

Expression of Interest (EOI)
For Selection of Vendor
For
Implementation of Near Disaster Recovery (NDR) Site



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

EOI REF NO: UCO/DIT/EOI/2544/2017 Date: 17/03/2017

The information provided by the bidders in response to this EOI Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this EOI Document and all amendments will be advised to the bidders and such amendments will be binding on them. The Bank also reserves its right to accept or reject any or all the responses to this EOI Document without assigning any reason whatsoever.

This document is prepared by UCO Bank for its requirement for Implementation of Near DR. It should not be reused or copied or used either partially or fully in any form.

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 EOI 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.



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Document Control Sheet

EOI Reference	UCO/DIT/EOI/2544/2016-17 Dated 17.03.2017
Date of issue of EOI	17.03.2017
Last date for submitting queries for the Pre-bid Meeting	18:00 Hrs on 23.03.2017 [queries should be forwarded to hodit.calcutta@ucobank.co .
Pre-Bid meeting /Venue	24.03.2017 at 11.00 am at below mentioned address.
Last Date and Time for receipts of EOI	11.04.2017 at 3.00 pm
Opening of EOI	11.04.2017 at 3:30 pm
Address of Communication	Head Office-2 Department of Information Technology 5 th Floor,3 & 4 DD Block, Sector -1 Salt Lake, Kolkata-700 064
Email address	hodit.calcutta@ucobank.co.in sanjay.prasad@ucobank.co.in
Contact Telephone/Fax Numbers	Tel :03344559726/75/58 Fax :03344559063
Contact Person	B. Mothilal AGM – IT
Response to be submitted	Tender box placed at: UCO BANK, Head Office-2, Department of Information Technology, 5 th Floor, 3 & 4, DD Block, Sector -1, Salt Lake, Kolkata-700 064.

Note: EOI Response 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 EOI response 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 EOI within the specified date and time due to any reason including postal holidays or delays

Any EOI response received after specified date and time prescribed as mentioned above, will not be accepted by the Bank.

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

PART –I

General Terms and Conditions

Definitions

- **Prime Bidder/ System Integrator:** Bidder/System Integrator is defined as the vendor providing response to this EOI. When two or more vendors join together and form a consortium to offer Products/Services to the Bank as per the intent of this EOI, the leader of the consortium who submits the EOI on behalf of the consortium and its members will be referred as "Bidder".
- **Shortlisted Bidder:** The Bidder who qualifies the eligibility criteria and selected by the Bank for the purpose of issuing the detailed RFP.
- **Selected Bidder:** Selected Bidder is the finally selected short listed bidder to provide the SOLUTION post the detailed RFP evaluation by the bank.

1. Introduction

UCO Bank invites Expression of Interest (EOI) from reputed bidders for Selection of vendor for Implementation of Near Disaster Recovery (NDR) Site at Bangalore.

About the Bank

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 3100+ Domestic Branches and four Overseas Branches two each at Singapore & Hong Kong Centres.

2. Objective

Bank is operating in Finacle Core Banking solution since 2006. All domestic Branches & Offices are working in CBS environment for banking operations. Bank's CBS production system is operating from Bangalore Data Center (BDC), which is treated as primary site and DR system is at Kolkata Data Center (KDC) treated as DR site. The DC DR Systems are being operated with agreed RTO and RPO parameters.

However, In order to achieve zero data loss, bank intends to have a Near DR site at Bangalore on a Hosted Datacenter for its CBS and surrounding applications.

3. EOI Document

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. 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 EOI response will be rejected summarily by The Bank. The complete EOI document may be downloaded from the bank's official website www.ucobank.com.

4. Pre Bid Meeting

The queries for the Pre-bid Meeting should be reached in writing or by email on or before 23.03.2017 on e-mail: hodit.calcutta@ucobank.co.in . It may be noted that no query from any bidder shall be entertained or received after the date mentioned in the control sheet of the EOI document unless revised so by the Bank. 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.

5. Information Provided

This 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 document.

6. For Respondent Only

This 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.

7. Confidentiality

The EOI document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The EOI 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 EOI 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 EOI 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.

8. 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 EOI 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.

9. 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.

10. No Legal Relationship

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

11. Errors and Omissions

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

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

12. Language of EOI Response

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

PART –II

2.1 Eligibility Criteria

Only those Bidders, who fulfill the following criteria, are eligible to respond to the EOI. 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.	The bidder should be a Company/Firm registered under relevant statute in India under Companies Act 1956 since last five years as on EOI submission date.	Certificate of Incorporation & Commencement of Business (whichever applicable) should be submitted.
2.	The bidder should have an annual turnover of at least Rs. 75 Crores per annum for last 3 financial years (i.e. 2013-14, 2014-15, and 2015-16)	Audited Financial statements for the financial years 2013-14, 2014-15, and 2015-16.
3.	The Bidder should be a profit making entity (profit after tax) in the last three financial years i.e., 2013-14, 2014-15, and 2015-16.	Copy of the audited balance sheets of the company showing profit/loss & net worth of the company should be submitted. Certificate issued from Chartered Accountant for net worth can be submitted.
4.	The proposed Near DR site should be within 10-40 km radial distance from Bank's existing Data Centre (Tata Telecommunications Data centre, Sanjay Nagar, Bangalore)	Bidder to provide confirmation in the matter on bidder's letter head, giving complete address of the proposed Near DR site. (Proof of distance to be provided). Proof of Surface distance from the existing DC to the proposed site to be provided.
5.	Solution suggested as part of the EOI should have been implemented in at-least 2 banks (with at least 1000 branches each) by the bidder/consortium partner in India, and should have been running for the last 2 years.	Credential Letter from relevant Banks to be furnished.
6.	The proposed Near DR center should be of at least tier-III standard.	Publicly available information of the proposed Near DR along with an undertaking on bidders letterhead, clearly mentioning that the Near DR site comply the said requirement

7.	The prime bidder/consortium partner, who will provide DC space, should be in Data centre Co-hosting business for a minimum period of 5 years. All the consortium members to give their consent letter.	Certificate of Incorporation of the company and also documentary Proof confirming the same.
8.	The prime bidder/consortium partner, who will provide DC space, must have provided DC or DRC or Near DR site co-hosting facility to at least 5 organizations in India, out of which at least one (1) should be of Public Sector Bank. Of the above, at least two (2) organizations DC or DRC or Near DR Site co-hosting facilities should be presently in functional state at the proposed data centre site for the last 2 (two) year.	Credential Letter from relevant Banks. Credential Letter from relevant Banks confirming therein that their DC / DR / Near DR site is presently functional at the SP's proposed site.
9.	The prime bidder should be an OEM or authorized supplier of OEM of the proposed storage, server. The bidder should have back to back arrangement with the OEM for AMC/ATS for achieving the required SLA.	MAF from OEM in this regard
10.	The prime bidder/consortium partner should have at least two of the below certifications /compliance document for the proposed DC site (sl no i is compulsory): 1. ISO 27001 or BS 7799 – 3 Certified (Compulsory) 2. NFPA 70 & 75 (STANDARD FOR THE FIRE PROTECTION OF INFORMATION TECHNOLOGY EQUIPMENT) 3. IS 1893:1984 Seismic Compliance	1. For ISO – certification from Governing body. 2. Compliance certificate from the concerned authority or implementer/ facility builder. 3. Certification from governing body or compliance certificate from the implementer / facility builder.
11.	The prime bidder / consortium partner should be a National Long Distance (NLD) Operator having valid NLD license and the bidder to ensure that the license remains valid for at least the next five years from the date of EOI.	Attested copy of the appropriate license of the Network Bandwidth provider to be submitted.
12.	The prime bidder / consortium should have provided Dark fiber/fiber channel link of 1Gbps or high capacity to minimum 2 organizations.	Copy of purchase order/letter from user/contract copy to be submitted.
13.	The prime bidder / consortium partner shall not be under a declaration of ineligibility for corrupt and fraudulent practices/ blacklist issued by the Govt. of India / State Governments / Regulatory	An undertaking to this effect must be submitted along with Technical Bid.

	Agencies.	
14.	The proposed Near DR site facility provided to the Bank must be owned premises or leased premises. However the DC Infrastructure should be an owned one and not shared. In case of leased premises, an unexpired lease period must be for 5 years from the EOI response due date.	The Service provider must provide documentation to this effect establishing its right over the Near DR site facility to the satisfaction of the Bank. The Service provider will be required to provide the relevant details.

Note: - In the 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 –III

3.1 Evaluation Criteria

There would be following stages for evaluation process.

The Stages are:

Sl No	Criteria
1	Eligibility Evaluation
2	Presentation

The Bank will open the EOI responses at the time and date mentioned in EOI 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.

3.2 Evaluation:

The participating bidders will be undergone for Eligibility evaluation and all eligible bidders have to give the presentation of proposed solution to the Bank at Bank's Head Office, Salt Lake, Kolkata. The date and timing of which will be informed to the eligible bidders only.

Post presentation of the solution proposed by the eligible bidders, the bidders will be shortlisted by the Bank on the basis of feasibility assessment and the selected bidders will be provided with the Request For Proposal document for participating in tendering process. The date for sale of RFP will be informed subsequently.



PART –IV

4 Scope of Work

The broad scope of work is as under:

The Bank invites proposal from the prospective bidders to provide solution along with the Data Center Hosting service for the solution for implementation of Near DR site of the Bank. However the required IT infrastructure viz: Server, Storage, Software etc. will be provided by the Bank.

4.1 General

- 4.1.1** In order to achieve zero data loss, bank wants to host a near DR site at Bangalore, in which the Recovery point objective of 0 Seconds and RTO of 90 minutes is to be maintained. Bank has HP XP9500 SAN at DC (Bangalore) and the database used is Oracle 11. Bidders should suggest necessary solution for implementation of Near DR Site.
- 4.1.2** The solution should be scalable to accommodate other applications running with database MSSQL and MySQL as a future requirement.
- 4.1.3** Minimum and maximum distance of Near DR Site should be 10 KMs and 40 Km respectively from Primary Data Center.
- 4.1.4** In case of disaster at DC, data updation of DR site should be completed within 30 minutes to allow Bank to achieve the RTO of 90 Minutes.

Full addresses of the DC Site is mentioned as under:

DC site

Tata communications Ltd.
VSB No.2
K.E.B Layout, Geddalhalli,
Sanjay Nagar
Bangalore-560094

Eligibility Criteria Compliance

Sl. No.	Criteria	Complied (Y/N)
1.	The bidder should be a Company/Firm registered under relevant statute in India under Companies Act 1956 since last five years as on EOI submission date.	
2.	The bidder should have an annual turnover of at least Rs. 75 Crores per annum for last 3 financial years (i.e. 2013-14, 2014-15, and 2015-16)	
3.	The Bidder should be a profit making entity (profit after tax) in the last three financial years i.e., 2013-14, 2014-15, and 2015-16.	
4.	The proposed Near DR site should be within 10-40 km radial distance from Bank's existing Data Centre (Tata Telecommunications Data centre, Sanjay Nagar, Bangalore)	
5.	Solution suggested as part of the EOI should have been implemented in at-least 2 banks (with at least 1000 branches each) by the bidder/consortium partner in India, and should have been running for the last 2 years.	
6.	The proposed Near DR center should be of at least tier-III standard.	
7.	The prime bidder/consortium partner, who will provide DC space, should be in Data centre Co-hosting business for a minimum period of 5 years. All the consortium members to give their consent letter.	
8.	The prime bidder/consortium partner, who will provide DC space, must have provided DC or DRC or Near DR site co-hosting facility to at least 5 organizations in India, out of which at least one (1)	

	should be of Public Sector Bank. Of the above, at least two (2) organizations DC or DRC or Near DR Site co-hosting facilities should be presently in functional state at the proposed data centre site for the last 2 (two) year.	
9.	The prime bidder should be an OEM or authorized supplier of OEM of the proposed storage, server. The bidder should have back to back arrangement with the OEM for AMC/ATS for achieving the required SLA.	
10.	The prime bidder/consortium partner should have at least two of the below certifications /compliance document for the proposed DC site (sl no i is compulsory): 4. ISO 27001 or BS 7799 – 3 Certified (Compulsory) 5. NFPA 70 & 75 (STANDARD FOR THE FIRE PROTECTION OF INFORMATION TECHNOLOGY EQUIPMENT) 6. IS 1893:1984 Seismic Compliance	
11	The prime bidder / consortium partner should be a National Long Distance (NLD) Operator having valid NLD license and the bidder to ensure that the license remains valid for at least the next five years from the date of EOI.	
12	The prime bidder / consortium should have provided Dark fiber/fiber channel link of 1Gbps or high capacity to minimum 2 organizations.	
13	The prime bidder / consortium partner shall not be under a declaration of ineligibility for corrupt and fraudulent practices/ blacklist issued by the Govt. of India / State Governments / Regulatory Agencies.	
14	The proposed Near DR site facility provided to the Bank must be owned premises or leased premises. However the DC Infrastructure should be an owned one and not shared. In case of leased premises, an unexpired lease period must be for 5 years from the EOI response due date.	

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.



Undertaking

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

Sir,

Reg.: EOI ref no. date:

We submit our Response Document herewith.

We understand that

Bank is not bound to accept the response received and Bank may reject all or any Response.

Yours faithfully



For.....

(Signature and seal of authorized person)

Place:

Date:

Undertaking to be given by the Bidders

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: Expression of Interest (EOI) for Implementation of Near Disaster
Recovery Site

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



Place:

Date:

Authorised Signatory

Name:

Stamp: