of Application Software at Central Site. Bidder has to implement the Application Software at Central Site within 4 weeks from the date of acceptance of Purchase Order.

Digitisation of new documents will be taken care by the Bank. Digitisation of old and existing documents of Circle offices/ Zonal offices and branches will be taken up at later stage.

Necessary infrastructure required for digitisation of old and existing documents such as Scanners etc. required shall be provided by the selected bidder and the only payment Bank will make is the per document charges quoted by the selected bidder in the commercial bid submitted.

The below aspects to be followed in due course of digitising the documents:

Scanning: The paper size may be A0, A1, A2, A3, A4,A5, A6, Legal etc. including Blueprints for building drawings etc. Approximately **90% of the documents will be of A4**, **Legal, A5, A6 size**. The minimum scanning resolution should be 200 DPI black & white, in general. However the vendor should increase this if required, to ensure proper readability of output image. The indicative number of backlog documents to be scanned is **approx. 70 to 80 Lacs** (for all Head Office departments taken together).

The vendor shall be responsible for the following activities -

3.1 Unbinding of the documents

3.2 Physical numbering each page of the document as per predefined scheme (Preferably Meta type)

3.3 Scanning & indexing each page & document. It shall be ensured during scanning that content searching shall be possible in all documents scanned.

3.4 Submission of the scanned documents to Centralised DMS Server.

3.5 Binding of the documents

3.6 Storage of numbered documents at Head Office/Zonal Office/Circle Office in specified location

3.7 Sign-off from Department Head/Zonal Head/Circle Office Head/Branch Manager.

3.8 Support for Bulk Scanning

3.9 Support for Web Scanning / Distributed Scanning

3.10 Support platform independent scanning

3.11 Image Assisted Indexing of Scanned Documents

3.12 Direct upload of Scanned Document to DMS Server.

3.13 Automatic file and document separation using blank page separator, barcode separator and fix page

3.14 System should provide for built-in Document Quality Analyser (DQA) for automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. Also system to be capable of providing alert messages during scanning of duplicate pages of the document.

3.15 Provide Image processing libraries that support image enhancements such as changing contrast, zoom in/out, cleaning etc. and other imaging features like compression and extraction etc.

3.16 Facility to upload scanned batches from different field offices with Auto folder/Subfolder creation document filing & indexing on user defined fields.

3.17 System ability to provide Compression of scanned image files in any format as desired by the Bank.

Note: The vendor or any of its staff members scanning the documents has to ensure the secrecy of the Data. A Non-disclosure agreement in this regard shall be signed by the selected bidder before commencement of the activity.

4. Document Maintenance, Management and Accessibility

The system should ensure that all the documents are digitalized & stored in a structured manner for easy access and retrieval with proper controls.

File searching should be possible by file name, key words, author of the file, and hierarchical position of the author, date created, date modified, priority set and status etc.

The solution should be easy to configure and implement, so as to integrate into existing infrastructure and applications. It should also archive records in a non-proprietary format that can be read on any operating system, without special software or any viewers, into the foreseeable future. Documents stored in the

system should retain its original format and run in its native application when retrieved. The system should duly allow for easy transfer of database and images to any other system.

The solution should offer a comprehensive range of cost-effective services for Document Management System as under:

• Document Scanning

• Data conversion (TIFF to RTF, PDF, PDF searchable, HTML, XML)

This solution should include conversion of image files like JPEG, TIFF, PDF, etc. to XML, PDF, PDF searchable, HTML etc.

Expected DMS Application Response Time:

S.No	Application Performance	Time
1	Static Page loading like Login Page	2-3 Seconds
2	Executing search on the document management system and rendering search results on application user interface with system managing 3-5 TB	4-5 Seconds
3	Viewing of documents/images of size < 500 KB	< 8 seconds
4	Making transactions on the system like edit, delete and report generation	4-5 seconds

5. **The Digitisation and archival solution (DMS) should have the following features:**

   5.1 Architecture and Scalability:

   5.1.1 The system shall support separate Document/Image server for better management of documents and store only metadata information in database.

   5.1.2 Support distributed Document Repositories for document upload and access at local level, which can be replicated with central repository at scheduled intervals.

   5.1.3 The system should be capable of integration with Banks existing CBS-Finacle Applications and Loan Origination System (LAPSE). The scanned images stored in proposed solution should be retrievable through the existing application.

   5.1.4 The system should be capable of providing interface with any other system that Bank would implement in future e.g. Workflow Management System, Business Process Solution etc.

5.1.5 Initially data will be stored within Database Server or Application Server under Staging Environment prior to completion of application security audit and once the application security audit is successfully carried out, the data will be subsequently stored in SAN storage with backup in Tape Library.

5.2 Storage & Archival of Documents

The vendor should provide the process & details of archiving the documents and retrieval from archive as & when required. The storage system should provide long-term and reliable storage for documents and should accommodate changing documents, growing volumes and advancing technology.

Following facilities should be provided by the proposed solution in this regard-

5.2.1 Categorization of documents in folders-subfolders. There should not be any limit on the number of folder and levels of sub folder

5.2.2 Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc.

5.2.3 Repository should be format agnostic.

5.2.4 Indexing of the documents on user defined parameters. The index system should create an organized document filing system and make retrieval simple and efficient.

5.2.5 Association of the key words with the documents.

5.3 Administration

• System should provide web-based administration module.

• Adequate administrative controls and security features with ability to set access controls at multiple levels.

• As per current assessment the number of user (bank staff) license required is given under:

SI. No.	No.of users (indicative) at each department/office/branch			No. of departments*	Total users*
	Uploading (maker)	**Verifying (checker)**	**View Only**		
1	2	2	6	20 Depts at HO	200
2	2	2	6	10 Circle Offices	100
3	2	2	6	50 Zonal offices	500
4	1	1	1	3500 branches	10,500
Total number of users					**11,300**

* The above projected figures are based on current assessment and such are subject to change as per requirement from time to time.

The proposed solution should support multiple levels of access rights like read, create, modify, delete etc. on documents and folders

- Roles and Privileges: Super User, Administrator Login, Group Manager and User profiles

- The system shall support extensive reporting facility at document, folder and user level

- It should empower to Manage Audit Trails and exporting reports.

- IS Audit recommendations of the auditor shall be complied by the selected bidder without any additional cost or compensation thereof.

- The system should have the capability for Exception Reporting, based on specified rules e.g. No. of documents accessed in specified period of time etc.

- The system should have an ability to generate automatic alerts in case of such exceptions.

- The system should Support various Meta Data Types like Numeric, Float, text etc.

- System should have inbuilt health and monitoring tool for proactive monitoring of application and services.

5.4 Retrieval

A retrieval system should retrieve right documents fast and easy. Documents should be stored in html, xml, pdf, searchable pdf format.

- Extensive search facility to retrieve documents or Folders/Files

- Support saving of search queries and search results

- Search for documents/Folders using user-defined indexes and document classes i.e. Application number, Institute name, address, date etc.

- Full Text Search on image and electronic documents

- Support for wildcard character based search

- Extensive search facility to retrieve documents or Folders/Files

5.5 Document View & Reporting

Document viewing should be readily available to those who need it, with the flexibility to control access rights to the system and should be accessible in the office or at different locations over the Intranet.

- Server based Inbuilt Document Image Viewer for displaying image document without native viewer.

- The solution should be platform independent and support all standard browsers.

- Support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.

- Automatic stamping of annotations with user name, date and time of putting annotations

- Securing annotations for selective users

- Built in Support for rendering and viewing PDF/other document format with support of applying annotation

- Proposed DMS should provide Web Content Management capabilities for providing Web based access to users over intranet.

5.6 Audit Trails

- Support Extensive Audit-trails at user

- Facility to generate Audit trails on separate actions

- Log all the actions done by individual users with user name

5.7 Indexing Documents

The indexing methodologies used, should be easy to use and understood by the user who retrieve the documents, as well as those who file them.

Should organize documents as given below:

Index Fields

An imaging system should allow users to customize index templates, create multiple templates and have different types of index field data within each template, such as date, number and alphanumeric characters. Index fields should be used to categorize documents, track creation or retention dates, or record subject matter, among other uses. In addition, an imaging system should allow pull down boxes to speed index field entry and have tools available to help automate entering index information.

Folder/File Structure

An imaging system should provide a visual method of finding documents. An imaging system should have the ability to electronically re-create this filing system through multiple levels of nested folders.

Retrieving Documents

Whatever the method, document retrieval should be simple and user-friendly. The system should provide easy, fast and efficient retrieval of relevant documents.

Controlling Access

The system should provide appropriate levels of access to Bank data, without compromising confidentiality or security.

Bilingual Support

The proposed solution should provide bilingual (English & Hindi) support for forms/reports/statements, all headings/labels should be both in English & Hindi.

Broad Availability

The system should provide a client-based user interface that enables the scanning, indexing & retrieval of documents. Users should be able to search, retrieve and view documents with any web browser.

Comprehensive Security

The system should allow the system administrator to control what folders and documents users can see, and what actions they can perform on those documents (edit, copy, delete, etc.) The system should control access to folders, documents, images and text in a simple and complete manner.

The indexing methodologies used, should be easy to use and understood by the user who retrieve the documents, as well as those who file them.

6. **Steps for Implementation of the proposed solution:**

Collection & Preparation of Documents:

The documents should be collected, on a regular basis under the supervision of an Officer, scanned at the Bank site. Documents After scanning, they should be arranged in the same manner as they were received & returned the same day.

Document & batch Preparation: Inspecting & separating documents, grouping documents into categories & designating the beginning & end of documents and batches.

Document Ironing: In case the documents are crumpled & in bad shape, they should be ironed before scanning.

Document return & hands off: the documents should return back to the Bank officer with a check being done again for the integrity of the documents being returned.

Scanning:

The Documents should be scanned in an organized manner, at the site. A manual index should be generated. Each batch of Documents should be given an address.

Indexing & Image Cropping:

The images should be edited/cropped to remove any undesirable foreign spots/marks. The Retrieval Software should be provided by the vendor. The index should basically provide the name of the document.

Quality Assurance:

Every image must be readable. The best image quality should be achieved by using state of the art Scanners, Processors & quality equipment, with automatic exposure control features. The minimum scanning resolution should be 200 DPI black & white, in general. However the vendor should increase this if required, to ensure proper readability of output image. System to be capable to generate alert messages in case of scanning duplicate pages.

Merging into Database:

The images should be merged into the database. The fields may be decided mutually depending on the retrieval parameters.

Retrieval Software:

The retrieval software should use information about the documents, including index and text-strings, to find images stored in the system. The documents should be stored in html, xml, pdf, searchable pdf format also.

Access:

Document viewing should be readily available to those who need it, with the flexibility to control access rights to the system. The access system should make documents viewable to authorized persons, whether in the office or at different locations.

It is expected that the concurrency to the system shall be around 10% of the total users.

---

7. Work Flow

The bidder has to ensure that proposed DMS Solution offered under this RFP should have the process flow functionality which Bank may implement at later stage. The process flow should be using standard form for proposal / analysis, discussion forum with version management. On line comments and discussions, recommendations, approval with digital signature etc. as important features to be implemented.

Automation of flow for internal notes originated by various role holders in Bank for approval of policy, procedures and financial sanctions with digital signature to ensure that approvals and reviews are done by authorised persons as per the Delegation of Powers, Roles, Hierarchy etc. with all relevant information & effective control.

8. Training:

The selected bidder will be required to impart/conduct the training program for Bank's officials, at respective Head Office Departments, Zonal Offices and branches for using, managing the solution comprising technical, user based & DBA (Database Administrator) level training.

Training to include rendering of user support, managing supplied infrastructure, back-up, troubleshooting, hand-holding etc. The training programme should cater to the following broad aspects:

1. Admin Level training (Server management, backup & restoration activity)
2. User based training. Day to day operation and handling of the system. (Approx. 200 users in first phase).

Purpose of these training is to enable the officials to handle the day to day system operation.

- Scanning/Imaging at central location such as Head Office/Circle Office/Zonal Offices
- Document Management System
- System Administration
- Hardware, Storage, Backup devices etc.
- Operating System, Back up procedure etc.
- Database Administration, Backup etc.
- Any other aspect as necessary

This training is apart from training requirement mentioned for application maintenance and users. Bidder needs to submit a detailed training plan as part of the overall bid

PART-V

1. Order details

The purchase order will be placed by Bank Head Office, DIT in the name of selected bidder as per requirement. The payment will be made by Head Office, DIT and the Performance Bank Guarantee for order will be required to be submitted in the same office.

2. Schedule of Implementation

As of now, Bank is having 20 head office departments at Kolkata, 10 Circle Offices, 50 Zonal Offices, 5 Staff Training Colleges and 3000+ Branches located across the country. The proposed solution to be implemented in the following phases:

Phase-I:

- Indicative volume of old and existing documents is approximately 80Lacs

- Selected bidder shall complete digitisation of old and existing documents of all departments of Head Office within 90 Bank working days from the date of operationalization of Application Software at Central Site. Bidder has to implement the Application Software at Central Site within 4 weeks from the date of acceptance of Purchase Order.

Phase-II

- Indicative volume of old and existing documents is approximately 2 Crore.

- Selected bidder shall complete digitisation of old and existing documents of Circle and Zonal Offices within 120 Bank working days from the date of issuance of separate Purchase order.

Phase-III

- Indicative volume of old and existing documents is approximately 5 Crore.

- Selected bidder shall complete digitisation of old and existing documents of selected/all branches within 180 Bank working days from the date of issuance of separate Purchase order.

Bidder needs to consider for any new branch / offices that come up during project implementation and warranty phase and include in overall scope of the project. Bidders are requested to note that Bank will move ahead from one phase to another only after the successful completion of former phases.

Note: Please note that Bank will not pay any extra cost except the cost quoted by the bidder in the commercial bid. Further, no other incidental expenses such as TA/DA or Halting Allowance will be paid by the Bank.

3. Compliance with all Applicable Laws

The vendor shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

Compliance in obtaining approvals/permissions/licenses: The vendor shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the vendor.

All the employees/operator deployed by the vendor for the digitization activity must comply with government's rules and regulations like minimum wages act, Provident fund and ESIC facility standard. (Proof of compliance and labour license needs to be submitted along with the quotation).

This indemnification is only a remedy for the Bank. The vendor is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.

4. Facility Management Services

The selected bidder will be required to provide the **one (01) resource** for maintenance & support of DMS Solution. The personnel to be deployed under FM services should be technically sound to handle technical issues, administration, monitoring and backup. FM Personnel will also be responsible to maintain the complete system (software solution & hardware) and will work in shift from **10 AM to 8 PM across all working days.**

Bank at its sole discretion may or may not avail the FM Services. If availed, the services will commence from the date of go live. Further, Bank at its sole discretion may or may not extend the FM Services for subsequent years after completion of 1st year at existing rate and terms & conditions.

5. Open Source

In view of the **GoI Notification dated 27th March 2015 (F. No. 1(3)/2014-EG II)** on Policy on adoption of Open Source Software for Government of India, Bidders are required to consider proposing Open Source Software (OSS) in reply to this RFP. In case the Bidder chooses to propose Closed Source Software (CSS), they will be required to provide justification / rationale for the exclusion of OSS in their response.

6. Warranty & Maintenance

The selected bidder should provide three years comprehensive onsite Warranty for proposed DMS Solution (Application Software and associated services) and for the scanners supplied. The period of warranty will start from the date of go live.

- The selected bidder should agree that the proposed solution works as per the functional, technical and operational specifications.

- The selected bidder should agree that as and when any problem arises, these are immediately rectified without any additional cost to The Bank.

- The selected bidder should agree to 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.

- The selected bidder should agree to supply and install such periodical releases 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.

- The selected bidder should agree 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.

1) The bidder should agree that during the warranty period, they will provide the following operational support:

  ➢ On-site Implementation support including training and hand-holding

at Head Office, Circle Offices, Zonal Offices and branches.

➢ Conducting routine database assessments to ensure data quality and optimal data base performance

➢ The selected bidder is required to perform user administration activities like creation of users, defining user authorization, granting of respective user rights and privileges.

➢ Migration of data from existing system to new system, at the start of the project. Assisting user to carry out live run.

➢ Redress various operational problems.

2) The selected Bidder should provide written undertaking, that the equipments, including all components, delivered to The Bank are brand new and meets international standards .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.

3) The Bank shall promptly notify the bidder in writing of any claims arising under this warranty.

4) Upon receipt of such notice, the bidder shall with all reasonable speed, 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.

5) If the bidder, having been notified, fails to remedy the defect(s) as per 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.

6) The selected Bidder should also guarantee that all the software supplied by the Bidder is licensed in the name of the Bank and lawfully obtained.

7) The offer must include comprehensive on-site warranty of three-years from the date of go live of the equipments including replacement of spare parts for any reason.

8) 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.

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

10) 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.

Annual Maintenance Contract (AMC)/ Annual technical Support (ATS)

I. The selected Bidder is required to maintain the proposed DMS Solution for at least 2 years after the expiry of warranty period of 3 years. The same maintenance standards expected during warranty period are to be maintained during AMC period.

II. AMC for scanners and related components provided by the selected bidder would be required to continue till the end of the contract period i.e. at least 2 years after the expiry of warranty period of 3 years from the date of Go –Live.
III. Comprehensive on-site maintenance charges, for the post warranty period, would form part of TCO (Total Cost of Ownership).

7. Performance Bank Guarantee

The selected bidder, within 15 days from the date of purchase order will have to furnish a Performance Bank Guarantee, format as Annexure A, issued by any scheduled commercial bank equal to **10% of the order value** valid for **63 months** from the date of purchase order. Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned.

The Performance Bank Guarantee shall act as a security deposit and either in case the prime vendor is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same.

Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the Prime Vendor is not able to fulfill any or all conditions specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD on Delivery and installation.

8. Delivery, Installation and commissioning

8.1 Selected bidder shall complete digitization of old and existing documents of all departments of Head Office within 90 Bank working days from the date of operationalization of Application Software at Central Site. Bidder has to implement the Application Software at Central Site within 4 weeks from the date of issuance of Purchase Order.

8.2 If however, the delay is caused by any action pending from the Bank end, the corresponding period will not be considered while calculation of delay period.

8.3 The installation will be deemed to complete when all the **Hardware**, software products specified in **Annexure-H** have been supplied, implemented and made operationalize as per the technical specifications and satisfactory

acceptance given by the Bank. The Bidder has to resolve any hardware, system software, etc. problems during successful installation and operationalization.

8.4 All the equipment supplied by the Bidder shall be legal and Bidder shall give indemnity to that effect.

8.5 Any license, if required, need to be provided by the successful bidder. The successful bidder is solely responsible for any legal obligation related to licenses during the contract period for solution proposed as implemented by the bidder.

8.6 The DMS Solution is considered accepted (Commissioned & Operationalized) after signing the Acceptance Test document jointly by the representative from the Bank and engineer from the successful bidder. The component level checking for individual item may be included during the acceptance test.

9. Payment Terms

Bidder will have to submit the documents at the Bank's Office along with request letter for payment. Documents related to each phase should be submitted for payment in single lot separately.

Terms of Payment will be as under:

1) No advance payment will be made.

2) TDS will be applicable

3) The payments made will be after completion of project milestones as under:

Project Milestones	Payment to be released
Implementation & Operationalization of Application Software at Central Location (UAT sign off and commissioning) and delivery of required number of licenses i.e on Go-Live.	a. 70% of License Fee b. 90% of Implementation Cost
Delivery & Installation of Scanners at respective locations	90 % of the cost of the Scanners
After 6 months of Go-Live	a. Remaining 30% of License Fee b. Remaining 10 % of the cost of the Scanners c. Remaining 10% of Implementation Cost
Digitization & Archiving of old & existing documents	100% payment after completion of work in each department
AMC/ATS /Facility Management Charges	Payment will be made on quarterly basis in arrears.

Payment will be released by the Bank after deduction of applicable taxes at source of the agreed payment to the bidder (for which contract will be executed) in stages on completion of the activities as per the phases defined in the scope of services under the RFP. No advance payment will be made. Further, it may be noted that the criteria mentioned above is only for the purpose of effecting agreed price payment.

Apart from the amount payable by the Bank to the selected bidder for the Scope of Work as given in the RFP (which is inclusive of all charges, taxes, etc.), the Bank shall not pay any extra taxes or amounts.

Bank will release payment within 30 working days from the date of receipt of invoice. In case of Dispute/s, payment will be made within 15 working days of resolution of dispute/s. No penal Interest will be paid for delayed payment.

Payment will be made for the completed work from time to time on a prorate basis as per the progress of Scanned images in the searchable format ported/stored onto Central Depository Server. Payment of the Bidder will be made based on the verification of the digitized data record in the central storage.

10.   Paying Authority

The payments as per the Payment Schedule covered herein above shall be paid by Department of Information Technology, UCO Bank, Head Office- Kolkata. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc.

11. Uptime

The selected bidder shall guarantee an uptime of **99.5%** for the DMS Application Software which shall be calculated on monthly basis. The 'Uptime' is equal to total contracted hours in a month 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 month will be treated as 30 days. If the bidder fails to maintain guaranteed uptime on monthly basis, Bank shall impose penalty. If the uptime is below **94.5 %,** the Bank shall have full right to terminate the contract under this RFP.

Calculation of uptime will be done on monthly basis as per following criteria.

$$\% \text{ of uptime} = \frac{[\text{Total Minutes (24X7 basis) in Month} - \text{Total Downtime in Minutes (24X7 basis) in Month}] \times 100}{[\text{Total Minutes (24X7 basis) in month}]}$$

12. Penalty

The inability of the selected bidder to provide the required uptime of 99.5% of the DMS Application Software will attract penalty. The maximum downtime allowable is 216 minutes in a month. Further for every 0.1% of downtime the penalty **@ Rs10,000** will be charged

The selected bidder should provide onsite support when required within same day. The penalty will be deducted from either Bank Guarantee or any amount payable to bidders by Bank. However, total of penalties shall not exceed **10% of the total project cost.** Thereafter, the contract/purchase order may be cancelled and Performance Bank Guarantee may be revoked.

13. Liquidated Damage

Notwithstanding The Bank's right to cancel the order, liquidated damages at 0.5% (Half percent) of the contract price per week will be charged for every week's delay in the specified delivery schedule. The Liquidated Damages including Service Level Penalties would be subject to a maximum of 10% of the total project cost. The Bank reserves its right to recover these amounts by any mode including adjusting from any payments to be made by the Bank to the Bidder

14. 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, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics,

- Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,

- Terrorist attacks, public unrest in work area,

Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Selected 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.

15. Contract Period:

The Period of contract is initially **for 5 years** from the date of signing of contract which may be further extended at agreed prices based on the satisfactory performance of the Bidder at the sole discretion of the Bank. 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 (02) months' notice** without assigning any reasons. Any offer falling short of the contract validity period is liable for rejection.

16. Service Level Agreement

The selected bidder will be required to sign the Service Level Agreement with the Bank within 15 days of the acceptance of the Purchase Order.

17. Completeness of the Project

The project will be deemed as incomplete if the desired objectives of the project as mentioned in Section "Scope of Work" of this document are not achieved.

18. Acceptance Testing

The Bank will carry out the acceptance tests as per Scope of work Part IV supplied & implemented by the selected bidder as a part of the Project. The Vendor shall assist the Bank in all acceptance tests to be carried out by the Bank. The provisioned items will be deemed accepted only on successful acceptance of those products and the vendor would need to provision insurance of those items till successful acceptance. The Bank at it's' discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor. The Vendor shall arrange for the tests at the relevant sites in the presence of the officials of the Bank. The Vendor should ensure that the tests will involve trouble-free operation of the complete system apart from physical verification and testing and that there shall not be any additional charges payable by the Bank for carrying out this acceptance test.

In case of any discrepancy in the hardware / software supplied, the Bank reserve the right to terminate the entire agreement in case the Vendor does not rectify or replace the supplied hardware/software and the Vendor shall take back Vendor equipment at Vendor's costs and risks. The Bank have the right to reject the 'Vendor Supplied Equipment' and to seek free replacement or repair of the equipment or defective components thereof till the completion of acceptance test and obtaining final acceptance certificate from the Bank.

19. Order Cancellation

The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone:

- Delay in commissioning / implementation / testing beyond the specified period.

- Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process.

- In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.

- Vendor should be liable under this section if the contract / purchase order has been cancelled in case sum total of penalties and deliveries equal to exceed 10% of the TCO.

20. Indemnity

Vendor shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from (i) an act or omission of the Vendor, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, (ii) breach of any of the terms of this RFP or breach of any representation or warranty by the Vendor, (iii) use of the deliverables and or services provided by the Vendor, (iv) infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project. Vendor shall further indemnify the Bank against any loss or damage to the Bank premises or property, loss of life, etc., due to the acts of the Vendor's employees or representatives.

The Vendor shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the Bank for malfunctioning of the equipment or software or deliverables at all points of time, provided however, (i) the Bank notify the vendor in writing immediately on becoming aware of such claim, (ii) the Vendor has sole control of defence and all related settlement negotiations, (iii) the Bank provides the Vendor with the assistance, information and authority reasonably necessary to perform the above, and (iv)

the Bank does not make any statement or comments or representations about the claim without prior written consent of the Vendor, except under due process of law or order of the court. It is clarified that the vendor shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank (and/or its customers, users and service providers) rights, interest and reputation.

Vendor shall be responsible for any loss of life, etc, due to acts of Vendor's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk.

Vendor should take full responsibility for its and its employee's actions.

The vendors should indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

- Non-compliance of the vendor with Laws / Governmental Requirements
- IP infringement
- Negligence and misconduct of the Vendor, its employees, and agents
- Breach of any terms of RFP, Representation or Warranty
- Act or omission in performance of service.

Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.

The vendor shall not indemnify the Bank for

(i) Any loss of profits, revenue, contracts, or anticipated savings or

(ii) Any consequential or indirect loss or damage however caused, provided that the claims against customers, users and service providers of the Bank would be considered as a "direct" claim.

21. Publicity

Any publicity by the selected bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

22. Privacy & Security Safeguards

The selected bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location. The Selected bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The Selected bidder shall also ensure that all subcontractors who are involved in

providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Selected bidder under this contract or existing at any Bank location.

23. Technological Advancements

The Selected bidder shall take reasonable and suitable action, taking into account economic circumstances, at mutually agreed increase / decrease in charges, and the Service Levels, to provide the Services to the Bank at a technological level that will enable the Bank to take advantage of technological advancement in the industry from time to time.

24. Guarantees

Selected bidder should guarantee that all the material as deemed suitable for the delivery and management of the Supply, Installation and Maintenance of Mail Messaging System for Central Location scope as defined under this document, are licensed and legal. All hardware and software must be supplied with their original and complete printed documentation.

25. Resolution of Disputes

The Bank and the supplier Vendor shall make every effort to resolve amicably, by direct informal negotiation between the respective project directors of the Bank and the Vendor, any disagreement or dispute arising between them under or in connection with the contract.

If the Bank project director and Vendor project director are unable to resolve the dispute after thirty days from the commencement of such informal negotiations, they shall immediately refer the dispute to the senior authorised personnel designated by the Vendor and Bank respectively.

If after thirty days from the commencement of such negotiations between the senior authorised personnel designated by the Vendor and Bank, the Bank and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution through formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator: acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as the chairman of the proceedings.

The award of the Arbitrator shall be final and binding on the parties. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings and the venue of the arbitration shall be Kolkata.

If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be first transmitted by facsimile transmission by postage prepaid registered post with acknowledgement due or by a reputed courier service, in the manner as elected by the Party giving such notice. All notices shall be deemed to have been validly given on (i) the business date immediately after the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the expiry of five days after posting if sent by registered post with A.D., or (iii) the business date of receipt, if sent by courier.

This RFP document shall be governed and construed in accordance with the laws of India. The courts of Kolkata alone and no other courts shall be entitled to entertain and try any dispute or matter relating to or arising out of this RFP document. Notwithstanding the above, the Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.

26. Exit Option and Contract Re-Negotiation

The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:

- Failure of the Selected bidder to accept the contract / purchase order and furnish the Performance Guarantee within 30 days of receipt of purchase contract;

- Delay in offering;

- Delay in commissioning project beyond the specified period;

- Delay in completing commissioning / implementation and acceptance tests / checks beyond the specified periods;

- Serious discrepancy in project noticed during the testing;

- Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank.

- Serious discrepancy in completion of project.

- Serious discrepancy in maintenance of project.

In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Selected Bidder.

The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favorable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.

The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the Selected Bidder's offer does not match such lower price. Notwithstanding the foregoing, the Selected Bidder shall continue to have the same obligations as contained in this scope document in relation to such equipment procured from third-party suppliers.

As aforesaid the Bank would procure the equipment from the third party only in the event that the equipment was available at more favorable terms in the industry, and secondly,

The Equipment procured here from third parties is functionally similar, so that the Selected Bidder can maintain such equipment.

The modalities under this right to re-negotiate /re-procure shall be finalized at the time of contract finalization.

Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Selected Bidder will be expected to continue the services. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.

The Bank and the Selected Bidder shall together prepare the Reverse Transition Plan. However, the Bank shall have the sole decision to ascertain whether such Plan has been complied with.

Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Selected Bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management.

27. Corrupt and Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
"Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution

AND

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive he Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

28. Termination

The Bank shall be entitled to terminate the agreement with the selected bidder at any time by giving **ninety (90) days** prior written notice to the selected bidder.

The Bank shall be entitled to terminate the agreement at any time by giving notice if:

- The Selected bidder breaches its obligations under the scope document or the subsequent agreement and if the breach is not cured within 30 days from the date of notice.

- The Selected bidder (i) has a winding up order made against it; or (ii) has a receiver appointed over all or substantial assets; or (iii) is or becomes unable to pay its debts as they become due; or (iv) enters into any arrangement or composition with or for the benefit of its creditors; or (v) passes a resolution for its voluntary winding up or dissolution or if it is dissolved. The Selected bidder shall have right to terminate only in the event of winding up of the Bank.

In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], UCO BANK shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the selected Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.

Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.

29. Termination for Insolvency

The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank

30. Effect of termination

The Selected bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment.

Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the selected bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables and maintenance.

Same terms (including payment terms) which were applicable during the term of the contract/ purchase order should be applicable for reverse transition services.

The selected bidder agrees that after completion of the Term or upon earlier termination of the assignment the selected bidder shall, if required by the Bank, continue to provide maintenance services to the Bank at no less favorable terms than those contained in this scope document. In case the bank wants to continue with the selected bidder's services after the completion of this contract/ purchase order then the selected bidder shall offer the same or better terms to the bank. Unless mutually agreed, the rates shall remain firm.

The Bank shall make such prorated payment for services rendered by the selected bidder and accepted by the Bank at the sole discretion of the Bank in the event of clause of termination, provided that the Selected bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be applicable to selected Bidder. There shall be no termination compensation payable to the selected bidder.

Termination shall not absolve the liability of the Bank to make payments of undisputed amounts to the selected bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming into force or continuation in force of any provision Selected Bidder hereof

which is expressly intended to come into force or continue in force on or after such termination.

31. Arbitration

All dispute or differences whatsoever arising between the Selected bidder and the Bank out of or in relation to the construction, meaning and operation, with the Selected bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. The Arbitrator / Arbitrators shall give a reasoned award.

Work under the Contract shall be continued by the Selected bidder during the arbitration proceedings unless otherwise directed in writing by the Bank unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due to payable by the Bank, to the Selected bidder shall be withheld on account of the ongoing arbitration proceedings, if any unless it is the subject matter or one of the subject matters thereof. The venue of the arbitration shall be at KOLKATA, INDIA.

32. Applicable law & Jurisdiction of court

The Contract with the Selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Kolkata (with the exclusion of all other Courts).

(Tender offer forwarding letter)

Tender Ref. No.: UCO/DIT/20/2016-17   **Date: XX/XX/2016**

The

Deputy General Manager (IT)
BPR & BTD (eBanking, mBanking)
UCO Bank,
Department of Information Technology (DIT),
Head Office II, 5th Floor3 & 4 DD Block,
Sector -1, Salt Lake City, Kolkata -700064

Dear Sir,

Sub: Your RFP for "Implementation of Document Management System (DMS)"
RFP Ref No. UCO/DIT/20/2016-17 Dated 06/04/2016

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 Implementation of Document Management System (DMS) and will be Providing Services mentioned in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Technical as well as Commercial Bids by The Bank we undertake to Implement Document Management System (DMS) and Provide Services as per your purchase orders.

In the event of our selection by The Bank for Implementation of Document Management System (DMS), we will submit a Performance Guarantee for a sum equivalent to 10% of the order value to be valid for a period of **Five years** in favour of **UCO BANK** effective from the month of execution of Service Level Agreement or successful go live whichever is earlier.

We agree to abide by the terms and conditions of this tender and our offer shall remain valid 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 also certify that we have not been blacklisted by any PSU Bank/IBA/RBI during the last five years and also at the time of bid submission.

We enclose the following Demand Drafts/Pay Orders:

1. DD No. _____dated_____ for **Rs 10,000/- (Rupees Ten Thousand Only)** as Cost of RFP Document &

2. BG No. _____dated_____ for **Rs10,00,000/- (Rupees Ten Lacs only)** as EMD.

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

Dated this __day of _____2016

Signature: _____

(In the Capacity of) _____

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

यूको बैंक **UCO BANK**

Eligibility Criteria Compliance

SI. No.	Criteria	Proof of documents to be submitted	Bidders Compliance
1.	Bidder should be a company registered in India with an established setup in India.	Certificate of Incorporation & Commencement of Business (whichever applicable) should be submitted.	
2.	The Bidder should have a minimum annual turnover of Rs **15 Crores** per year during last three financial years i.e 2012-13, 2013-14 and 2014-15.	Copy of the audited balance sheets of the company showing turnover of the company should be submitted.	
3.	The Bidder **AND** Original Solution Developer (OSD) should be a profit making entities (profit after tax) in any two of the last three financial years i.e 2012-13, 2013-14 and 2014-15.	Copy of the audited balance sheets of the company showing profit/loss of the company should be submitted.	
4.	The Bidder should own the intellectual property rights of the DMS product or should have rights from the owner , If not, the Bidder should have in place proper tie-ups, commercial agreements, authorized implementation partnership etc. for deployment/ resale/ customization of software with the product OSD whose software products are offered.	Self-Declaration from the Bidder and an authorization letter from manufacturer (OEM) to this effect should be furnished giving mandate to participate in this RFP. Self-declaration should also specify that the bidder would be solely responsible for designing, procuring and delivering the entire solution.	
5.	Bidder should have implemented DMS Solution in at least 2 Govt. Organizations /PSU /Scheduled Commercial Banks with digitization and archiving of documents with volume of more than 30 Lacs images from any single organisation.	Copy of Purchase Order / Completion certificate from organisation to be submitted	
6.	The Proposed DMS application should have been implemented	Copy of Purchase Order to	

	in at least one Govt. Organization/ PSU/ Scheduled Commercial Bank.	be submitted	
7.	Bidder should not have been blacklisted by any Govt. organizations/PSU/Scheduled Commercial Bank during the last three years. The bidder shall give a declaration to this effect that they have not been black listed by any of the Govt. Authority or PSUs, as on date of submission of the tender, otherwise the bid will not be considered.	An undertaking to this effect must be submitted along with Technical Bid.	

यूको बैंक UCO BANK

Techno-Functional Compliance of the Bidders

Sr. No.	Techno-Functional Specification	Bidders Response (S/C/U only *)
1	**General Features**	
1.1	System should be capable of employing parallel processing technology which allows multiple clients to work on the same batch at the same time. Documents should be capable of being virtually disassembled to allow processing tasks to be delegated simultaneously to specific workstations before being routed back to the database for re-assembly and completion	
1.2	The Capture Software License must NOT restrict the usage of the capture software by the scanned volume or the number of pages scanned per year.	
1.3	Scalability: System must be scalable without any limitation to accommodate new branches /offices / software's /operations/ users/ functions.	
1.4	Must support the option of uploading of up to a million page per day of already scanned image files.	
1.5	Facility to define view and query rights to different work groups	
1.6	All modules of the software should be fully integrated and no manual intervention should be needed for inter module Operation.	
1.7	All rules defined should be modifiable without vendor intervention from the application i.e. front end and audit logs should be maintained	
1.8	Application should have the capability to interface with Finacle and other systems. (File upload, API etc. as required from time to time).	
1.9	Application should be validating the file for upload to avoid double upload of same file (Check for file name etc.) i.e. a single file should not be uploaded twice	
1.10	Storing of documents should be customer wise. (i.e. All documents related to a customer should be stored document-category wise in one location / folder.	
1.11	The system should have search provision to locate and identify all documents related to a particular entity.	
1.12	Image Capture and Processing: The Capture Software must support complex scanning processes and validation by way of rules / functions at the batch, document, page and field levels at any step in the capture process.	
1.13	Input - Direct Scan, Web Scan and Input from Folders.	
1.14	Image Processing - Deskew, Despeckle, Reverse text color	
1.15	Validation - Database lookups, cross field checks, math calculations	

1.16	Verification - Flexible user interface, data and image snippets, pan, zoom, "Click N Key," hot keys	
1.17	Document identification and classification	
1.18	Export - XML, TIFF, PDF, JPG, Searchable PDF	
1.19	The capture product should have the capability to convert the images into a lower dpi format before storing into a content repository.	
1.20	The capture product must be able to support both centralized and distributed capture environments	
1.21	The Capture Software must support Document capture, Structured or Unstructured Forms, Recognition and automated Indexing	
1.22	The Capture solution must support offline scanning where the saving of the image files into the content repository process can be configured and scheduled.	
1.23	Must support automatic rotating of image file	
1.24	The capture system must be able to handle multiple pages and double sided documents	
1.25	Must support bar code recognition. Must be able to use bar code for document separation	
1.26	Must support various bar codes(1D /2D) in either on a page or across multiple pages	
1.27	Must Support Batch Management tools for batch cleanup and batch monitoring	
1.28	Must provide extensive reporting and a dashboard on various aspects such as batch load, work in progress etc.	
	Reusable Business Rules / Integration	
1.29	The capture software must be able to utilize reusable business rule rather than coding	
1.30	The capture software must provide capability to be integrated with external system via API calls.	
1.31	The Capture Software must have the provision to provide all capture functions from scan to export, in a web service.	
	Data Capture/Identification/Extraction	
1.32	The capture product must provide a variety of recognition capabilities including patch codes, barcodes (including 2D), check boxes (Optical Mark Recognition), OCR (Optical Character Recognition), and hand print (Intelligent Character Recognition)	
1.33	Must provide automatic identification of the document / page type.	
1.34	Must provide snippet capability to aid document indexing	
1.35	The capture product must support export of images in a variety of file formats, including PDF, PDF searchable and TIFF	
1.36	Must provide capability to extract part of the image file, e.g. customer signature, photograph etc.	
1.37	Must provide capability to redact / blackout part of the image file	

1.38	Capture Software should support blank page detection features.	
1.39	The system shall provide a thin client, web-enabled interface.	
1.40	The system shall provide integrations with other desktop clients, such Microsoft Office (Outlook) and enterprise applications, such as LDAP.	
1.41	Web interface must support Firefox, Netscape, Internet Explorer, and Safari	
1.42	Client functionality is determined through user role, enabling certain client functions to be turned on or off depending on user role	
1.43	The web interface shall provide multiple views of the content according to user preference and IT permission sets.	
1.44	Application should support uploading of documents to the repository with multiple users (at least two i.e. one maker & one checker)	
1.45	The system shall provide the standard file hierarchy structure of folders and sub-folders to allow users and groups of users to manage and organize their documents	
1.46	The interface shall provide support for the creation, editing and management of virtual or compound documents (VD). The system shall provide the features to link any type/ format of documents while providing capabilities to automatically update the version of the linked document whenever the original is updated	
1.47	Drag and drop bulk file content import.	
1.48	Provide support for unlimited file formats	
1.49	Must allow ability to seamlessly view content in its native form using a built-in viewer	
1.50	Features for annotation must be provided The security model must allow to separate access rights to content from access right to annotations	
1.51	Shall support document creation from templates stored in the repository	
1.52	When editing, the document must be checked-out from the repository (locked) preventing other users from making changes at the same time	
1.53	Users must be able to continue viewing the document when a document is checked out. The GUI must provide a visible symbol indicating the checkout and an attribute to indicate who checked out the document	
1.54	The system must support a configurable session timeout which forces a user to log back in after a period of time to ensure security. This shall be accomplished without losing user's work	
1.55	Shall provide offline capabilities allowing users to work offline and then synchronize their edited or newly created documents with the repository. The offline client shall provide out-of-the-box conflict resolution options to assist users to resolve conflicts during synchronization	
1.56	Shall provide support for Right click support , keyboard shortcuts, thumbnail , detail view, Type ahead features on all thick and thin clients	
1.57	Shall provide interface for users to putting sticky notes and annotation for review comments.	

1.58	Annotation should be stored separately and separately access level can be defined.	
1.59	Shall provide asynchronous content transfer from clients.	
1.60	Solution should support page wise serving of multi page documents so that users doesn't have to wait for a long document to download entirely before viewing it.	
1.61	Shall support exporting of metadata about repository lists, including directory locations and search results to .CSV or excel files or searchable PDF.	
1.62	Shall Provide GUI tools for development and deployment of user interfaces	
1.63	Ability to support document creation from templates stored in the repository. System should provide Template based authoring interface.	
1.64	Ability to create and store users id and password in DMS repository	
1.65	Must provide a common integrated repository to handle all types of enterprise content management, including documents, web content, digital assets, collaborative content, document images, records etc.	
1.66	Provides a policy engine that can execute storage placement and migration policies to optimize storage, while reducing the content storage cost to the business and maintain accessibility and compliance needs as its value changes over time	
1.67	Software should provide inbuilt capabilities for providing Hierarchical Storage Management.	
1.68	Provides content storage policy creation and management tools through a unified, web-based administration client.	
1.69	Provides policy-based content placement and migration capabilities across storage devices from a wide variety of storage vendors such as EMC, IBM, Hewlett Packard, Hitachi, and others	
1.70	Automates content archival according to storage policies based on business value and information	
1.71	Administrator should be able to control storage allocation of content based in any default or custom attribute.	
2.	**Department wise/Branchwise/Zonewise/Circlewise etc.**	
	Below are the lists of reports required from the DMS including but not limited to the following:	
2.1	Documents Scanned	
2.2	It shall be possible to dynamically generate queries and use report writing tools to generate reports dynamically as part of the DMS system.	
2.3	Daily/Monthly reports, Exception reports, Detailed/ summary level reports, user based, branch wise, Circle, zone wise reports, TAT wise and any other report as may be required from time to time.	
3	**Application Architecture Specifications**	
3.1	Application System should be modular and should support modular implementation.	
3.2	The Application should support different messaging protocols, APIs to support various Delivery Channels such as Internet Banking, etc. Similarly APIs should be commonly published for facilitating porting of external applications of Bank onto DMS FOR AO/ system.	

3.3	Architecture shall provide provisions for scaling up (vertical scaling) and/or scaling out (horizontal scaling)	
3.4	Provide inherent load balancing between servers if in clustering mode	
3.5	Supported on UNIX, Linux and Windows platform. List all OS supported	
3.6	Solution should be certified on VDI and Virtualization technology.	
3.7	Provide support for J2EE technology, XML and Web Services	
3.8	Image movement on the network should be secured	
3.9	Should seamlessly integrate with other banking products like Core banking system and Asset management system	
3.10	System must provide the ability for content files to be stored in standard file systems and meta data in industry standard RDBMS	
3.11	Capable of built-in fault tolerance, load balancing and high availability.	
3.12	System's architecture shall be based on object-oriented model and concepts.	
3.13	Must provide the ability to perform file compression during transport	
3.14	In-built support for file encryption both at transit and in storage	
3.15	Support for file-level rights management to govern usage of a file, for when it resides both inside and outside the repository.	
3.16	System must be built on an open and industry standard architecture. Must provide a comprehensive API (Application Program Interface) or SDK (Software Development's Kit) to allow interfacing and integration with existing systems. List the standards adopted	
3.17	The system shall have the capability to manage pervasive information types and process rich media format information (audio, video), common formats (PDF, Searchable PDF, Word, PowerPoint etc) and electronic records	
3.18	Ability to create new document types and user-definable attributes associated with all document types (documents, digital assets, web content etc). GUI tools should be provided to facilitate this activity and the system should be able to inherit all attributes of the parent document type without requiring the user to repeat specification attributes	
3.19	Users should be able to assign rights to objects at anytime Specifically: • users should be able to assign rights to individual users or groups of users • it should be possible to assign the access levels to individual users and groups of users If documents are secured, the presence of documents should not be visible when a user without access rights undertakes any searches on the document store	
3.20	Security definable at each of the cabinets, folders, subfolders, document and process level, document components etc.	
3.21	Support Role-based security	
3.22	Support file-level rights management	
3.23	Provide document security management.	

3.24	System should provide multiple levels of access rights and the system should provide following hierarchal access rights : • No permissions • User should be able to search but not open the document • View only permission • View and annotate Only permission • User should be able to create a new version of a document but not be able to modify the original version. • Delete permission etc. (for super user/Admin)	
3.25	Ability to authenticate users using standard credentials and/or advanced means of authentication leveraging industry leading authentication and single sign on frameworks	
3.26	Provide Encryption (AES) for the content in any format.	
3.27	System should be capable of providing integration with LDAP for user authentication and management	
3.28	System shall support Fail over for user authentication for LDAP	
3.29	Must provide ability to capture all operations on documents in Audit trail	
3.30	Audit trail must contain information such as event performed on document (including view / print), who performed the action, and date time stamp etc	
3.31	Audit trail shall Capture of "old" and "new" property values with user and date of the event.	
3.32	Audit system shall be capable to be queried and reports generated	
4	**Technical Specifications**	
4.1	System must provide web-based administration tool and provide a single point of access for managing and administering alls repositories, servers, users and groups.	
4.2	Provides ability to log and audit system events, such as file access, deletions and process activities, for reporting, analysis and compliance purposes	
4.3	Shall provide system administrators the ability to define and schedule jobs for monitoring and maintenance of the content management system and its repository	
4.4	Shall allow the definition of sub system administrators such that only certain administrative functions are assigned to different users or groups of users	
4.5	Shall provide an entirely graphical environment for the creation and definition of content types and their associated metadata, methods, procedures, etc.	
4.6	Should include a robust data dictionary and graphical editor for defining and configuring display properties and attributes	
4.7	Must provide an extensive and comprehensive API suite based on J2EE and .NET technology	
4.8	The support shall provide a mechanism to package all changes for migration from development and test environments and deploy them to production environments. This packaging support must include customer types, associated permissions, processing rules, and all other changes that must occur on the production system to support the change	

4.9	System should expose API in standard formats - JAVA, Web Services, .Net, etc	
4.10	Must provide a version control facility to maintain version integrity throughout the lifecycle of the document	
4.11	Every document version must be able to have its own individual access control rights and metadata values that can be changed without affecting other versions of the same document	
4.12	Capability to version metadata associated with documents must also be provided	
4.13	System must provide capability to archive older versions of the documents	
4.14	The system must provide automatic capture of the creation and last modification dates on the profile.	
4.15	The profile should be capable of being populated with additional fields according to the following types: • free format text fields • validated formatted fields (drop down lists, rules for valid field entry) • linkage to external databases • it should be possible to link fields for validation purposes	
4.16	The system provides the capability to perform auto-indexing of documents and auto-categorization.	
4.17	Users can search for content via selection of properties and/or words, phrases, sounds like strings, proximity search, thesaurus search, etc.	
4.18	Users can save queries for reuse or sharing as required. These can be accessed as objects in the repository and run from either the Windows Explorer or web interface. Must provide the ability to save end user queries	
4.19	The system shall return the current document version by default unless otherwise requested	
4.20	When performing a full text search, the system shall provide ranking details against the list of documents returned	
4.21	Indexing and retrieval based on metadata must be provided for all file formats and document types	
4.22	Search must be able to be conducted across folders and	
4.23	distributed repositories as a standard feature	
4.24	Must provide clustering of search results	
4.25	System must provide the ability to Support multi-lingual UI interface. To start with English and Hindi	
4.26	The System shall be capable of accepting multiple images formats.	
4.27	Hot key functions for increased speed and accuracy and the work processes should be automated.	
4.28	Dynamic parameter based screen inquiry to allow the user to input specific parameter and get the results they need.	
4.29	Possibility of sending emails of images and data records.	
4.30	System must have online help facility for screen, screen sections and fields.	
4.31	The user-interface screens should show mandatory fields which must be entered before submitting a record/ data.	

4.32	Dashboard/graphical representation facility to supervisor to note the volumes and distribute the workload accordingly between users for both entry and verification.	
5	**Work Flow Features**	
5.1	The system shall have a provision of draft mode to save Notes that are created through in-built text editor and shall be available to the user for editing.	
5.2	The workflow feature should allow the user the ability to define routes during initiation and modify route during any stage of the approval process.	
5.3	Each route change by the user should be recorded along with the comments for changing the route and the latest modified route should be followed. The old routes should be available for view in the note	
5.4	The system shall have a facility to create/open a new electronic subject file.	
5.5	The system should generate a file number when a new note is generated for approval.	
5.6	The system shall provide a facility to Add/Edit comment to a Note in a workflow at any stage during the approval process. All the comments shall be appended to the main content of the Note	
5.7	The system shall capture the signature of user working on a Note	
5.8	The system shall capture complete History of a Note including the comments/actions by each user in the workflow, changes in routes and attachments. The system shall have the facility to print the Note with complete history at any point of time.	
5.9	The system shall have a facility to 'Approve', 'Refer', 'Change/Modify Route' and 'Send back for clarification' the note, through some actionable control.	
5.10	The system shall provide an interface for reports for viewing the notes pending / completed based on the various parameters like file number, dates, users etc.	
5.11	The system shall have a facility to securely archive the Note on approval/completion.	
5.12	The system shall have a facility to save the file in the desired folder in the system.	
5.13	The system shall have facility to add/upload any number of documents to a workflow file.	
5.14	The system should support creation of any types of special files such as employee files, property return file etc.	
5.15	The system shall replicate the Present file handling in the same manner as followed i.e. electronic files shall give the same look and feel of Physical file.	
5.16	The system shall provide security on notes so that Noting/Comments once written signed and forwarded shall not be amendable by any user including originator.	
5.17	The system shall provide facility to users to append their Notes/Comments, which shall be automatically stamped with user name, date and time.	
5.18	The system shall provide facility to users to link the notes to any	

	document, file and previous notes, so that corresponding objects can be directly opened from the note view
5.19	The system shall provide facility to take print out of the noting for filing in paper folder as record.
5.20	There should be a facility to view all documents inside file including Noting/Commenting and also to Edit file properties
5.21	The note approval system should have facility to tightly integrate with the underlying DMS and every note approval transaction with its attachment should automatically be part of the underlying DMS
5.22	The system should support digital signatures.

*   **Please note that bidders have to fill S,C,U only based on the features being mentioned available in their offered solution**.

Scale	Description
S	**Standard:** Required features readily available and to be provided by the bidder. The proposed solution offered should have at least **<u>75%</u>** of the requirement as readily available.
C	**Customization Required**: The bidder will provide the customisation within the time schedule of the Implementation of the solution at no extra cost to the Bank.
U	**Unavailable:** Functionality is not available and will not be provided by the bidder.

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

Points	Description
5	**S- Standard Feature**
3	**C-Customisation Required**
0	**U- Unavailable**

LICENSING DETAILS

SOFTWARE LICENSING FOR	DETAILS
Document Management System	
OTHERS – to be listed separately	

The Deputy General Manager
IT, BPR & BTD (eBanking & mBanking)
UCO Bank, Head Office
Department of Information Technology
5th Floor, 3&4, DD Block, Sector-I
Salt Lake, Kolkata -700064

Sir,

Reg.: RFP Ref No. UCO/DIT/20/2016-17   Date: __/04/2016

We submit our Bid Document herewith.

We understand that

Bank is not bound to accept the lowest or any bid received and Bank may reject all or any bid.

If our bid is accepted, we are responsible for the due performance as per the scope of work and terms & conditions as per mentioned in RFP.

यूको बैंक UCO BANK

Yours faithfully

For……………………………..

(Signature and seal of authorized person)

Place:
Date:

Format of Bank Guarantee (EMD)

To,

The Deputy General Manager,
IT, BPR & BTD (e-Banking & m-Banking)
UCO BANK,
Department of Information Technology,
5th Floor, 3 & 4 DD Block,
Sector-I, Salt Lake,
Kolkata – 700064

Dear Sir,

In response to your invitation to respond to your RFP for Implementation of Document Management System, M/s _____having their registered office at _____hereinafter called the 'Bidder') wish to respond to the said Request for Proposal (RFP) and submit the proposal for Implementation of Document Management 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 **Rs. 10 Lacs (Rupees Ten Lacs Only)** as bid security as required to be submitted by the 'Bidder' as a condition for participation in the said process of RFP.

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

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

2. If the Bidder, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to UCO BANK the said amount of Rupees Twenty 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 **Rs. Ten Lacs only** (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 _____.

Yours faithfully,

For and on behalf of

_____ Bank

Authorised Official

Note: This guarantee will require stamp duty as applicable and shall be signed by the official whose signature and authority shall be verified. The signatory shall affix his signature, name and designation.

यूको बैंक UCO BANK

Manufacturer Authorisation Form

To,

The Deputy General Manager
IT, BPR & BTD (e-Banking & m-Banking)
Head Office-2
Department of Information Technology
5th Floor, 3 & 4 DD Block, Sector -1
Salt Lake, Kolkata-700 064

Dear Sir,

We ……………………………………………………… *(Name of the Manufacturer)* who are established and reputable manufacturers of ………………………………. having factories at ………,…………, ………, …………… and …………… do hereby authorize M/s ……………………… (who is the bidder submitting its bid pursuant to the Request for Proposal issued by UCO Bank on behalf, to submit a Bid and negotiate and conclude a contract with you for supply of equipments manufactured by us against the Request for Proposal received from your bank by the Bidder and we have duly authorised the Bidder for this purpose.

We hereby extend our guarantee/ warranty and AMC/ATS as per terms and conditions of the RFP No ………………………………….and the contract for the equipment and services offered for supply against this RFP No……………………………. by the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP No………………………… in respect of such equipments and services.

Yours Faithfully

Authorised Signatory
(Name:
 Phone No.
Fax
E_mail   )

(This letter should be on the letterhead of the Manufacturer duly signed by an authorized signatory)

Bill of Material

(Masked Commercial Bid Format. To be included in technical Bid)
Commercial Format
Phase:1-Head Office Departments

SI No.	Item Description	Make (OSD/OEM/ VERSION/ PART)	Indicative Quantity (A)	Cost (in Rs.) (including 3 year warranty Post Go live) (B)	Applicable Taxes (Tax Type & Tax %)	Applicable Taxes (In INR)	Total Amount (Including Applicable Taxes)#
1	License Fee for proposed software solutions (200 users)*		For Upload only- 80 users For View - 120 users				
2	AMC/ATS (Year wise breakup to be specified separately)	4th Year 5th Year					
3	Scanners (PPM 20-30)		20				
4	Implementation cost						
5	Facility Management charges for one one year after implementation **		1 person				
6	Digitisation & archiving of old & existing documents		80 Lacs (90% will be A4, Legal, A5, A6 and remaining 10 % will be of other formats like A0, A1, A2, A3 etc.)				
7	Training (To be conducted at Banks Training College)	1. System Maintenance 10 persons 2. Application users-200 persons)					
8	Any other items required for functioning of the project						

Phase-2: Circle Office/Zonal Office

SI No.	Item Description	Make (OSD/OEM/VERSION/PART)	Indicative Quantity (A)	Unit Cost (B)	Applicable Taxes (Tax Type & Tax %) C	Applicable Taxes (In INR) D	Total Amount (Including Applicable Taxes) E=A*(B+D)#
1	License Fee for proposed software solutions* (600 users)		For Upload only- 240 users / For View - 360 users				
2	Digitisation & archiving of old & existing documents		2 Crore (90% will be A4, Legal, A5, A6 remaining 10 % will be of other formats like A0, A1, A2 , A3 etc.)				

Phase-3: Branch Offices

SI No.	Item Description	Make (OSD/OEM/VERSION/PART)	Indicative Quantity (A)	Unit Cost (B)	Applicable Taxes (Tax Type & Tax %) C	Applicable Taxes (In INR) D	Total Amount (Including Applicable Taxes) E=A*(B+D)#
1	**Enterprise wide License** Fee for proposed software solutions for upload & view***						
2	Digitisation & archiving of old & existing documents		5 Crore (90% will be A4, Legal, A5, A6 remaining 10 % will be of other formats like A0, A1,A2 & A3 etc.)				
3	Integration with existing application (CBS & Finacle						

Hardware Components		
S.No	Item Description	Bidders Remark
1	No. of Scanners Proposed for Deployment	
2	No. of Key staff.	
3	Completion Period Milestone Wise	90 Bank working days

* Bank reserves the right to derive at per user license cost for view & upload and may procure the license as per its requirement & convenience. Further, Bank at its sole discretion may also procure or switch over to Enterprise Wide License at any juncture.

** The cost towards Facility Management Services to be quoted for one personnel for the 1st Year only which work in a shift of 10 AM to 8 PM. Bank at its sole discretion may or may not avail the Facility Management Services /Renew the services after 1st year.

*** If the Bank opts for the Enterprise Wide License then the payment already made by the Bank for the per user license cost will be deducted from the total payment to be made towards the Enterprise Wide License Cost and amount remaining after deduction would be paid to the bidder.

All taxes (VAT/CST, Service Tax & Octroi/entry tax (if any)) will be paid/reimbursed by the Bank on actual on production of the original invoice/receipt. The vendor should pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Sales tax, excise duty, custom duty, etc.

However, the 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. Further the bidder shall pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Sales tax, excise duty, custom duty.

Commercial Format

Phase:1-Head Office Departments

Sl No.	Item Description	Make (OSD/OEM/VERSION/PART)	Indicative Quantity (A)	Unit Cost (in Rs.) (including 3 year warranty Post Go live) (B)	Applicable Taxes (Tax Type & Tax %) C	Applicable Taxes (In INR) D	Total Amount (Including Applicable Taxes) E=A*(B+D)#
1.	License Fee for proposed software solutions* (200 users)		For Upload only- 80 users				
			For View - 120 users				
2.	AMC/ATS (Year wise breakup to be specified separately)		4th Year				
			5th Year				
3.	Scanners (PPM 20-30)		20				
4.	Implementation cost						
5.	Facility Management charges for one year after GO-Live **		1 person				
6.	Digitisation & archiving of old & existing documents		80 Lacs (90% will be, A4, Legal, A5, A6 and remaining 10 % will be of other formats like A0, A1, A2, A3 etc.)				
7.	Any other items required for functioning of the project						
A	Total (Sum of Srl. No. 1+2+3+4+5+6+7)						

* Bank reserves the right to derive at per user license cost for view & upload and may procure the license as per its requirement & convenience. Further, Bank at its sole discretion may also procure or switch over to Enterprise Wide License at any juncture.

** The cost towards Facility Management Services to be quoted for one personnel for the 1st Year only which work in a shift of 10 AM to 8 PM. Bank at its sole discretion may or may not avail the Facility Management Services /Renew the services after 1st year

Phase-2: Circle Office/Zonal Office

SI No.	Item Description	Make (OSD/OEM/ VERSION/ PART	Indicative Quantity (A)	Unit Cost (in Rs.) (B)	Applicable Taxes (Tax Type & Tax %) C	Applicable Taxes (In INR) D	Total E=A*(B+D)#
1	License Fee for proposed software solutions* (600 users)		For Upload only- 240 users				
			For View - 360 users				
2	Digitisation & archiving of old & existing documents		2 Crore (90% will be A4, Legal, A5, A6 remaining 10 % will be of other formats like A0, A1,A2 & A3 etc.)				
B	Total (Sum of Srl. No. 1+2)						

Phase-3: Branch Offices

SI No.	Item Description	Make (OSD/OEM/ VERSION/ PART	Indicative Quantity (A)	Unit Cost (in Rs.) (B)	Applicable Taxes (Tax Type & Tax %) C	Applicable Taxes (In INR) D	Total E=A*(B+D) #
1	**Enterprise wide License Fee** for proposed software solutions for upload & view *						
2	Digitisation & archiving of old & existing documents		5 Crore (90% will be A4, Legal, A5, A6 remaining 10 % will be of other formats like A0, A1, A2 & A3 etc.)				
3	Integration with existing application (CBS & Finacle)						
C			Total (Sum of Srl. No. 1+2+3)				

TOTAL COST OF OWNERSHIP (TCO)

	Particulars	Amount
D	Total Cost of Ownership (A+B+C)	

* If the Bank opts for the Enterprise Wide License then the payment already made by the Bank for the per user license cost will be deducted from the total payment to be made towards the Enterprise Wide License Cost and amount remaining after deduction would be paid to the bidder.

 # All taxes (VAT/CST, Service Tax & Octroi/entry tax (if any)) will be paid/reimbursed by the Bank on actual on production of the original invoice/receipt. The vendor should pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Sales tax, excise duty, custom duty, etc.

However, the 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. Further the bidder shall pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Sales tax, excise duty, custom duty.

<u>**Note:**</u>

1. The above quantities specified are indicative only and same may vary based on the requirements. However payment for scanning of old & existing documents to be made based on the actual number of pages scanned.
2. The cost per page will be arrived based on the cost quoted.

   For e.g: The bidder has quoted Rs.1 crore for digitizing and archiving of 2 crore documents.

   Therefore per page cost will be 1Crore/2 Crore=Rs.0.50

3. The bidder should take care that rate mentioned sufficiently covers the expenses that the bidder shall incur for scanning, capture module, database licenses (if required), hardware for scanning, resource employed, other expenses, etc. for the project as mentioned in the scope of work.
4. The Commercial Offer shall be on a fixed price basis, changes in the taxes will be paid on actual basis.
5. The bidder should take care that rates mentioned above sufficiently covers the expenses that the bidder shall incur for system software, database licenses, hardware, resource employed for the project and maintenance as mentioned in the scope of work.

Place: **Authorised Signatory**
Date: **Name:**
                                                                Stamp:

<u>Undertaking to be given by the Bidders</u>

To,

Deputy General Manager,
IT, BPR & BTD (eBanking & mBanking)
Department of Information Technology,
7th Floor, 3&4 DD Block, Salt Lake,
Kolkata-700064

Dear Sir,

Sub: Request for Proposal (RFP) for Implementation of Document Management
     System

We _____ having registered office at _____ do hereby
confirm that we will provide the services as per scope of work mentioned in the
RFP Document.

Further, we also confirm that physical documents given by the Bank will not be
handled twice and there will not be any degradation in the quality of papers.

यूको बैंक **UCO BANK**

Place: **Authorised Signatory**
Date: **Name:**
                                                    Stamp:

NON-DISCLOSURE AGREEMENT

RFP Ref. No.: UCO/DIT/20/2016-17   **Date:xx/xx/ 2016**

We,_____, having Registered Office at _____ _____, hereinafter referred to as the First party, are agreeable to offering E-Procurement Solution and services to UCO Bank , having its head office at 10 BTM Sarani, Kolkata – 700 001, hereinafter referred to as Second party and,

WHEREAS, the First Party understands that the information regarding Second party's E-Procurement Solution shared by Second party in their Request for Proposal is confidential and/or proprietary to Second party, and

WHEREAS, the First Party understands that in the course of submission of the offer for the said E-Procurement Solution and Services and/or in the aftermath thereof, it may be necessary that the First Party may perform certain jobs/duties on Second party's properties and/or have access to certain plans, documents, approvals or information of Second party;

NOW THEREFORE, in consideration of the foregoing, the First Party agrees to all of the following conditions, in order to induce Second party to grant the First Party specific access to Second party's property/information

The First Party will not publish or disclose to others, nor, use in any services that the First Party performs for others, any confidential or proprietary information belonging to Second party, unless the First Party has first obtained Second party's written authorisation to do so;

The First Party agrees that notes, specifications, designs, memoranda and other data shared by Second party or, prepared or produced by the First Party for the purpose of submitting the offer to Second party for the said Financial Inclusion Solution and Services, will not be disclosed to during or subsequent to submission of the offer to Second party, to anyone outside Second party

The First Party shall not, without Second party's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of Second party in connection therewith, to any person(s) other than those employed/engaged by the First Party for the purpose of submitting the offer to Second party and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Place:
Date:

PROFORMA FOR DEED OF INDEMNITY

This Deed of Indemnity executed at ……….. On the _____ day of _____2016 by M/s Name of the vendor (hereinafter referred to as "the Indemnifier" or "Vendor" which expression shall unless it be repugnant to the context, subject or meaning thereof, shall be deemed to mean and include successors and permitted assigns);

IN FAVOUR OF

UCO Bank a body corporate constituted under the Banking Companies (Acquisition and transfer of undertakings) Act, 1970, having its Head Office at No. 10, BTM Sarani, Kolkata-700001(hereinafter referred to as "UCO Bank", which expression unless expressly excluded or repugnant to the context shall also include its successor, assigns, attorneys, agents, representatives, authorized officer and all and any such officer having the power and authority to represent the Bank)

WHEREAS

1. The Indemnifier has

    A. offered the *Implementation of Document Management System* as prescribed in the Agreement / Contract dated _____ during the period of three years from the date of acceptance of the purchase order / date of agreement issued by the Bank from time to time. The services offered by the Indemnifier would be herein after referred to as " **Supply/Services**".

    B. Represented and warranted that they are authorized and legally eligible and otherwise entitled and competent to enter into such Contract/ Agreement with UCO BANK.

2. UCO BANK, relying and based on the aforesaid representations and warranties of the Indemnifier, has agreed for getting services from the selected vendor.

3. One of the conditions of the aforesaid Agreement is that the Indemnifier is required to furnish an indemnity in favour of UCO BANK indemnifying the latter against any claims, losses, costs, actions, suits, damages and / or otherwise arising due to or on account of Indemnifier's violations of any trademarks, patents, copyrights and licenses, the applicable laws, regulations, guidelines during the Supply / Services to UCO BANK as also for breach committed by the Indemnifier on account of misconduct, omission and negligence by the Indemnifier.

4. In pursuance thereof, the Indemnifier has agreed to furnish an indemnity in the form and manner and to the satisfaction of UCO BANK as hereinafter appearing;

NOW THIS DEED WITNESSETH AS UNDER:-

In consideration of UCO BANK having agreed to award the aforesaid contract to the Indemnifier, more particularly described and stated in the aforesaid Agreement/Contract, the Indemnifier do hereby agree and undertake that:-

The Indemnifier shall indemnify, protect and save the UCO Bank and hold the UCO Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney

fees), relating to or resulting directly or indirectly from (i) an act or omission of the Vendor, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, (ii) breach of any of the terms of this RFP or breach of any representation or warranty by the Vendor, (iii) use of the deliverables and or services provided by the Vendor, (iv) infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project. Vendor shall further indemnify the UCO Bank against any loss or damage to the UCO Bank premises or property, loss of life, etc., due to the acts of the Vendor's employees or representatives. The Vendor shall further indemnify the UCO Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the UCO Bank for malfunctioning of the equipment or software or deliverables at all points of time, provided however, (i) the UCO Bank notify the vendor in writing immediately on becoming aware of such claim, (ii) the Vendor has sole control of defence and all related settlement negotiations, (iii) the UCO Bank provides the Vendor with the assistance, information and authority reasonably necessary to perform the above, and (iv) the UCO Bank does not make any statement or comments or representations about the claim without prior written consent of the Vendor, except under due process of law or order of the court. It is clarified that the vendor shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the UCO Bank (and/or its customers, users and service providers) rights, interest and reputation.

Vendor shall be responsible for any loss of life, etc, due to acts of Vendor's representatives, and not just arising out of gross negligence or misconduct, etc, as such liabilities pose significant risk.

Vendor should take full responsibility for its and its employee's actions.

The vendors should indemnify the UCO Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

- Non-compliance of the vendor with Laws / Governmental Requirements

- Negligence and misconduct of the Vendor, its employees, and agents

- Breach of any terms of RFP, Representation or Warranty

- Act or omission in performance of service.

1. the Indemnifier shall, at all times hereinafter, save and keep harmless and indemnified UCO BANK, including its respective directors, officers, and employees and keep them indemnified from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said contract and any damage caused from and against all suits and other actions that may be instituted taken or preferred against UCO BANK by whomsoever and all losses, damages, costs, charges and expenses that UCO BANK may incur by reason of any claim made by any claimant for any reason whatsoever or by anybody claiming under them or otherwise for any losses, damages or claims arising out of all kinds of accidents, destruction, deliberate or otherwise, direct or indirect, from those arising out of violation of applicable laws, regulations, guidelines and also from the environmental damages, if any, which may occur during the contract

period.

2. The Indemnifier further agrees and undertakes that the Indemnifier shall, during the contract period, ensure that all the permissions, authorizations, consents are obtained from the local and/or governmental authorities, as may be required under the applicable laws, regulations, guidelines, orders framed or issued by any appropriate authorities.

3. If any additional approval, consent or permission is required by the Indemnifier to execute and perform the contract during the currency of the contract, they shall procure the same and/or comply with the conditions stipulated by the concerned authorities without any delay.

4. The obligations of the Indemnifier herein are irrevocable, absolute and unconditional, in each case irrespective of the value, genuineness, validity, regularity or enforceability of the aforesaid Agreement/Contract or the insolvency, bankruptcy, reorganization, dissolution, liquidation or change in ownership of UCO BANK or Indemnifier or any other circumstance whatsoever which might otherwise constitute a discharge or defence of an indemnifier.

5. The obligations of the Indemnifier under this deed shall not be affected by any act, omission, matter or thing which, would reduce, release or prejudice the Indemnifier from any of the indemnified obligations under this indemnity or prejudice or diminish the indemnified obligations in whole or in part, including in law, equity or contract (whether or not known to it, or to UCO BANK).

6. This indemnity shall survive the aforesaid Agreement.

7. Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either party at the address stated in the aforesaid Agreement and or as stated above.

8. This indemnity shall be governed by, and construed in accordance with, the laws of India. The Indemnifier irrevocably agrees that any legal action, suit or proceedings arising out of or relating to this indemnity may be brought in the Courts/Tribunals at Kolkata. Final judgment against the Indemnifier in any such action, suit or proceeding shall be conclusive and may be enforced in any other jurisdiction, by suit on the judgment, a certified copy of which shall be conclusive evidence of the judgment, or in any other manner provided by law. By the execution of this indemnity, the Indemnifier irrevocably submits to the exclusive jurisdiction of such Court/Tribunal in any such action, suit or proceeding.

9. UCO BANK may assign or transfer all or any part of its interest herein to any other person. Indemnifier shall not assign or transfer any of its rights or obligations under this indemnity, except with the prior written consent of UCO BANK

IN WITNESS WHEREOF the Indemnifier has signed these presents on the day, month and year first above written.

Signed and Delivered on behalf of   )
_____   )
by the hand of _____)
_____, the authorized official of the Indemnifier)

PROFORMA FOR PERFORMANCE GUARANTEE
(To be stamped in accordance with the stamp act)

1. In consideration of UCO BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertaking) Act, 1970, having its head office at 10 BIPLABI TRILOKYA MAHARAJ SARANI (BRABOURNE ROAD),Kolkata-700001 (hereinafter called "Purchaser") having agreed to exempt M/s **(Name of the Selected bidder Company)** a Company incorporated under the Companies Act, 1956 having its registered office at **(Address of the Selected bidder company)** (hereinafter called " SELECTED BIDDER") from the demand, under the terms and conditions of Purchaser's Letter of Intent bearing no. ….dated ……. issued to the Vendor (hereinafter called "Purchase Order")in pursuance of Request For Proposal no. ---------------as modified, of security deposit for the due fulfillment by the VENDOR of the Terms and conditions contained in the Purchase Order, on production of a Bank Guarantee for Rs….(Rupees…. Only).

We,…………… [indicate the name of the bank ISSUING THE BANK GUARANTEE] (hereinafter referred to as "Bank") at the request of ………………………………….. [VENDOR] do hereby undertake to pay to Purchaser an amount not exceeding Rs……………...against any loss or damage caused to or suffered or would be caused to or suffered by Purchaser by reason of any breach by the said VENDOR of any of the terms or conditions contained in the said Agreement.

2. We …………………[indicate the name of the bank ISSUING THE BANK GUARANTEE] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from Purchaser stating that the amount claimed is due by way of loss or damage caused to or breach by the said VENDOR of any of the terms or conditions contained in the said Agreement or by reason of the VENDOR'S failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. …………..

3. We undertake to pay to Purchaser any money so demanded notwithstanding any dispute or disputes raised by the VENDOR in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment as made by us under this bond shall be a valid discharge of our liability for payment there under and the VENDOR for payment there under and the VENDOR shall have no claim against us for making such payment.

4. We, ……………… [indicate the name of the bank ISSUING THE GUARANTEE] further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said

Agreement and that it shall continue to be henforceable till all the dues of BANK under or by virtue of the said have been fully paid and its claims satisfied or discharged or till Purchaser certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said VENDOR and accordingly discharged this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before ………………(Expiry of claim period), we shall be discharged from all liabilities under this guarantee thereafter.

5. We ………………… [Indicate the name of bank ISSUING THE GUARANTEE] further agree with Purchaser that Purchaser shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said VENDOR from time or to postpone for any time, or from time to time any of the powers exercisable by UCO BANK against the said VENDOR and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our
liability by reason of any variation, or extension being granted to the said VENDOR or for any forbearance, act or omission on the part of UCO BANK of any indulgence by UCO BANK to the said VENDOR or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the VENDOR.

7. We, …………………… [Indicate the name of Bank ISSUING THE GUARANTEE] lastly undertake not to revoke this guarantee during its currency except with the previous consent of Purchaser in writing. Notwithstanding anything contained herein:

i) Our liability under this Bank Guarantee shall not exceed Rs….(Rupees……) only.

ii) This Bank Guarantee shall be valid upto ……………………………………… and

iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ……………………………………… (date of expiry of Guarantee including claim period).

8. Dated the …………………… day of ……… for ………….. [Indicate the name of Bank]

NOTE:

1. Selected vendor should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.

2. Bank guarantee issued by banks located in India shall be on a Non-Judicial Stamp Paper of requisite value as applicable to the place of execution.

Hardware Requirements for Implementation of DMS Application Software
(To be mentioned by the bidder)

S.No.	Hardware Requirement	Quantity
1	No. of Cores/VMs	
2	Processor Speed	
3	Storage Space	
4	RAM	
.		
.		
.		
n		

यूको बैंक **UCO BANK**

**************** END OF THE RFP DOCUMENT ******************