

Request for Proposal (RFP)
For
**AMC and Facility Management Services for Mail
Messaging System**



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/MMS/1836/2015-16 Date: 10/02/2016

Cost of the RFP document: - ₹5000/- (Rupees Five Thousand Only)

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP 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 RFP Document without assigning any reason whatsoever.

This document is prepared for AMC and Facility Management Service for Mail Messaging System. 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 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 Bidder.



OBJECTIVE

UCO Bank having its Head Office at 10 BTM Sarani, Kolkata and Zonal Offices at 49 locations and more than 3000 plus branches across India has implemented 100% Centralised Banking Solution (CBS).

The Bank has implemented Microsoft Exchange 2010 mail messaging system in year 2010. At present approximate 5000 mails ids has been assigned in the system and under maintenance of present System Integrator.

Now, the Bank proposes to invite tender for AMC, Technical Support, Upgradation of existing Hardware and Facility Management Services for Mail Messaging System for the period of 3 years.



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Part –I General Terms and Conditions

1.1 Introduction

UCO Bank invites sealed tenders comprising of Technical bid and Commercial bid from experienced selected bidders having proven capabilities of AMC and Facility Management Services of Mail Messaging System. The selected bidder is required to adhere to the terms of this RFP document and any deviations to the same shall not to be acceptable to UCO Bank.

The bidder (also called the vendor or bidder through this document) appointed under the RFP document shall own the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project.

Unless agreed to specifically by the Bank in writing for any changes in the document issued, the bidder responses should comply with the scope of work.

Unless expressly overridden by the specific agreement to be entered into between the Bank and the bidder, the RFP document shall be the governing document for arrangement between the Bank and the selected bidder in terms of this RFP documents.

The RFP document may be obtained from UCO Bank, Department of Information Technology, 5th Floor, 3 & 4 DD Block, Sector -1, Salt Lake, Kolkata-700064 on working days in person on submission of cost of the tender document. Also the RFP document may be downloaded from our website www.ucobank.com. The bidders downloading the document from Bank's website www.ucobank.com must pay the cost of the document, in a separate cover and properly super scribed, at the time of submission of the bids.

The details are given below:

The Schedule of Events:

Tender Reference No.	UCO/DIT/MMS/1836/2015-16
Cost of Tender documents	₹ 5,000 /-(Rupees Five Thousand Only)
Date of issue of RFP	10.02.2016
Earnest Money Deposit (EMD)	₹ 5,00,000/- (BG) (Rupees Five Lacs Only)
Date of commencement of sale of tender document	10.02.2016
Last date for submitting queries for the Pre-bid Meeting	19.02.2016
Pre-Bid meeting /Venue	22.02.2016 at 11.00 am at below mentioned address.
Last Date and Time for receipts of tender bids	04.03.2016 at 3.00 pm
Opening of technical bids	04.03.2016 at 3:30 pm
Opening of Price Bid	Will be advised subsequently

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.network@ucobank.co.in & hocbs.calcutta@ucobank.co.in
Contact Telephone/Fax Numbers	Tel :03344559036/82/78 Fax :03344559063
Contact Person	Shri Santanu Ghosh Chief Manager – IT
Bids to be submitted	Tender box placed at above address

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

The Bid document shall be in two parts viz. Technical Bid & Commercial Bid. Both the bids must be submitted in separate sealed envelopes super scribing “AMC and Facility Management Services of Mail Messaging System for UCO Bank” on top of the envelope containing Technical Bid & “Commercial Bid for AMC and Facility Management Services of Mail Messaging System for UCO Bank” on top of the envelope containing Commercial Bid. These two separate sealed envelopes should be put together in another sealed envelope super scribing “AMC, and Facility Management Services of Mail Messaging System for UCO Bank” mentioning reference number and date given hereinabove. If the cover/envelope are not sealed & super scribed as required, the Bank will assume no responsibility for its misplacement or premature opening.

The bidders should take care of submitting the bids properly filed so that the papers are not loose. The bid documents should be properly numbered and submitted in a file in proper manner so that the papers do not bulge out and tear during scrutiny.

Bidders are requested to participate in the tender process strictly according to the time schedule mentioned above.

The technical bid will be opened first and only those bidders, deemed eligible as per the eligibility criteria mentioned in this RFP, will be shortlisted for technical evaluation; the qualified bidders will be notified separately. Commercial Bid of only those short-listed-bidders, who have qualified in Technical evaluation, will be opened by the Bank the date of which will be notified separately.

The Bids should be addressed to:

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

UCO Bank is not responsible for non-receipt of response to RFP within the specified date and time due to any reason including postal holidays or delays. In case the specified date of submission & opening of Bids is declared holiday in West Bengal under NI Act, the bids will be received till the specified time on next working day and Technical Bid will be opened at same time on that day.

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

1.2 Submission of Bid

- 1.2.1 Technical Bid should be duly sealed and super scribed as "AMC and Facility Management Services of Mail Messaging System for UCO Bank".
- 1.2.2 Bid should comply with the Scope of work as specified hereinafter.
- 1.2.3 The Technical bid should be complete in all respects and contain all information asked for, except prices. The documentary proof in support of all Eligibility Criteria should be submitted along with technical Bid.
- 1.2.4 The Technical bid should have compliance chart as per Annexure- B including documentary proof in support of Eligibility Criteria and Annexures C, D, E, F, G, H, I J, K, L (Masked price).
- 1.2.5 Commercial bid duly sealed and super scribed as "AMC and Facility Management Services of Mail Messaging System for UCO Bank".
- 1.2.6 The Commercial bid should have compliance chart as per Annexure-B and including of Annexures L.
- 1.2.7 Incomplete bids or bids not conforming to the terms and conditions are liable for rejection by the Bank.
- 1.2.8 At any time, prior to deadline for submission of RFP, UCO Bank may modify any of the terms & conditions and technical specifications at its sole discretion and the same will be available on Bank's website and the amendments shall be binding on the bidder. In case of any amendment, UCO Bank may extend the deadline for submission of response to this RFP in order to provide a reasonable time to the prospective bidders.
- 1.2.9 UCO Bank reserves the right to seek clarification or call for supporting documents from any of the bidders, for which the concerned bidder need to submit the documentary evidence(s) as required by UCO Bank.
- 1.2.10 Any Technical Bid, submitted with incorrect information will be liable for rejection. Further, if any bidder is found to have submitted incorrect information at any time, he may be debarred from participation in the future tendering processes of Bank.

- 1.2.11 The Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all Bids at any point of time prior to the issuance of purchase order without assigning any reasons whatsoever.
- 1.2.12 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.
- 1.2.13 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 bids from the participating bidders.
- 1.2.14 Canvassing of any kind or Bid submitted with false information will be a disqualification.
- 1.2.15 The changes in import duty and other taxes will not affect the Rupee value of the commercial bid bidder is required to guarantee that exchange rate fluctuations, over the price validity period.
- 1.2.16 The bidder shall keep the price valid for a period of 6 months from the date of RFP Response submission process closes. **A declaration in this regard should be submitted as per Annexure-E.**
- 1.2.17 The Price Bid must include all software licenses, all hardware and network equipment along with specification, Model No, Part No and Price Tag covering AMC, FM period of **three years**. The Price Bid also must include **all applicable taxes** such as Sales/VAT/Service/ Waybill etc. as per **Annexure 'L'**. The Octroi/ Entry Tax will be paid extra, wherever applicable on submission of actual tax receipt.
- 1.2.18 Prices quoted by the Bidder shall be in **Indian Rupees only**, firm and not subject to any price escalation, if the order is placed within the validity period.
- 1.2.19 Further, subsequent to the orders being placed, 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, etc.
- 1.2.20 The Bank shall be under no obligation to accept the technical solution offered or the lowest or any other offer received in response to this RFP notice.
- 1.2.21 The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder. The Bank further reserves the right to cancel the entire RFP process without assigning any

reasons whatsoever at any stage of the RFP process without assigning any reason whatsoever.

- 1.2.22 The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part.
- 1.2.23 Bids once submitted shall not be returned to the Bidder in future.
- 1.2.24 The Bank expects the selected bidder to adhere to the terms of this RFP document and would not like or accept any deviations to the same.
- 1.2.25 Printed literature (for specific product and version numbers) describing configuration and functionality should be provided to the Bank for the products proposed to be supplied for the project. It should be noted that the product proposed will have to be supplied with all the software updates/fixes, if any, and associated documents. The version of software delivered should be the latest one available. The bidder shall not quote for the products, whose End of sale/ End of Support/End of License has been declared by the OEM. The offered product should have life span with comprehensive support for minimum 3 years.
- 1.2.26 Bidder must have back to back support relation with the OEM's whose products are followed by the bidder to the Bank, in case the bidder is not Original Equipment Manufacturer(OEM). **A commitment letter from the OEM has to be submitted along with the Technical bid in this regard at least for a period of 3 years.**
- 1.2.27 The technical bid shall be submitted strictly in conformity with the Scope of Work.
- 1.2.28 The bidder shall not quote for the products, whose End of sale/ End of Support / End of Life has been declared by the OEM. The Bidder has to ensure that any equipment supplied as part of this RFP should not reach end of support or end of life for at least 3 years postdate of acceptance of such equipment by the Bank. In the event if any equipment supplied by the selected bidder, reaches either end of support or end of life as stipulated in this clause, within the period of 3 years , the selected Selected Vendor has to immediately replace/upgrade the equipment at no additional cost to the Bank.
- 1.2.29 The Bank expects the selected vendor to adhere to the terms of this RFP document and would not like or accept any deviations to the same. If the Selected Vendor have absolutely genuine issues only then they should provide their nature of non-compliance to the same in the format provided. The Bank reserves its right not to accept such deviations to the tender terms.

1.3 Cost of Tender Documents

The intending bidders should pay the Cost of tender Documents of **₹ 5000/- (Rupees five Thousand only)**. The Cost of tender Documents shall be paid by Demand Draft / Banker's Cheque / Pay Order drawn in favour of '**UCO Bank payable at Kolkata**'. The Cost of tender Document is non-refundable. The bidder downloading the tender document from Bank's website www.ucobank.com must pay the cost of the tender document, in a separate cover, at the time of submission of the bids.

1.4 Earnest Money Deposit

The Bidder must submit Earnest Money Deposit (EMD) along with the Technical Bid in the form of Bank Guarantee having validity period for 1 year from the date of opening of Technical Bid in the format given in **Annexure D**. The EMD amount is **₹ 5 Lacs (Rupees Five Lacs Only)** issued by any scheduled commercial bank.

Non-submission of EMD will lead to outright rejection of the bid of the bidder. The EMD of unsuccessful bidders will be returned to them on completion of the tender process. The EMD of successful bidder will be returned on submission of Performance Bank Guarantee as specified hereunder.

The EMD made by the bidder will be forfeited if:

- 1.4.1 The bidder withdraws his tender before processing of the same.
- 1.4.2 In the case of a successful bidder, if the bidder fails in accordance with any Terms and Conditions or any requirement as specified in this document.
- 1.4.3 The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- 1.4.4 The bidder violates any of the provisions of the terms and conditions of this tender specification.

1.5 Rejection of the Bid

The Bid is liable to be rejected if:

- 1.5.1 The document doesn't bear signature of authorized person on each page signed and duly stamp.
- 1.5.2 It is received through Telegram/Fax/E-mail.
- 1.5.3 It is received after expiry of the due date and time stipulated for Bid submission.
- 1.5.4 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.
- 1.5.5 Bidder should comply with all the points mentioned in the RFP. Noncompliance of any point will lead to rejection of the bid.

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

1.6 Pre Bid Meeting

The queries for the Pre-bid Meeting should be reached in writing or by email on or before **19.02.2016** on e-mail: **hodit.network@ucobank.co.in** & **hocbs.calcuuta@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.

1.7 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.

1.8 Introduction and Disclaimer

This Request for Proposal document ("RFP") has been prepared solely to enable UCO Bank ("Bank") in defining the requirements for AMC, ATS and Facility Management Services for Mail Messaging System for UCO Bank.

The RFP document is not a recommendation, bid or invitation to enter into a contract, agreement or other arrangement in respect of the services.

1.9 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.

1.10 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.

1.11 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.

1.12 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.

1.13 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.

1.14 No Legal Relationship

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

1.15 Errors and Omissions

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

1.16 Acceptance of Terms

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

1.17 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.

1.18 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. During the period Bank may procure additional (maximum 50%) VC end point only.

1.19 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.

1.20 Language of Bids

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

1.21 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.

1.22 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.**

PART –II

2.1 Eligibility Criteria

The eligibility criteria to participate in bidding process are mentioned below. Only those bidders, who satisfy all the eligibility criteria as mentioned herein below, may respond. Document in support of all eligibility criteria are required to be submitted along with the Technical Bid.

Sl. No.	Pre-Qualifying Criterion	Documents to be submitted
1	The bidder should be registered as a company in India as per Company Act 1956.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office
2	The bidder should have had an annual turnover of more than Rs. 20 Crores during each of the last three financial years as evidenced by the audited accounts of the company / division. (i.e. 2012-13, 2013-14 and 2014-15).	Copy of the audited Balance Sheets for the preceding three years (i.e. 2012-13, 2013-14 and 2014-15).
3	The bidder should have made operating profit in any one of the last three financial years (2012-13, 2013-14 and 2014-15)	Copy of the audited Balance Sheets for the preceding three years (i.e. 2012-13, 2013-14 and 2014-15).
4	The Bidder should have supplied and implemented Microsoft Exchange Mail Messaging Solution in at least one Govt. organizations or Financial Institutions in India with minimum of 2000 mailbox licenses in a single organization.	Copy of Client Certification for successful completion and commissioning with name and contact details of signatory
5	The bidder should have maintained Mail Messaging System running on Microsoft Exchange Server for a minimum period of 1 year during past three years' time period in at least any one Government Organizations or Financial Institutions in India with minimum of 2000 mailbox licenses	Copy of Client Certification for successful completion and commissioning with name and contact details of signatory
6	The bidder should not be currently blacklisted by any Central/State Govt. depts./Public Sector Banks / Financial Institutions in India	Self-declaration on the letter head.
7	The Bidder should have back to back technical support from OEMs.	Copy of Manufacturer Authorization Form / Reference Document from OEM to be submitted.
8	The bidder should have support center/support engineer in Kolkata.	Self-declaration on the letter head with details.

Part –III

3.1 Evaluation Criteria

There would be a three (3) stage evaluation process.

The Stages are:

- I) Eligibility Criteria Evaluation
- II) Technical Evaluation
- III) Commercial Evaluation

The Eligibility would be evaluated first for the participating bidders. The bidders who would qualify all Eligibility Criteria as mentioned in clause 2.1, will be shortlisted for the Technical bid evaluation. A detailed technical evaluation would be undertaken for eligible bidders and only the technically qualified bidders would be shortlisted for commercial opening.

The bidder with the lowest commercial quote in reverse bidding process called Total cost of ownership (TCO) will be declared as L1.

3.1.1 Evaluation Methodology

The objective of evolving this evaluation methodology is to facilitate the selection of the most cost-effective solution (Total Cost of Ownership) over a 3-year period that appropriately meets the requirements of the Bank identified in this RFP.

3.1.2 Technical evaluation process

In Technical evaluation process, the technical bid of only eligible bidders as per Eligibility Criteria in Part II, Clause 2.1 would be evaluated. The Technical evaluation will be done on the basis of comply chart provided by bidder as per Scope of work in Part IV. The Bidder should comply all points in scope of work in Part IV and Annexure H.

Non-compliance of any point in scope of work & technical requirement as per given in Annexure H will lead to rejection from the further bidding process. After technical evaluation commercial bids of only technically qualified bidders will be opened.

3.1.3 Commercial evaluation process

The indicative commercial Bids of only technically qualified bidders will be opened and evaluated by the Bank and the evaluation will take into account the following factors:

- 3.1.3.1 **The L1 Bidder will be selected on the basis of the amount quoted for proposed solution as per Annexure-L in reverse bidding process.**

- 3.1.3.2 The bidder will be solely responsible for complying with any applicable Export / Import Regulations. The Bank will no way be responsible for any deemed Export benefit that may be available to the bidder.
- 3.1.3.3 In case there is a variation in value between numbers and words; the value mentioned in words would be considered.
- 3.1.3.4 The Bidder needs to provide Unit costs for components and services; unit rates with applicable taxes would be considered for the TCO purposes.
- 3.1.3.5 In the event the vendor has not quoted or mentioned the component or services required, for evaluation purposes the highest value of the submitted bids for that component or service would be used to calculate the TCO. For the purposes of payment and finalization of the contract, the value of the lowest bid would be used.
- 3.1.3.6 After reverse auction the successful bidder has to submit the price confirmation for each line item in the same proportionate ratio as quoted in the indicative commercial bids.
- 3.1.3.7 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 the 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.

PART –IV SCOPE OF WORK

4. Scope of Work

The scope of services for the AMC and Facility Management Services for Mail Messaging System is as follows:

- 4.1 Our Bank's Mail Messaging System is based on Microsoft Exchange System. At present 5000 mail boxes are running on Microsoft Exchange 2010 in six nos. of Physical servers of HP make. The facilities are available on Bank's intranet as well as on internet. Email can be accessed by client through using email client such as Outlook express, Microsoft outlook, windows mail etc. or through webmail, mobile devices.

The Mail Messaging System is installed at UCO Bank, Head Office 2, DIT-Kolkata for controlling, managing and transporting incoming and outgoing email within Bank email domain ucobank.co.in as well as bank email domain to outside email domain and vice-versa.

Presently 2 nos. of Microsoft Exchange 2010 Mailbox Servers in a DAG, 2 nos. of HUBCAS server in a NLB and 2 no. of domain controller servers are virtually installed using Windows Hyper –V in 2 no. of HP DL 385 G7 physical servers. Similarly 2 nos. of EDGE Server as primary secondary mode, 2 nos. of TMG in a cluster are virtually installed using Windows Hyper –V in 2 no. of HP DL 360 G7 physical servers at DIT Kolkata. Remaining 2 no. of HP DL 180 G6 servers are in ideal condition. Bidder should migrate the 2 No. of HUBCAS servers from VM to 2 no. ideal physical server HP DL180 G6 in NLB.

All above mentioned 10 nos. of servers are installed as virtual servers in 4 nos. of physical servers using Windows Hyper –V (Windows Server 2008 R2 Enterprise).

The Bidder should take responsibility to provide AMC and Facility management Services with technical support for Mail Messaging Solution, installed at UCO Bank Head Office, DIT, Kolkata for the period of 3 years as per **Annexure-K**

- 4.2 Bidder should upgrade Internal storage and RAM for each physical servers as per **Annexure-K**. After upgradation internal storage and RAM for each physical servers of bidder should upgrade virtual drive space and RAM for each virtual servers as per **Annexure- I**.

- 4.3 Bidder should migrate 2 nos. of Mailbox server from VM to 2 No. of Physical Server HP DL 385 G7 in DAG.
- 4.4 Bidder should migrate 2 No. of HUBCAS server from VM to 2 no. Physical Server HP DL180 G6 in NLB.
- 4.5 Bidder should upgrade storage from usable 7.5 TB to usable minimum 22 TB, for Mail Box database, logs & online storage Journaling emails for 1 year.
- 4.6 Bidder should provide the 24x7 service support for the hardware equipment's for mail messaging system.
- 4.7 Bidder should supply and implement on premises solution for "Gateway anti-spam, anti-malware & antivirus solution" for Mail Messaging System for all incoming & outgoing email.
- 4.8 The Bidder should design and implement appropriate policies and architecture for implementation of the anti-virus and anti-SPAM.
- 4.9 Bidder should undertake installation and configuration of anti-spam, anti-malware & antivirus gateway solution for Microsoft Exchange server 2010 to scan inbound and outbound mail traffic for blocking virus affected , malicious, unwanted and suspicious mails.
- 4.10 Bidder should have document the blueprint for the Anti-Virus and Anti-SPAM update policy and cohesive Anti-Virus and Anti-spam solution architecture and obtain approval from Bank prior to actual implementation.
- 4.11 The proposed Anti-Virus, Anti-spam, anti-malware for email solution should be capable of downloading and installing the latest AV and Spam database, without manual intervention from the administrator.
- 4.12 The proposed Anti-Virus, Anti-spam, anti-malware for email solution should support Mail Protocols SMTP (Port 25), ESMTP, Secure SMTP (Port 587) over TLS, POP3 (110), Secure POP3 (995), DNS.
- 4.13 The proposed Anti-Virus, Anti-spam, anti-malware for email solution must be capable of handling minimum 40 (Forty) thousand email messages per day with attachment size 10 MB and Average number of Concurrent Sessions (Incoming / Outgoing) observed are minimum 2000 connections per second without degradation or user impact and have ability to dynamically increase anti-spam processing capacity as loads increase or decrease.
- 4.14 The proposed Anti-Virus, Anti-spam, anti-malware for email solution should be scalable and should offer fault tolerance to safe guard against hardware

failures. The fail over box should be capable of taking over from the primary box in the case of a failure in the primary box without any manual intervention.

- 4.15 The proposed Anti-Virus, Anti-spam, anti-malware for email solution should be capable of monitoring contents of SMTP messages and thereby block messages with a specified type of attachment, size or particular keywords in the message body, subject line, domain, IP address and SMTP header.
- 4.16 The Anti-Spam function should be capable of detecting Spam E mail messages at the gateway; The Anti-Spam function could use the following detection technologies: • Rule set Detection • Heuristic Detection • Content Inspection • Rate limit.
- 4.17 The proposed Anti-Virus, Anti-spam, anti-malware for email solution should be Quarantine of mails based on Virus, Spam, Policy, Content, Outbreak.
- 4.18 The proposed Anti-Virus, Anti-spam, anti-malware for email solution should be capable of implementing policy filters including advanced filters like Known Domains, Blocking, Throttling, Relay, Trusted, Black list, White list, Suspect list.
- 4.19 The proposed Anti-Virus, Anti-spam, anti-malware for email solution should have log for System, Mail, Spam, Virus, bounce etc. for reporting purpose as per Banks Business requirement.
- 4.20 The Proposed Anti-Virus, Anti-spam, anti-malware for email solution should support integrity analysis of incoming SMTP messages.
- 4.21 The Proposed Anti-Virus, Anti-spam, anti-malware for email solution support both black & white test.
- 4.22 The Proposed Anti-Virus, Anti-spam, anti-malware for email solution support automatic learning & reverse DNS
- 4.23 The proposed Anti-Virus, Anti-spam, anti-malware for email solution should have following features :-
- Must be accurate
 - Must support a reputational awareness system for Internet sourced mail flow
 - Must identify the reputational awareness system utilized
 - Must support the capability to block messages based on differing criteria

- Must support attachment interrogation and blocking
- Content Management should have Subject line & message body of Email, File attachment name, type, or size, Scans inside text attachments & ZIP attachments.
- Anti-Spam filter should have Black hole List Support, Administrator Defined phrases, Sender Base Score, Spam Threshold, Header Rules, Body Hash Rules, Heuristic Rules, Signature based, Open Proxy List.
- Must support connection limiting
- Must support the ability to rewrite email headers
- Must support ability to do content analysis
- Must support the ability to take different types of actions on mail messages depending on how they are scored by the system
- Must support end-user quarantine functions that include view and managing quarantined mail through a secure, web based interface for Spam messages, Virus messages and Suspect messages
- Must support end user self-service features for the configuration of Spam controls, White listing and Black listing, Quarantine access, Spam threshold management
- Must provide anti-virus & anti-malware detection & prevention capabilities
- Must have automated real-time detection & prevention update capabilities.
- Must have anti-malware policy configuration capabilities
- Single management administrative console for managing both anti-spam, anti-virus, anti-malware systems
- Must provide real-time reporting capabilities of the following types: Email Virus detection/stoppage reporting, System reporting, Spam Detection reports, Spam Detection reports, Must provide reports that list changes/updates to the system occurring in real-time.

4.24 Bidder should implement proper backup solution for Mailbox Database, Mailbox Servers, HUBCAS Server, EDGE Server, and Threat Management Gateway Server. Backup should be taken in storage as well as external tap drive using existing STORAGE WORK ULTRIUM 1760 TAPE DRIVE. The Bidder will also be responsible for the restoration of the backup data as per requirement.

4.25 Bidder should implement backup solution for all incoming & outgoing mails (Journaling). All incoming and outgoing mails should store in storage for 1

year. Backup solution should have facility to take back up to external tap drive for journaling emails older than 1 year. The Bidder will also be responsible for the restoration of the backup journaling emails as per requirement of the Bank.

- 4.26 The Bidder must have back to back arrangement with OEMs for warranty, comprehensive AMC and for technical support for Mail Messaging Softwares. Relevant certificates issued by OEMs for the same to be provided along with Technical bid.
- 4.27 The Bidder should provide updates and upgrades as and when released by the OEM during contract period.
- 4.28 Bidder should renew every year (up to 3 years) existing certificate (CN - webmail.ucobank.co.in) use for Mail Messaging System. Present certificate will be expired on **09.04.2016**.
- 4.29 Security being prime concern, Solution should not breach the security of any other installations of Bank in any way.
- 4.30 The Bidder should provide one resource for support, administration, monitoring and backup daily basis per 8 hours a day and 6 days a week (8X6) at UCO Bank NOC Centre, Kolkata.

PART-V

5.1 Order details

The purchase order will be placed by the 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.

5.2 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 39 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 selected 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 selected 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.

5.3 Delivery, Installation and Commissioning

- 5.3.1 Deliveries of the equipment, installation and operationalization of complete solution at Head Office- Kolkata should be made within 8 weeks from the date of purchase order.
- 5.3.2 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.
- 5.3.3 The installation will be deemed to complete when all the Hardware, software products specified in Annexure-K 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.
- 5.3.4 All the equipment supplied by the Bidder shall be legal and Bidder shall give indemnity to that effect.

- 5.3.5 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 warranty period of three years for solution proposed as implemented by the bidder.
- 5.3.6 The equipments are considered accepted (Commissioned and Operationalized) after signing the Acceptance Test (ATP) 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.
- 5.3.7 The successful bidder is required to transport the Goods to HO 2, DIT, defined as the Project Site, transport to such place shall be arranged by the bidder, and the related costs shall be included in the quoted Price. Cost for obtaining necessary road permits and other related permits will be the responsibility of selected bidder.

5.4 Payment Terms

Bank will make the payment subject to signing of the contract as follows:

- 5.4.1 **90%** of the hardware upgradation and implementation cost for of along with Taxes, will be paid after delivery and completion of successful installation & operational, on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official & satisfactory service report from the Bank where the systems have been installed after realizing penalty charges for late delivery & installation, if any.
- 5.4.2 The balance **10%** of the hardware upgradation and implantation cost will be paid after 3 months successful running as per Scope of work in Part IV.
- 5.4.3 The AMC & FM Services amount to be paid towards facilities of AMC & FM as mentioned below to be paid quarterly in arrear basis i.e. at the end of each quarter on pro-rata basis.
- 5.4.4 The payment towards software solution shall be paid as follows:
- a. 90% - On Successful Implementation& running of solution and signoff from Bank.
 - b. 10%- After 3 months successful running of the solution.

5.5 AMC & FM

The selected bidder must also undertake to maintain AMC (comprehensive) and FM for Mail Messaging System for the period of **36 months** as per the rate

quoted by the selected bidder in their price reverse bidding process and no additional costs will be paid during these 36 month period.

5.6 Price

The Price Bid must include all hardware equipments along with system configuration, Model No, Part No and Price Tag covering warranty period of three years. The Price Bid also must include all applicable taxes such as Sales/Service/VAT / Waybill etc. The Octroi /Entry Tax will be paid extra, wherever applicable on submission of actual Tax receipt.

The Selected bidder is required to guarantee that exchange rate fluctuations, changes in import duty and other taxes will not affect the Rupee value of the commercial bid, over the validity period of the bid.

The Selected bidder shall keep the price valid for a period of at least 6 months from the date of RFP response process submission closes. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a Selected bidder.

Prices quoted by the selected bidder shall be in **Indian Rupees only**, firm and not subject to any price escalation, if the order is placed within the validity period. Further, subsequent to the orders being placed/agreement executed, the selected bidder shall pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Sales tax, excise duty, custom duty, etc.

5.7 Uptime:

The selected bidder shall guarantee an uptime of 99.9 % for the Hardware Equipments & Mail Messaging System 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 quarterly basis, Bank shall impose penalty. If the uptime is below 99.50 %, 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.

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

5.8 Penalty

The inability of the selected bidder to provide the required uptime of 99.9% of the Mail Messaging System & Hardware Equipments will attract penalty. The maximum downtime allowable is 43 minutes in a month. Further for every 0.1% of downtime the penalty @ **Rs10,000** will be charged.

Apart from FM services, the selected bidder should provide onsite support when required within 24 hrs. of the call lodged. Any non-compliance of above support, the vendor will become liable for penalty 0.5% of FM Charges of the year for delay of one day. The penalty will be deducted from the outstanding amount to be paid towards Facility Management charges to the vendor. If the penalty amount exceeds the outstanding amount to be paid towards Facility Management charges, the same will be deducted from the Performance Bank Guarantee to be submitted by the vendor.

The sum total of penalties will not exceed 10% of the TCO. Thereafter, the contract/purchase order may be cancelled and Performance Bank Guarantee may be revoked.

5.9 Liquidated Damage

Any delay in upgradation / implementation of hardware / solution, beyond the stipulated time period, Bank will charge penalty at 1 % of the order value per week or part thereof, subject to a maximum of 10%. The bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified.

5.10 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.

5.11 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.

5.12 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.

5.13 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.
 - Please also refer 5.19 herein below.

5.14 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.

5.15 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.

5.16 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.

5.17 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.

5.18 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.

5.19 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.

5.20 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 testig;
- 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.

5.21 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 the 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.

5.22 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.

5.23 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 of 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.

5.24 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.

5.25 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).



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 enforceable 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.

Compliance Chart

SI No.	Particulars	Compliance Status (Yes / No)
1.	Are Technical & Commercial bid submitted under separate sealed envelopes?	
2	Is the Technical bid made in conformity with as per Annexure H and SOW Part IV	
3.	Is the Technical bid & Commercial bid made in conformity with Commercial bill of Materials as per Annexure –K & L?	
4.	Whether Bill of Material with masking of price is mentioned in Technical offer document?	
5.	Whether Model No. & Bill of Material is mentioned in Commercial Bid document?	
6.	Are the Technical & Commercial Bids organized properly?	
7.	Are all the pages numbered properly and signed and stamped.	
8	Is EMD submitted?	
9.	Duly signed Annexure –C, E,F,G,H,I,J,K,L is enclosed	
10.	Is the softcopies of the response of Technical Commercial RFP submitted in separate CDs?	
11.	Are document in support of all eligibility criteria submitted?	
12.	Are your solution complied with all Scope of work in Part IV including Annexure H?	

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. Date:

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.

Yours faithfully

For.....

(Signature and seal of authorized person)

Place:

Date:

Format of Bank Guarantee (EMD)

To

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

Dear Sirs,

In response to your invitation to respond to your RFP for AMC and Facility Management Services for Mail Messaging System for UCO Bank, M/s having their registered office at (hereinafter called the "Bidder") wish to respond to the said Request for Proposal (RFP) for self and other associated bidders and submit the proposal for AMC and Facility Management Services for Mail Messaging System for UCO Bank 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 **₹ 5,00,000/- (Rupees Five 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 Five 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 ₹ 5,00,000/- (Rupees Five lacs only).
2. This Bank guarantee will be valid upto201...; 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 _____201____.

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.

Authorized Official.

(NB : 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).



Proforma of letter to be given by all the Bidder participating in the UCO Bank AMC and Facility Management Services for Mail Messaging System for UCO Bank on their official letterheads.

To
The Deputy General Manager
IT & BPR & BTD (eBanking, mBanking)
UCO Bank, Head Office-2

Sir,

Sub: **AMC and Facility Management Services for Mail Messaging System for UCO Bank**

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No. hereinafter referred to as "**RFP**") issued by UCO Bank, we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal required to be submitted by us, in all respects.

The price quote in the commercial template in Annexure L valid for a period of 6 months from the date of RFP response process closes.

Yours faithfully,

Authorised Signatory
Designation
Bidder's corporate name

Proforma of letter to be given by all the Bidder participating in the UCO Bank AMC and Facility Management Services for Mail Messaging System for UCO Bank on their official letter-head.

To,
The Deputy General Manager,
IT, BRP & BTD (eBanking & mBanking)
UCO Bank
Head Office-2

Sir,

Sub: **AMC and Facility Management Services for Mail Messaging System for UCO Bank**

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No. hereinafter referred to as "**RFP**") issued by UCO Bank on behalf we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents if any, issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorized Signatory
Designation
Bidder's corporate name

Manufacturer Authorisation Form

To,

The Deputy General Manager.
IT, BRP & BTB (eBanking & mBanking))
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 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)

SL No.	Technical requirements	Bidder Response (Yes/No)
1.	<p>Our Bank's Mail Messaging System is based on Microsoft Exchange System. At present 5000 mail boxes are running on Microsoft Exchange 2010 in six nos. of Physical servers of HP make. The facilities are available on Bank's intranet as well as on internet. Email can be access by client through using email client such as Outlook express, Microsoft outlook, windows mail etc. or through webmail, mobile devices.</p> <p>The Mail Messaging System is installed at UCO Bank, Head Office 2, DIT-Kolkata for controlling, managing and transporting incoming and outgoing email within Bank email domain ucobank.co.in as well as bank email domain to outside email domain and vice-versa.</p> <p>Presently 2 nos. of Microsoft Exchange 2010 Mailbox Servers in a DAG, 2 nos. of HUBCAS server in a NLB and 2 no. of domain controller servers are virtually installed using Windows Hyper – V in 2 no. of HP DL 385 G7 physical servers. Similarly 2 nos. of EDGE Server as primary secondary mode, 2 nos. of TMG in a cluster are virtually installed using Windows Hyper –V in 2 no. of HP DL 360 G7 physical servers at DIT Kolkata. Remaining 2 no. of HP DL 180 G6 servers are in ideal condition. Bidder should migrate the 2 No. of HUBCAS servers from VM to 2 no. ideal physical server HP DL180 G6 in NLB.</p> <p>All above mentioned 10 nos. of servers are installed as virtual servers in 4 nos. of physical servers using Windows Hyper –V (Windows Server 2008 R2 Enterprise).</p>	
2.	The Bidder should take responsibility to provide AMC and Facility Management Services with technical support for Mail Messaging Solution, installed at UCO Bank Head Office, DIT, Kolkata for the period of 3 years as per Annexure-K	
3.	Bidder should upgrade Internal storage and RAM for each physical servers as per Annexure-K . After upgradation internal storage and RAM for each physical servers of bidder should upgrade virtual drive space and RAM for each virtual servers as per Annexure- I .	
4.	Bidder should migrate 2 nos. of Mailbox server from VM to 2 No. of Physical Server HP DL 385 G7 in DAG.	
5.	Bidder should migrated 2 No. of HUBCAS servers from VM to 2	

	no. Physical Server HP DL180 G6 in NLB.	
6.	Bidder should upgrade storage from usable 7.5 TB to usable minimum 22 TB, for Mail Box database, logs & online storage Journaling emails for 1 year.	
7.	Bidder should provide the 24x7 service support for the hardware equipment's for mail messaging system	
8.	Bidder should supply and implement on premises solution for "Gateway anti-spam, anti-malware & antivirus solution" for Mail Messaging System for all incoming & outgoing email.	
9.	The Bidder should design and implement appropriate policies and architecture for implementation of the anti-virus and anti-spam.	
10.	Bidder should undertake installation and configuration of anti-spam, anti-malware & antivirus gateway solution for Microsoft Exchange server 2010 to scan inbound and outbound mail traffic for blocking virus affected , malicious, unwanted and suspicious mails.	
11.	Bidder should have document the blueprint for the Anti-Virus and Anti-spam update policy and cohesive Anti-Virus and Anti-spam solution architecture and obtain approval from Bank prior to actual implementation.	
12.	The proposed Anti-Virus, Anti-spam, anti-malware for email solution should be capable of downloading and installing the latest AV and Spam database, without manual intervention from the administrator.	
13.	The proposed Anti-Virus, Anti-spam, anti-malware for email solution should support Mail Protocols SMTP (Port 25), ESMTP, Secure SMTP (Port 587) over TLS , POP3 (110), Secure POP3 (995), DNS.	
14.	The proposed Anti-Virus, Anti-spam, anti-malware for email solution must be capable of handling minimum 40 (Forty) thousand email messages per day with attachment size 10 MB and Average number of Concurrent Sessions (Incoming / Outgoing) observed are minimum 2000 connections per second without degradation or user impact and have ability to dynamically increase anti-spam processing capacity as loads increase or decrease.	
15.	The proposed Anti-Virus, Anti-spam, anti-malware for email solution should be scalable and should offer fault tolerance to safe guard against hardware failures. The fail over box should be capable of taking over from the primary box in the case of a failure in the primary box without any manual intervention.	

16.	The proposed Anti-Virus, Anti-spam, anti-malware for email solution should be capable of monitoring contents of SMTP messages and thereby block messages with a specified type of attachment, size or particular keywords in the message body, subject line, domain, IP address and SMTP header.	
17.	The Anti-Spam function should be capable of detecting Spam E mail messages at the gateway; The Anti-Spam function could use the following detection technologies: • Rule set Detection • Heuristic Detection • Content Inspection • Rate limit.	
18.	The proposed Anti-Virus, Anti-spam, anti-malware for email solution should be Quarantine of mails based on Virus, Spam, Policy, Content, Outbreak.	
19.	The proposed Anti-Virus, Anti-spam, anti-malware for email solution should be capable of implementing following policy filters including other advanced filters like Known Domains, Blocking , Throttling, Relay , Trusted , Black list , White list , Suspect list.	
20.	The proposed Anti-Virus, Anti-spam, anti-malware for email solution should have log for System , Mail , Spam , Virus , bounce etc. for reporting purpose as per Banks Business requirement.	
21.	The Proposed Anti-Virus, Anti-spam, anti-malware for email solution should support integrity analysis of incoming SMTP messages.	
22.	The Proposed Anti-Virus, Anti-spam, anti-malware for email solution support both black & white test.	
23.	The Proposed Anti-Virus, Anti-spam, anti-malware for email solution support automatic learning & reverse DNS	
24.	<p>The proposed Anti-Virus, Anti-spam, anti-malware for email solution must support</p> <ul style="list-style-type: none"> • Must be accurate • Must support a reputational awareness system for Internet sourced mail flow • Must identify the reputational awareness system utilized • Must support the capability to block messages based on differing criteria • Must support attachment interrogation and blocking • Content Management should have subject line & message body of Email, File attachment name, type, or size, Scans inside text attachments & ZIP attachments. • Anti-Spam filter should have Black hole List support, 	

	<p>Administrator Defined phrases , Sender Base score , Spam Threshold , Header Rules , Body Hash Rules , Heuristic Rules ,Signature based , Open Proxy List.</p> <ul style="list-style-type: none"> • Must support connection limiting • Must support the ability to rewrite email headers • Must support ability to do content analysis • Must support the ability to take different types of actions on mail messages depending on how they are scored by the system • Must support end-user quarantine functions that include view and managing quarantined mail through a secure, web based interface for Spam messages, Virus messages and Suspect messages • Must support end user self-service features for the configuration of Spam controls, White listing and Black listing, Quarantine access, Spam threshold management • Must provide anti-virus & anti-malware detection & prevention capabilities • Must have automated real-time detection & prevention update capabilities. • Must have anti-malware policy configuration capabilities • Single management administrative console for managing both anti-spam, anti-virus , anti-malware systems • Must provide real-time reporting capabilities of the following types: Email Virus detection/stoppage reporting, System reporting, Spam Detection reports, Spam Detection reports, Must provide reports that list changes/updates to the system occurring in real-time. 	
25.	<p>Bidder should implement proper backup solution for Mailbox Database, Mailbox Servers, HUBCAS Server, EDGE Server, and Threat Management Gateway Server. Backup should be taken in storage as well as external tap drive using existing Storage Work Ultrium 1760 Tape Drive. The Bidder will also be responsible for the restoration of the backup data as per requirement.</p>	
26.	<p>Bidder should implement backup solution for all incoming & outgoing mails (Journaling). All incoming and outgoing mails should store in storage for 1 year. Backup solution should have facility to take back up to external tap drive for journaling emails older than 1 year. The Bidder will also be responsible for the restoration of the backup journaling emails</p>	

	as per requirement of the Bank.	
27.	The Bidder must have back to back arrangement with OEMs for warranty, comprehensive AMC and for technical support for Mail Messaging Softwares. Relevant certificates issued by OEMs for the same to be provided along with Technical bid	
28.	The Bidder should provide updates and upgrades as and when released by the OEM during contract period.	
29.	Bidder should renew every years (up to 3 years) existing certificate (CN-webmail.ucobank.co.in) use for Mail Messaging System. Present certificate will be expired on 09.04.2016.	
30.	Security being prime concern, Solution should not breach the security of any other installations of Bank in any way.	
31.	The Bidder should provide one resource for support, administration, monitoring and backup daily basis per 8 hours a day and 6 days a week (8X6) at UCO Bank NOC Centre, Kolkata.	



Existing Virtual System Details

Sl No.	VM_Server Name	Processor	RAM	Hard Disk	PHYSICAL SERVER
1	UCODC01	4 Core	2 GB	80 GB	HP DL 385G7
2	UCOHUBCAS01	4 Core	16 GB	80 GB	
3	UCOMAIL01	4 Core	32 GB	80 GB	
4	UCODC02	4 Core	2 GB	80 GB	HP DL 385G7
5	UCOHUBCAS02	4 Core	16 GB	80 GB	
6	UCOMAIL02	4 Core	32 GB	80 GB	
7	UCOTMG03	1 Core	10 GB	80 GB	HP DL 360G7
8	UCOEDGE01	1 Core	8 GB	80 GB	
9	UCOTMG04	1 Core	10 GB	80 GB	HP DL 360G7
10	UCOEDGE02	1 Core	8 GB	70GB	

Eligibility Criteria Compliance

Sl. No.	Pre-Qualifying Criterion	Documents to be submitted	Bidders Compliance (Yes/No)
1	The bidder should be registered as a company in India as per Company Act 1956.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office	
2	The bidder should have had an annual turnover of more than Rs. 20 Crores during each of the last three financial years as evidenced by the audited accounts of the company / division. (i.e. 2012-13, 2013-14 and 2014-15).	Copy of the audited Balance Sheets for the preceding three years (i.e. 2012-13, 2013-14 and 2014-15).	
3	The bidder should have made operating profit in any one of the last three financial years (2012-13, 2013-14 and 2014-15)	Copy of the audited Balance Sheets for the preceding three years (i.e. 2012-13, 2013-14 and 2014-15).	
4	The Bidder should have supplied and implemented Microsoft Exchange Mail Messaging Solution in at least one Govt. organizations or Financial Institutions in India with minimum of 2000 mailbox licenses in a single organization.	Copy of Client Certification for successful completion and commissioning with name and contact details of signatory	
5	The bidder should have maintained Mail Messaging System running on Microsoft Exchange Server for a minimum period of 1 year during past three years' time period in at least any one Government Organizations or Financial Institutions in India with minimum of 2000 mailbox licenses	Copy of Client Certification for successful completion and commissioning with name and contact details of signatory	
6	The bidder should not be currently blacklisted by any Central/State Govt. depts./Public Sector Banks / Financial Institutions in India	Self-declaration on the letter head.	
7	The Bidder should have back to back technical support from OEMs.	Copy of Manufacturer Authorization Form / Reference Document from OEM to be submitted.	
8	The bidder should have support center/support engineer in Kolkata.	Self-declaration on the letter head with details.	

Annexure K							
AMC & ATS of Existing Mail Messaging System for 3 years							
3 Years for AMC Server & Storage							
SL. NO.	Make	Model	Processor	RAM	Internal Storage	Serial No	Qty
1	HP	DL 385 G7	2 * AMD Opteron (tm) 12 Core * 2.20Ghz	64 GB	4*250 GB in RAID 1+0	SGH052XA92	1
2	HP	DL 385 G7	2 * AMD Opteron (tm) 12 Core * 2.20Ghz	64 GB	4*250 GB in RAID 1+0	SGH052XA94	1
3	HP	DL 360G7	2 * Intel(R) Xeon(R) 4 core * 2.67 Ghz	24 GB	2*250 GB in RAID 1+0	CN70470KL1	1
4	HP	DL 360G7	2 * Intel(R) Xeon(R) 4 core * 2.67 Ghz	24 GB	2*250 GB in RAID 1+0	CN70470KQG	1
5	HP	DL180 G6	2 * Intel(R) Xeon(R) 4 core * 2.40Ghz	8 GB	2*250 GB in RAID 1+0	SGH052XA8D	1
6	HP	DL180 G6	2 * Intel(R) Xeon(R) 4 core * 2.40Ghz	8 GB	2*250 GB in RAID 1+0	SGH052XA8F	1
7	HP	STORAGE CONTROLLER- HP P2000 DUAL I/O LFF DRIVE ENCLOUSER 9.5 TB Row & Usable : 2 no. LUN*3.59 TB (1 spear HDD for each LUN & One global spear, i.e usable HDD 32 out of 35)			35*300 GB in RAID 5	2S6050C370 - Controller 2S6101D022 - Encloser 2S6101D030 - Encloser	1
8	SEAGATE	SEAGATE BLACK ARMON NAS- 400			4*2 TB in RAID 5	2GG115ZA	1
9	HP	STORAGE WORK ULTRIUM 1760 TAPE DRIVE (CONNECTED WITH PHYSICAL SERVER HP DL 385 G7)				HU1044DBHE	1
10	HP	STORAGE WORK ULTRIUM 1760 TAPE DRIVE (CONNECTED WITH PHYSICAL SERVER HP DL 385 G7)				HU1044DBHJ	1

3 Years AMC for Network Equipments				
SL. NO.	Make	Model	Serial No	Qty
1	FORTINET	FIREWALL FORTIGATE 60C	FGT60C3G14009680 FGT60C3G14010703	2
2	HP	ROUTER-3 COM MSR 20-11	CN0BD0K18R CN0BD0K13R	2
3	HP	LAYER -2 SWITCHES -PROCURVE SWITCH 2510-24-J90198	CN046FW21R CN046FW1QL	2
4	HP	LAYER -3 SWITCHES-PROCURVE SWITCH 2910AL-24G SWITCH J9145A	SG049IP07Q SG049IP084	2

Upgradation of Server with 3 Years support for upgraded Hardware				
SL. NO.	Hardware	Existing RAM, Internal Storage	Upgrated to Storage/ RAM required	Upgraded Storage & RAM Details
1	HP DL 385 G7	<u>Internal Storage</u> 4*250 GB SAS in RAID 1+0	2 TB (SAS) Usable in RAID 1+0 (4 no. of slot available)	
		<u>RAM</u> 64 GB	Upgrade to 128 GB	
2	HP DL 385 G7	<u>Internal Storage</u> 4*250 GB SAS in RAID 1+0	2 TB (SAS) Usable in RAID 1+0 (4 no. of slot available)	
		<u>RAM</u> 64 GB	Upgrade to 128 GB	
3	HP DL 360G7	<u>Internal Storage</u> 2*250 GB SAS in RAID 1+0	1 TB (SAS) Usable in RAID 1+0 (2 no. of slot available)	
		<u>RAM</u> 24 GB	Upgrade to 48 GB	
4	HP DL 360G7	<u>Internal Storage</u> 2*250 GB SAS in RAID 1+0	1 TB (SAS) Usable in RAID 1+0 (2 no. of slot available)	
		<u>RAM</u> 24 GB	Upgrade to 48 GB	
5	HP DL180 G6	<u>Internal Storage</u> 2*250 GB in RAID 1+0	1 TB (SAS) Usable in RAID 1+0 (6 no. of slot available)	
		<u>RAM</u> 8 GB	Upgrade to 48 GB	
6	HP DL180 G6	<u>Internal Storage</u> 2*250 GB SAS in RAID 1+0	1 TB (SAS) Usable in RAID 1+0 (6 no. of slot available)	
		<u>RAM</u> 8 GB	Upgrade to 48 GB	

Upgradation of Storage with 3 Years support for upgraded Hardware				
SL NO.	Hardware	Existing Storage	Additional Requirement	Additional items Details with part no
1	STORAGE CONTROLLER- HP P2000 DUAL I/O LFF DRIVE ENCLOUSER HP P2000 G3 MSAFC/iSCSI DC LFF Array	35*300 GB in RAID 5 9.5 TB Raw & Usable : 2 no. LUN*3.59 TB i.e 7.18 TB (1 spare HDD for each LUN & One global spare, i.e usable HDD 32 out of 35)	Upgrade to usable 22 TB.	

Backup Solution for Journaling & Mail Box Servers with 3 years support services		
SI No	Product name, Part No.	Qty

Gateway antispam, anti-malware & antivirus solution with Hardware for Mail Messaging System with 3 years support services		
SI No	Product name, Part No.	Qty

FM SERVICE FOR 3 YEARS *	
SL No	Years
1	1st year
2	2nd Years
3	3rd Years

* Including one no. of Manpower for support, administration, monitoring and backup on daily basis per 8 hours a day and 6 days a week (8X6) at UCO Bank NOC Centre, Kolkata and Technical support service for Mail Messaging Solution.

Annexure L											
AMC & ATS of Existing Mail Messaging System for 3 years											
3 Years for AMC Server & Storage											
SL. NO.	Hardware	Processor	RAM	Internal Storage	Serial No	Qty	% Tax	1st Year with Tax	2nd Year with Tax	3rd Year with Tax	Total
1	HP DL 385 G7	2 * AMD Opteron (tm) 12 Core * 2.20Ghz	64 GB	4*250 GB in RAID 1+0	SGH052XA92	1					
2	HP DL 385 G7	2 * AMD Opteron (tm) 12 Core * 2.20Ghz	64 GB	4*250 GB in RAID 1+0	SGH052XA94	1					
3	HP DL 360G7	2 * Intel(R) Xeon(R) 4 core * 2.67 Ghz	24 GB	2*250 GB in RAID 1+0	CN70470KL1	1					
4	HP DL 360G7	2 * Intel(R) Xeon(R) 4 core * 2.67 Ghz	24 GB	2*250 GB in RAID 1+0	CN70470KQG	1					
5	HP DL180 G6	2 * Intel(R) Xeon(R) 4 core * 2.40Ghz	8 GB	2*250 GB in RAID 1+0	SGH052XA8D	1					
6	HP DL180 G6	2 * Intel(R) Xeon(R) 4 core * 2.40Ghz	8 GB	2*250 GB in RAID 1+0	SGH052XA8F	1					
7	STORAGE CONTROLLER- HP P2000 DUAL I/O LFF DRIVE ENCLOUSER 9.5 TB Row & Usable : 2 no. LUN*3.59 TB (1 spear HDD for each LUN & One gobal spear, i.e usable HDD 32 out of 35)			35*300 GB in RAID 5	2S6050C370 - Controller 2S6101D022 - Encloser 2S6101D030 - Encloser	1					
8	SEAGATE BLACK ARMON NAS- 40C			4*2 TB in RAID 5	2GG115ZA	1					
9	STORAGE WORK ULTRIUM 1760 TAPE DRIVE TAPE DRIVE CONNECTED WITH PHYSICAL SERVER HP DL 385 G7				HU1044DBHE	1					
10	STORAGE WORK ULTRIUM 1760 TAPE DRIVE TAPE DRIVE CONNECTED WITH PHYSICAL SERVER HP DL 385 G7				HU1044DBHJ	1					
Sub Total (A)											

3 Years AMC for Network Equipments								
SL. NO.	Hardware	Serial No	Qty	% Tax	1st Year with Tax	2nd Year with Tax	3rd Years with Tax	Total
1	FIREWALL FORTIGATE 60C	FGT60C3G14009680 FGT60C3G14010703	2					
2	ROUTER-3 COM MSR 20-11	CN0BDOK18R CN0BDOK13R	2					
3	LAYER -2 SWITCHES -PROCURVE SWITCH 2510-24-J90198	CN046FW21R CN046FW1QL	2					
4	LAYER -3 SWITCHES-PROCURVE SWITCH 2910AL-24G SWITCH J9145A	SG049IP07Q SG049IP084	2					
Sub Total (B)								

Upgradation of Server with 3 Years support for upgraded Hardware										
SL. NO.	Hardware	Processor	RAM	Internal Storage	Upgraded to RAM required	Upgraded to Internal Storage	Qty	% Tax	Unit price with Tax	Total Price with Tax
1	HP DL 385 G7	2 * AMD Opteron (tm) 12 Core * 2.20Ghz	64 GB	4*250 GB SAS in RAID 1+0	Upgrade to 128 GB	2 TB (SAS) Usable in RAID 1+0 (4 no. of slot available)	1			
2	HP DL 385 G7	2 * AMD Opteron (tm) 12 Core * 2.20Ghz	64 GB	4*250 GB SAS in RAID 1+0	Upgrade to 128 GB	2 TB (SAS) Usable in RAID 1+0 (4 no. of slot available)	1			
3	HP DL 360G7	2 * Intel(R) Xeon(R) 4 core * 2.67 Ghz	24 GB	2*250 GB SAS in RAID 1+0	Upgrade to 48 GB	1 TB (SAS) Usable in RAID 1+0 (2 no. of slot available)	1			
4	HP DL 360G7	2 * Intel(R) Xeon(R) 4 core * 2.67 Ghz	24 GB	2*250 GB SAS in RAID 1+0	Upgrade to 48 GB	1 TB (SAS) Usable in RAID 1+0 (2 no. of slot available)	1			
5	HP DL180 G6	2 * Intel(R) Xeon(R) 4 core * 2.40Ghz	8 GB	2*250 GB SAS in RAID 1+0	Upgrade to 48 GB	1 TB (SAS) Usable in RAID 1+0 (6 no. of slot available)	1			
6	HP DL180 G6	2 * Intel(R) Xeon(R) 4 core * 2.40Ghz	8 GB	2*250 GB SAS in RAID 1+0	Upgrade to 48 GB	1 TB (SAS) Usable in RAID 1+0 (6 no. of slot available)	1			
Sub Total (C)										

Upgradation of Storage with 3 Years support for upgraded Hardware							
SL NO.	Hardware	Existing Storage	Additional Requirement	Quantity	% Tax	Unit price with Tax	Total Price with tax
1	STORAGE CONTROLLER- HP P2000 DUAL I/O LFF DRIVE ENCLOUSER HP P2000 G3 MSAFC/ISCSI DC LFF Array	35*300 GB in RAID 5 9.5 TB Row & Usable : 2 no. LUN*3.59 TB i.e 7.18 TB (1 spear HDD for each LUN & One global spear, i.e usable HDD 32 out of 35)	Upgrade to usable 22 TB	1			
Sub Total (D)							

Backup Solution for Journaling & Mail Box Servers with 3 years support services					
Sl No	Product name	Qty	%Tax	Unit Price with Tax	Total Price with Tax
Sub Total (E)					

Gateway antispam, anti-malware & antivirus solution for Mail Messaging System with 3 years support services					
Sl No	Product name	Qty	%Tax	Unit Price with Tax	Total Price with Tax
Sub Total (F)					

FM SERVICE FOR 3 YEARS			
Sl No	Years	% Tax	Total price With Tax
1	1st year		
2	2nd Years		
3	3rd Years		
Sub Total (G)			
Installation & Implementation cost			
Sl No.	Items	% Tax	Total Price with Tax
1	Installation & Implementation cost		
Sub Total (H)			

Total Project Cost (A+B+C+D+E+F+G+H)	
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Note:

1. FM service cost should include one no. of Manpower for support, administration, monitoring and backup on daily basis per 8 hours a day and 6 days a week (8X6) at UCO Bank NOC Centre, Kolkata, Technical support service for Mail Messaging Solution and certificate renewal cost.
2. In case of discrepancy between figures and words, the amount in words shall prevail.
3. Bidders should strictly quote in the format and for periods as mentioned above. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid. The actual cost of Octroi, if applicable will be reimbursed as applicable.
4. Present Rate of Sales tax/VAT/Service tax, if applicable, should be quoted in respective columns. The Bank will pay the applicable sales tax/VAT/Service tax ruling at the time of actual delivery of service/implementation and resultant billing.
5. Commercial Bid will be opened before the technically qualified vendors and they will be asked to participate in reversed bidding.
6. The bidders with lowest commercial cost after reverse bidding process will be selected as L1 bidder.