

Request for Proposal (RFP)
For
Supply, Installation and Maintenance of SAN Storage
with Backup Solution



Head Office-2
Department of Information Technology
7th Floor, 3 & 4 DD Block, Sector - 1
Salt Lake, Kolkata-700 064

RFP REF NO: UCO/DIT/472/2015-16 Date: 19/06/2015

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.

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Control Sheet Table

Tender Reference	UCO/DIT/472/2015-16 Dated: 19/06/2015
Cost of Tender Document	Rs. 10,000/- (Rupees Twenty Thousand only)
Date of issue of RFP	19/06/2015
Earnest Money Deposit (EMD)	Rs.3,00,000/- (Rupees Three Lacs only, in the form of Bank Guarantee favouring UCO Bank)
Date of commencement of sale of tender document	19/06/2015
Pre-Bid queries	On or before 26/06/2015
Last Date and Time for receipt of tender bids	21/07/2015 at 3:00 PM
Opening of Eligibility and Functional and Technical bids	21/07/2015 at 3:30 PM
Opening of Commercial Bid	Will be informed subsequently to technically qualified bidders.
Address of Communication	UCO BANK, Head Office-2, Department of Information Technology, 7th Floor,3 & 4 DD Block, Sector -1, Salt Lake, Kolkata-700 064.
Email address	hocbs.calcutta@ucobank.co.in
Contact Telephone / Fax Numbers	Tel : 033-44559758 / 45 Fax : 033-23345013
Bids to be submitted	Tender box placed at: UCO BANK, Head Office-2, Department of Information Technology, 5th Floor, 3 & 4, DD Block, Sector -1, Salt Lake, Kolkata-700 064.

Note: Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under the NI act, the bids will be received till the specified time on next working day and will be opened at 3:30 p.m.

1. INTRODUCTION

UCO Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata-700001, India, and its Department of Information Technology at 3 & 4, DD Block, Sector-1, Salt Lake, Kolkata - 700064, hereinafter called "the Bank", is one of the leading public sector Banks in India having more than 3000 branches and more than 2100+ ATMs (including Biometric enabled ATMs), spread all over the country. All the branches of the Bank are CBS enabled through Finacle(Ver. 7.0.25) as a Core Banking Solution. Bank is having tie up with Visa & NPCI and distributes VISA and RuPay enabled debit cards to the customers. Bank has also installed some machines for cash deposit, cheque deposit and passbook printing. The existing Cash Deposit Machines, Cheque Deposit Machines and Self-Service Passbook Printing Machines are directly integrated with Bank's Core Banking System.

Bank is in the process of implementation of new Mobile Banking application for its customers. In the above backdrop UCO BANK now invites Request for Proposal (RFP) from the prospective bidders having proven past experience and competence in the field for **Supply, Installation and Maintenance of SAN Storage with Backup Solution**. The Bidder should have adequate experience as sought in the RFP to undertake the required activities.

Part-I

2. ELIGIBILITY CRITERIA FOR THE BIDDER

Only those Bidders, who fulfill the following criteria, are eligible to respond to the RFP. Offers received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

Sl. No.	Criteria	(Proof of documents required / must be submitted)
1	Bidder should be a company registered under the Companies Act, 1956 since the last three years.	Certificate of incorporation & commencement of Business (whichever applicable) should be submitted.
2	The Bidder should have minimum annual turnover of 5 Crores during the last three financial years (2011-12, 2012-13, 2013-14) or calendar years 2011, 2012, 2013.	Copy of the audited balance sheet of the company showing turnover of the company for the consecutive last three years should be submitted.
3	Bidder should be a profit (profit after tax) making company in any of the last three financial years (2011-2012, 2012-2013 and 2013-2014).	Copy of the audited balance sheet.
4	Bidder should be Original Equipment Manufacturer (OEM) of SAN Storage and Backup solution OR their authorized representative / distributor in India. The bidder should have executed minimum two orders from PSU Banks / Co-operative Banks / Renowned Corporate for supply, implementation and maintenance of Storage and Backup solution.	Copy of purchase order and reference letters/ Authorization Letter from OEM to be enclosed containing contact details of the signing authority of the purchase order / authorization letter.
5.	The Bidder / OEM should have experience in installation / implementation of SAN Storage, Backup solution and its maintenance.	Copy of purchase order or reference letter of the organization evidencing the experience in installation / implementation of SAN Storage Backup solution and its maintenance to be enclosed along with the bid.
6	The bidder / OEM should have service center with engineers having experience in SAN Storage and Backup solution for providing support at Bank's location at Kolkata and Bangalore.	Detailed list of authorized service centers at Kolkata and Bangalore should be provided.

7	Bidder should not have been black-listed by any bank / institution in India. An undertaking to this effect must be submitted in their letter head.	Self-declaration to that effect on the company letter head should be submitted
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Note: - In this tender process, either authorized representative / distributor in India on behalf of Principal OEM (Original Equipment Manufacturer) or Principal OEM itself can bid but both cannot bid simultaneously. In such case OEM bid will only be accepted. If an agent / distributor submits bid on behalf of the Principal OEM, the same agent / distributor shall not submit a bid on behalf of another Principal OEM in the same tender for the same item or product.

3. TECHNICAL SPECIFICATION OF THE EXISTING SERVERS

The Selected Bidder is required to Supply, Install and maintain proposed SAN Storage and Backup solution compatible with the bank's existing Servers for Mobile Banking Solution. Number of Servers and Technical specification of the existing servers which are required to be connected / interfaced with SAN Storage and proposed Backup solution is given below:

Number of Servers:

Bangalore (DC Site) - 4 Servers (2 Web Servers, 1 App and 1 DB in Failover mode)

Kolkata (DR Site) - 4 Servers (2 Web Servers, 1 App and 1 DB in Failover mode)

Kolkata (DR Site UAT) - 2 Servers

Technical Specifications of the existing servers:

HP Integrity BL860C i4 with 1 * 8-Core Intel Itanium 2.13Ghz 24M CPU, 64GB RAM, 2*300GB HDD, 2 Dual port FC Mezzanine, 6 LAN Ports, HP-UX 11i V3 Operating system, HP vPAR & VM, MC Service Guard Clustering.

4. BROAD SCOPE OF WORK

The Selected Bidder is required to deliver the following hardware, software and services:

- a) The bidder should supply, install, commission and maintain the hardware and Software mentioned below.

S.No	Description	Qty	Place of Delivery, Installation and commissioning
1	SAN (Storage Area Network) Total quantity: TWO (Production site Bangalore– 1 , DR Site - Kolkata - 1)	2	As per specifications given in Annexure
2	Backup Solution with Tape Library (1 Set. in Primary & 1 Set. in DR)	2	As per specifications given in Annexure

- b) The bidder shall be responsible for integration of SAN and Backup solution with the bank's existing servers (technical specification of the existing servers are mentioned above).
- c) The SAN storage should be supplied with systems management software to provide update management, configuration management, patch management and virtualization management.
- d) The bidder will also be responsible to maintain / support supplied hardware, software during entire contract period. The bidder will be responsible to attend to issues / problems reported by the Bank on priority basis preferably within 24 hours.
- e) As on date of submission of Bid, proposed SAN storage hardware and Backup solution should not have been declared end of sale / end of support / end of life.
- f) Bidder will be required to migrate existing Mobile Banking customer transaction data from the existing DELL make storage to new proposed SAN storage. It is clarified that migration would be required only at Kolkata Centre.
- g) The Bidder to quote cost strictly as per the scope. Any additional requirement regarding hardware and software, after awarding the contract will not be entertained by the Bank. Bidder will be responsible to provide the required SAN Storage and Backup solution within the quoted cost.

5. SINGLE POINT OF CONTACT:

The selected bidder shall appoint a single point of contact, with whom Bank will deal, for any activity pertaining to the requirements of this RFP. The selected Bidder shall provide support services which include installation of SAN Storage by providing onsite support on next business day, response and resolution at Kolkata during contract period after the acceptance of the hardware and software. In case of any failure of Hard Disk or any other components during the warranty period then the Bidder shall replace such components immediately.

6. SCHEDULE OF IMPLEMENTATION

I. Location for Delivery:

BANK DR SITE: Department of Information & Technology,
UCO Bank, Head Office -II
5th Floor, 3 & 4 DD Block,
Salt Lake, Sector-1, Kolkata-700064

BANK DC SITE: UCO Bank (Data Centre)
C/o Tata Communications Ltd,
KEB Layout, Geddalahalli
Sanjay Nagar
Bangalore-560094

- II. The selected bidder must undertake to deliver the items ordered **within 6 weeks** from the date of acceptance of the purchase order.

- III. The Bank reserves the right to shift the ordered items to any location where bank has presence or its technical Partners, anywhere in India, during the warranty period.
- IV. Installation and upgradation should be completed within 4 weeks of delivery, in case the site is ready. If site is not ready, installation should be completed within a week of request from the concerned site upon Site Readiness confirmation by the bank.

7. PAYMENT TERMS

- I. In case of Software, 100% payment will be made against the delivery, installation and configuration. However, for Hardware items **90% of the order value** along with applicable taxes on actual basis will be paid on successful user acceptance after delivery, installation and commissioning of the ordered items, after realizing penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, installation note & User Acceptance Report signed with date by an authorized official of UCO Bank at the respective sites, original Octroi receipt, waybill etc.
- II. Remaining 10% of the cost along with applicable taxes would be paid after completion of one year from the date of project commissioning sign off or on submission of Bank Guarantee for equivalent value and time period.

8. PAYING AUTHORITY

- I. Placement of Orders: The hardware and software will be supplied and installed at Bank's Site (as per the address mentioned above), Purchase order will be issued by DIT, Head Office.
- II. The payments as per the Payment Schedule covered hereinabove shall be paid by DIT, Head Office. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc.
- III. Following Documents are to be submitted for Payment:
 - Invoice in Triplicate
 - Duly receipted Delivery Challans
 - Original Octroi Receipts, if any
 - Installation Report, counter signed by an authorized official from the delivery site
 - Site not ready (SNR) Certificate from concerned department (If site not ready).

9. WARRANTY AND MAINTENANCE

- I. The selected bidder must provide 3 (three) years on-site comprehensive warranty for all hardware, software and peripherals items to be supplied under this RFP covering all parts & labour from the date of acceptance of the systems by UCO Bank at the respective locations i.e. on-site comprehensive warranty.

- II. The selected bidder may be advised to undertake to maintain the hardware, software and peripherals supplied under this purchase order after the expiry of the warranty period, for a further period of two years AMC at mutually agreed cost and terms & condition.
- III. During the warranty period, the vendor will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories supplied by the vendor. This service is to be provided on all the days as and when needed by the Bank or issue reported by the Bank, notwithstanding the fact whether on such days the selected vendor's office remains closed or not. A minimum uptime of 99.95% during the working hours per equipment has to be guaranteed on quarterly basis. The request for support shall have to be attended by the vendor even if the request is made over telephone/ SMS or by e-mail / fax by the Bank within four hour. All the Items supplied should be repaired within 24 hours (Resolution time). In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired.
- IV. The Bidder shall be fully responsible for the manufacturer' s warranty for all equipment, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer / bidder or any defect that may develop under normal use of supplied equipment during the warranty period.
- V. Warranty shall not become void even if UCO Bank buys any other supplemental hardware from a third party and installs it with / in these machines. However, the warranty will not apply to such hardware installed. Besides the above, the vendor will have to enter into Service Level Agreement (SLA) with the Bank.

10. REPEATED FAILURE

If, during the warranty or maintenance period, any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent or higher new equipment by the selected bidder at no extra cost to UCO Bank.

11. TENDER DOCUMENT AND FEE

A complete set of tender document can be obtained from the following address during office hours on all working days on submission of a written application along with a non-refundable fee of Rs10,000/- (Rupees Ten Thousand Only) in the form of Demand Draft or Banker's Cheque in favor of UCO BANK, payable at Kolkata .

UCO Bank, Head Office - II
3 & 4 DD Block, 7th Floor
Sector-I, Salt Lake, Kolkata – 700064
Phone no: 033-44559758 / 9796/44559745
Fax no: 033-23345013
E-Mail: hocbs.calcutta@ucobank.co.in

The tender document may also be downloaded from the bank's official website www.ucobank.com. The bidder downloading the tender document from the website is

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

UCO BANK reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action. During the evaluation process at any stage if it is found that the bidder does not meet the eligibility criteria or has submitted false / incorrect information the bid will be rejected summarily by The Bank.

12. EARNEST MONEY DEPOSIT

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

Particulars of Job to be undertaken	EMD
Supply, Installation and Maintenance of SAN Storage with Backup Solution	Rs.3,00,000/-

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

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

- a. If the bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).
- b. If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- c. In case of the successful bidder, if the bidder fails:
 - To sign the contract in the form and manner to the satisfaction of UCO BANK
 - To furnish Performance Bank Guarantee in the form and manner to the satisfaction of UCO BANK within the stipulated time period.

13. PERFORMANCE GUARANTEE

The selected bidder will be required to provide a Performance Bank Guarantee, within 15 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the total cost of ownership. The Performance Guarantee should be valid for a period of 36 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity.

The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the bank at its discretion may cancel the order placed on the selected bidder without giving any notice. Bank shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Bank incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

14. CLARIFICATIONS ON AND AMENDMENTS TO RFP DOCUMENT

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till the date mentioned in the bid control sheet. Further, atleast 7 days' time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from prospective bidders, modify the RFP contents by amendment. Clarification /Amendment, if any, will be notified on Bank's website.

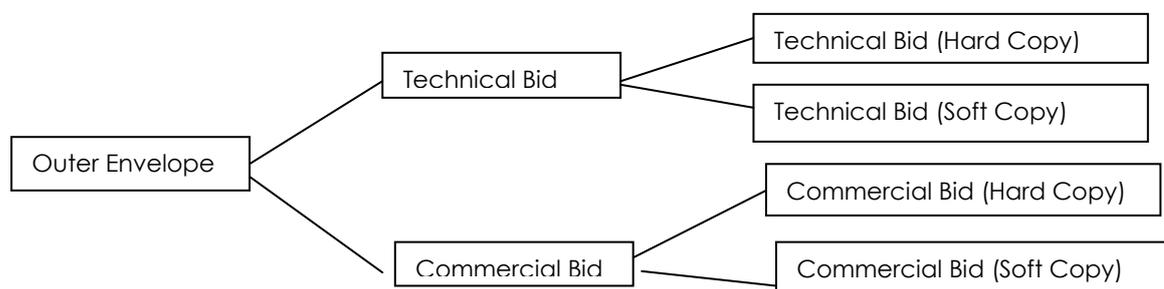
15. SUBMISSION OF OFFER – TWO BID SYSTEM

Separate Technical and Commercial Bids duly sealed and superscribed as "Technical bid" and "Commercial bid" respectively should be put in a single sealed outer cover duly sealed and superscribed "Bid for Supply, Installation and Maintenance of SAN Storage with Backup Solution– (Main Copy)" as per bid details given in the RFP.

The bids (Main copy along with soft copy) shall be dropped/submitted at UCO Bank's address given in Bid Detail- Control Sheet Table, on or before the date specified therein. Any Bid received by the Bank after deadline for submission of Bids prescribed, will be rejected and returned unopened to the System Integrator or Bidder.

All envelopes must be superscribed with the following information:

- Name of the Bidder
- Offer Reference
- Type of Offer (Technical or Commercial)



The Technical Offer should be complete in all respects and contain all information asked for in the exact format (Hard Copy) of technical specifications given in the RFP, **except prices**. The Technical Offer must not contain any price information. UCO BANK, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

Bidder must enclose **masked price bid (without price)** along with the technical bid as

per commercial format.

The Commercial Offer (Hard Copy) should contain all relevant price information and should not contradict the Technical Offer in any manner.

Note:

- If the outer cover / envelop are not sealed & superscribed as required, the Bank will assume no responsibility for bid's misplacement or premature opening.
- If any inner cover / envelop of a bid is found to contain both technical & commercial bids then that bid will be rejected summarily.
- If any outer envelop is found to contain only the technical bid or commercial bid, it will be treated as incomplete and that bid will be liable for rejection.
- If commercial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.

16. ERASURES OR ALTERATIONS

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

17. LANGUAGE OF BID

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in English language only.

18. BID OPENING AND EVALUATION CRITERIA

The Bank will open the technical bids, in presence of bidders' representative(s) who choose to attend, at the time and date mentioned in Bid document on the date and venue mentioned in page 1. The bidder's representatives who are present shall sign the register evidencing their presence / attendance.

18.1. TECHNICAL EVALUATION

- a) The proposals will be evaluated in two stages. In the first stage, i.e. Technical Evaluation as mentioned in Annexure – II, the bidders will be shortlisted, based on bidder's responses. In the second stage, the commercial bids would be evaluated.
- b) The Bank will evaluate the technical response to the RFP of bidder who are found eligible as per the eligibility criteria mentioned in the RFP. There will be no scoring involved in the eligibility evaluation of the bidders.
- c) During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter / fax / e-mail seeking clarification / explanation.

d) Technical bid evaluation methodology that UCO Bank would adopt is given below:

The Product offered should meet all the technical and functional specifications. **Non-compliance to any of the technical and functional specification may attract rejection of the proposal.**

Response except 'Y' or 'N' is not acceptable. If any bidder provides response other than Y' or 'N' the same will be treated as Not Available i.e. N.

18.2. COMMERCIAL EVALUATION

Commercial Bids of bidders, who qualified in the technical evaluation stage, will be considered for participation in commercial Bidding. After opening Commercial Offers of the short-listed Bidders, if any discrepancy is noticed between words and figures, the amount indicated in words shall prevail. Detailed Criteria for evaluation of Commercial Bid is furnished in Annexure VIII.

Bank will finalize the L-1 vendor based on the Total Cost of Ownership (TCO) quoted by the bidder in Annexure – VIII.

19. CLARIFICATION OF OFFERS

To assist in the scrutiny, evaluation and comparison of offers / bids, UCO BANK may, at its sole discretion, ask some or all bidders for clarification of their offer / bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.

20. SELECTION PROCESS

Technically qualified bidder with the lowest quote based on TCO as quoted in Annexure-V, will be considered as the L1 bidder

21. CONTRACT PERIOD

The selected bidder need to execute a **Service Level Agreement (SLA)** with UCO Bank covering all terms and conditions of this RFP. SLA will cover performance and availability of the solution deployed. The contract period will be for a period of **Three years** from the date of Agreement. The performance of the selected bidder shall be reviewed every quarter. Any offer falling short of the contract validity period is liable for rejection. However, Bank reserves right to extend the contract at mutually rate, terms and conditions.

22. ORDER CANCELLATION (TERMINATION)

UCO BANK reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by UCO BANK under the following circumstances:-

- a) The selected bidder commits a breach of any of the terms and conditions of the bid.
- b) The bidder goes into liquidation, voluntarily or otherwise.

- c) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- d) If the selected bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The Bank reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
- e) If deductions of account of liquidated damages exceeds more than 10% of the total contract price.
- f) In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected bidder.
- g) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- h) UCO BANK reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.

23. CONSEQUENCES OF TERMINATION

- a. 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.
- b. In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by UCO BANK, the Vendor herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as UCO BANK may specify including training, where the successor(s) is a representative/personnel of UCO BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.
- c. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

24. LIQUIDATED DAMAGES

Notwithstanding UCO Bank's right to cancel the order, liquidated damages for late delivery at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value.

Liquidated damages for late commissioning at 1% (One percent) of the order value per week will be charged for every week's delay in commissioning to a maximum of 10% of the value of the order value.

Please note that the above LD for delay in delivery and delay in commissioning are independent of each other and shall be levied as the case may be.

UCO BANK reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by UCO BANK to the bidder. Liquidated damages will be calculated on per week basis.

25. ACCEPTANCE TESTS

The selected bidder in presence of the Bank authorized officials will conduct acceptance test at the site. The test will involve installation and commissioning and successful operation of the hardware, software. No additional charges shall be payable by the Bank for carrying out these acceptance tests.

26. UPTIME

The bidder shall guarantee an uptime of 99.95% for the hardware equipments which shall be calculated on quarterly basis. The 'Uptime' is equal to total contracted hours in a quarter less Downtime. The 'Downtime' is the time between the time of report by the Bank and time of restoration of service within the contracted hours. 'Restoration' is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same. For SLA purpose a quarter will be treated as 90 days. If the bidder fails to maintain guaranteed uptime on quarterly basis, Bank shall impose penalty. If the uptime is below 98.00%, the Bank shall have full right to terminate the contract under this RFP.

27. PENALTY

- The selected Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- In the event of failure of maintaining the uptime SLA (based on the report mentioned under clause no.25 above and Warranty terms (Clause 7), a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Down time will be calculated from the time of break-down message over telephone/SMS or by e-mail/fax till the system becomes functional or standby is provided. Public Holidays as declared at the respective centers are excluded for the above downtime calculation. The selected bidder will provide onsite service of the equipment (except spares) once every 3 months during the warranty period. In case the selected bidder fails to meet the above standards of maintenance, there will be a **penalty of half a percent (.5%) of the total cost of the hardware as per contract for each day of delay**. The maximum of the penalty

may go up to 10% of the order value. These penalty charges will be deducted from the Bank guarantee offered as security deposit or from any Bill payable to the Vendor.

- Bank may recover such amount of penalty from any payment being released to the vendor, irrespective of the fact whether such payment is relating to this contract or otherwise.
- If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of Bidder.
- The Bank shall implement all penalty clauses after giving due notice to the bidder.
- If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

28. DISPUTE RESOLUTION MECHANISM

The selected Bidder and the Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between Head (IT) of UCO BANK/Purchaser and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar

jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The selected Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

29. JURISDICTION

The jurisdiction of the courts shall be Kolkata.

30. NOTICES

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

31. AUTHORIZED SIGNATORY

The selected bidder shall indicate the authorized signatories who can discuss and correspond with UCO BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with UCO BANK, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by UCO BANK.

32. CANCELLATION OF TENDER PROCESS

UCO Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason to any of the participating bidders.

33. PUBLICITY

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

34. FORCE MAJEURE

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or UCO BANK as the case may be which they could not foresee or with

a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The bidder or UCO BANK shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

35. CONFIDENTIALITY

The bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by UCO BANK;
- To only make copies as specifically authorized by the prior written consent of UCO Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
- To treat all Information as Confidential Information.
- Conflict of interest: The selected Bidder shall disclose to UCO BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

36. NON-TRANSFERABLE OFFER

This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.

37. PERIOD OF VALIDITY OF BID

Bids shall remain valid for 180 (One Hundred and Eighty) days after the date of bid opening prescribed by UCO BANK. UCO BANK holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing.

Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A bidder acceding to the request will neither be required nor be permitted to modify its bid. A bidder may refuse the request without forfeiting its bid security. In any case the bid security of the bidders will be returned after completion of the process.

38. ADDRESS OF COMMUNICATION

Offers / bid should be addressed to the address given in page no: 2.

39. PRELIMINARY SCRUTINY

UCO BANK will scrutinize the offers / bids to determine whether they are complete, whether any errors have been made in the offer / bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

UCO BANK may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer / bid. This shall be final, conclusive and binding on all bidders and UCO BANK reserves the right for such waivers.

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

UCO BANK shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. UCO BANK has the right to re-issue tender/bid. UCO BANK reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. UCO BANK will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

41. FORMAT FOR TECHNICAL OFFER / TECHNICAL BID

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

- i. Index
- ii. Covering letter (Annexure – I)
- iii. Undertaking to be submitted by authorized signatory in Bidder's letter head stating that the user requirements as per scope of work mentioned in RFP is clearly understood by the bidder. Letter for acceptance and compliance of all the Terms and Conditions of RFP.
- iv. Technical Offer / Technical bid with Specifications (Annexure – II, III, IV & V)
- v. General Details of the bidder(Annexure – VI)
- vi. Copy of Manufacturer's Authorization letter (if applicable) (Annexure –VII)
- vii. Letter confirming bid is signed by authorized signatory.
- viii. Valid Bank Draft / Bank Guarantee as EMD.
- ix. Valid Bank Draft as Bid price if tender document is downloaded from Bank's

website.

- x. Bidder's Financial Details (audited balance sheets etc.) and other supporting documents, as stipulated in the RFP.
- xi. Copy of this RFP duly signed by the authorized signatory.

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

42. FORMAT FOR COMMERCIAL OFFER

The commercial offer should be quoted in Indian Rupees as per the format given in annexure –VIII. There should not be any escalation in price due to fluctuation in foreign currency or change in duty structure or for any other reasons. However, impact of fall in prices, taxes, duties would be passed on to the Bank suo moto.

43. SIGNING OF THE BID

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.

44. COSTS OF PREPARATION & SUBMISSION OF BID

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

45. CONFIDENTIALITY OF THE BID DOCUMENT

The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.

46. RIGHT TO ALTER QUANTITIES

The Bank reserves the right to alter the number of hardware equipments / software specified in the tender in the event of changes in plans of the Bank. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional hardware equipments at the agreed price during the contract period with the same terms and conditions.

47. OWNERSHIP AND RETENTION OF DOCUMENTS

- UCO BANK shall own the documents, prepared by or for the selected bidder arising out of or in connection with the Contract.
- Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by UCO BANK, the Vendor shall deliver to UCO BANK all documents provided by or originating from UCO BANK/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s), unless otherwise directed in writing by UCO BANK at no additional cost.
- The selected bidder shall not, without the prior written consent of UCO BANK/ Purchaser store, copy, distribute or retain any such Documents.

- The selected bidder shall preserve all documents provided by or originating from UCO BANK/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of UCO BANK/Purchaser in this regard.

Encl: Annexure I, II, III, IV, V, VI,VII, VIII,IX, X & XI.

(Tender offer forwarding letter)

Tender Reference No.: _____

Date: xx/07/2015

The Deputy General Manager (IT),
UCO Bank,
Department of Information Technology (DIT),
Head Office - II, 5th Floor, 3 & 4 DD Block,
Sector -1, Salt Lake City, Kolkata -700064

Dear Sir,

**Sub: Your RFP for “Supply, Installation and Maintenance of SAN Storage with Backup Solution”
RFP Ref. No. UCO/DIT/472/2015-16 Dated 19/06/2015**

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for Supply, Installation and Maintenance of SAN Storage with Backup Solution mentioned in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Technical as well as Commercial Bids by the bank we undertake to Supply, Installation and Maintenance of SAN Storage with Backup Solution as per your purchase orders.

In the event of our selection by the bank for Supply, Installation and Maintenance of SAN Storage with Backup Solution, we will submit a Performance Guarantee for a sum equivalent to 10% of the project cost for a period of 3(Three) years and 3 (Three) months effective from the month of execution of the Agreement in favor of UCO Bank.

We agree to abide by the terms and conditions of this tender offer till 180 days from the date of commercial bid opening and our offer shall remain binding upon us which may be accepted by the Bank anytime before expiry of 180 days. Until a formal contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

We enclose the following Demand Drafts:

1. DD No. xxxx dated for Rs 10,000/- (Rupees Ten Thousand only) as Cost of RFP Document
2. BG No. xxxx dated for Rs 3,00,000/- (Rupees Three Lacs only) / BG No xxxxxx dated _____ as EMD .

Both DD & BG are issued in favour of UCO Bank by..... Bank
..... Branch payable at Kolkata.

Dated this ___ day of _____ 2015

Signature: _____

(In the Capacity of) _____ Duly authorized to sign the tender offer for and on behalf of

Technical Specification:

(A) – Storage

Specifications for SAN (Storage Area Network) Total quantity: TWO
(Production site – 1, DR Site - 1)

SI No	Item	Specifications	Offered Specification	Compliance (Yes / No)
1	Storage System (Rack mountable storage system)	<p>Fiber Channel External Storage System with two RAID Controllers. Each Raid array controller should support Raid levels 0, 1, 5 and 10 implementations. Storage should have high availability feature with no single point of failure. Storage should have minimum 64 Gbps front end throughput and minimum 8 no. of FC front end ports. Storage should be supplied with all required licenses to connect at least 24 no: of servers as well OS such as Red Hat Enterprise Linux 6.x or higher, windows.</p> <p>The Raw capacity of Production & DR site is minimum 4 TB each, upgradable up to 20 TB at both places. The SAN to be supplied with 3 years onsite comprehensive warranty.</p>		
2	Raid Support	<p>1. Offered Storage Subsystem shall support Raid 1+0, 5 and Raid 6.</p> <p>d storage controller shall support Online Raid as well as Disk Group expansion at both controller and host level dynamically as per defined policies</p>		
3	Cache Memory	<p>1. Offered Storage Array shall be given with Minimum of 8GB usable cache in a single unit.</p> <p>2. Shall have dynamic management of Cache block size.</p> <p>3. Cache shall not have any overhead for the operating system.</p>		
4	Bays	Offered storage should support SAS hot swappable hard disk bays upgradable to 96 HDDs supporting 300/600/900 GB or higher hot swappable hard disk drives at 15K or higher. Offered storage shall have minimum of 16 host ports for		

		connectivity to servers.		
5	Hard disk drives	The storage array shall be offered with 4 TB using 300/600/900 GB or higher, 15K, dual ported SAS hot swappable hard disk drives, The Storage shall be scalable to minimum 96 number of drives using 300/600/900 GB or higher capacity disk drives.		
6	Power supply	n +1 redundant hot swap power supply units		
7	Fans	n +1 redundant hot swap fans		
8	Management Software	Storage Array Configuration management and Performance Management Software should be provided		
9	Operating System (supporting)	1. The storage array should support industry-leading Operating System platforms including: Redhat Enterprise Linux 6.x or Higher, Windows Server 2008 or Higher, Unix etc.		
		2. Offered Storage Shall support all above operating systems in Clustering		
10	No Single Point of Failure	Offered Storage Array shall be configurable in a No Single Point of failure configuration including Array Controller card, Cache memory, FAN, Power supply etc.		
11	Data Protection	1. In case of Power failure, Storage array shall be able to hold data in the cache for at-least 96 hours of time or shall support de-staging to disk drives. Bidder shall ensure that in case of de-staging, dual redundant Standby power supplies are configured		
		2. For optimal data protection, storage shall support distribution of metadata on more than one drive shelf		
		3. Storage should have Thin provisioning, snapshots, clone, Auto Tiering & Replication.		
12	Maintenance	Offered storage shall support online non-disruptive firmware upgrade for both Controller and disk drives		
13	Disk Drive Support	The offered Storage Should Support SAS SFF, SAS LFF & SSD Drives		

14	Gigabit Fiber Channel Switches with necessary cables (2 numbers)	Minimum of 8 x 8-Gbit ports per trunk, Minimum 16 ports scalable up to 24 ports. Each port should be 8 Gbps with auto sensing support for 4 Gbps. must have in-built diagnostics, power on self-test, command level diagnostics, online and offline diagnostics capabilities, support online- firmware upgrades, must have redundant Control Units, Power supply, Fan Assembly and all the components shall be Hot Swappable, etc. Required no of FC Cable should be supplied.		
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(B) – Backup Solution:

SI No.	Specification Parameter	Description	Offered Specification	Compliance (Yes/ No)
1	Capacity	The proposed backup device should be able to backup minimum 10TB in uncompressed & minimum 20TB in compressed fashion		
2	Backup Device Type	The proposed backup target should be based on LTO6 technology with 8Gb/s FC Interface. Minimum 1 x LTO6 Device shall be configured		
3	Management	The proposed backup target should have secured web based management		
4	Media Supply	Minimum 20 * Barcoded LTO6 media and minimum 2 * Cleaning media shall be supplied		
5	Warranty	3-Years 24x7 4H Response Time Warranty from OEM		
6	Backup Software	Compatible Backup software solution as per the servers' specifications given by the Bank and proposed SAN Storage.		
7	OS & Platform Support	The proposed backup solution shall support various OS platforms including Unix, Windows, Linux, AIX, etc.		
8	Backup LAN & SAN Agents	The proposed backup solution shall be configured with unlimited client and media licenses for both SAN based backup and LAN based backup		
9	Scheduling	The Backup software should support Advanced Scheduling options		
10	Clustered host support	The proposed backup software must support & be configured for clustered host environment		

11	Tape sharing drive	The backup software must support & be configured for sharing of tape backup devices by multiple hosts		
12	Online database backup	The offered backup software must be configured for online backup of clustered production databases		
13	Support	Backup software shall be configured with 3 Years comprehensive warranty support		

(C) – Backup Software

SI No.	Description	Offered Specification	Compliance (Yes/ No)
1	Should be available on various OS platforms which are supported by OEM's such as different variant of Windows, Linux and UNIX platforms and be capable of supporting backup / restores from various platforms including Windows, Unix and Linux. Both Server and Client software should be capable of running on all these platforms		
2	The backup solution should also support online backup of Messaging application like Notes and Microsoft Exchange mail through appropriate agents.		
3	Should able to take online backup for multiple instances of messaging system running on single system without requiring multiple licenses for every instance		
4	Should have built-in centralized, policy driven management feature by which all Backup servers can be managed from central location.		
5	Ability to backup data from one platform and restore it from another (limited to genera of operating systems (Unix to Unix, Windows to Windows) to eliminate dependence on a particular OS machine and for disaster recovery purposes.		
6	Software should have full command line support on above mention OS's		
7	Should have SAN support on above mention OS's. Capable of doing LAN free backups for all platforms mentioned above.		
8	Should have built-in Alert support. This feature should support e-mail, SMS broadcast messages etc.		
9	Software should support cross platform Device & Media sharing in SAN environment.		
10	Software should have true Disk Staging, wherein the backup continues to take place even when the disk space allocated is full. The backup software must be		

	intelligent enough to flush out the data from the disk and migrate the same to the tape automatically.		
11	The Backup software must have an integrated RDBMS as the catalogue and must not use Flat file system to store the backup data.		
12	The Backup software must reduce the recovery window by collating data based on certain parameters like clients, application, etc. onto single tape or single set of tape. This activity must not be done during backup, and must be an offline activity, within the tape library.		
13	The Software must offer Web based administration and be capable of controlling different locations' backup servers from a single console without the use of Enterprise Systems Management products.		
14	The software must have the capability of monitoring and controlling the tape sent offsite, or data sent across by WAN through Electronic Vaulting.		
15	The Backup software must ensure rapid restoration during a recovery need, by reducing the number of tapes to be mounted onto the drives in the library by not taking repeated full backups.		
16	The Software must also provide for creating a Disaster Recovery Plan or DRP in case of the Backup server and all other servers in the backup network being destroyed in a possible disaster. This should be a scheduled and Automated activity on the backup servers.		
17	The backup software must support SAN based LANFREE Backup. The migration from a LAN based backup to the LAN-FREE backup must only effect purchasing/installing additional modules, and not warrant any installation/licensing charges/changes on the base backup software.		
18	The licensing for the Backup software must be done in such a way that the migration of operating systems and/or databases/mail servers of servers/clients must not warrant a change in license. The licensing must be independent of the server processor, whether it is RISC based or SISC based processors.		
19	The backup software must have the capability to migrate files from one media to another.		
20	The backup software must be capable of creating multiple copies of the data at the same time the primary copy is generated.		
21	The backup software must allow network-efficient backup of remote users' data on WAN.		

22	The backup software must include encryption of the backed up data or archived data.		
23	The Backup software must include open API to enable integration with home grown applications.		
24	The Backup software must not have any restrictions on the number of drives that can be attached in the tape library. There should be no additional licensing if the number of tape drives is increased in order to reduce the backup window. In case if vendor has a constraint on this, then it has to be clearly stated in the Vendor comments column in RFP.		
25	Should have firewall support.		
26	Should have in-built scheduling system.		
27	The proposed Backup Solution has certified "Hot-Online" backup solution for different type of Databases such as Informix, DB2, Oracle, MS SQL, Sybase etc.		
28	Should support clustered configurations of the backup application in a cluster. I.e. backup application should failover as a highly available resource in a cluster.		
29	Backup server software must have capability to run on Unix/Linux Platform		
30	Software should have an inbuilt feature for Tape to tape copy feature (cloning, within the tape library) to make multiple copies of the tapes without affecting the clients for sending tapes offsite as part of disaster recovery strategy.		
31	Should have the ability to configure retries for backups of a client in case the client is not available on the network due to reboot or network failures. The backup software must have the ability to continue from where the backup/restore failed, and not start the activity from scratch.		
32	Should support different levels of User access, Administrator, User, Operator, so that only the authorized personnel can make changes or view the status based on the rights they have.		
33	The proposed Backup Solution has in-built media management and supports cross platform Device & Media sharing in SAN environment. It provides a centralized scratched pool thus ensuring backups never fail for Media.		
34	Backup solution should also provide report writer that allows designing of report templates which can be		

	used to generate meaningful reports in CSV / HTML / XML / Text format / PDF.		
35	The Proposed backup solution shall provide granularity of single file restore.		
36	The proposed Backup Solution has online backup solution for different type of Databases such as Oracle, MS SQL and MySQL etc. on various OS along with agents for VMware ESX server, Microsoft Exchange server, Microsoft SharePoint server.		
37	The software must have the feature to backup on to the Diskpool and later migrate to the Tape without intervention. The Diskpool space should not be limited to a physical Disk drive capacity.		
38	The software should have inbuilt capability of De-duplication, no additional software's / appliances should be needed.		
39	The software should support both Source (client) side & Target (Server) side De-duplication.		
40	The software should have the capability to replicate the backed up data to the DR site for the selected set of systems.		
41	The Software should have capability to define retention policy to the data & not to a Media.		
42	The software should have the ability to migrate the backed up data from the older technology devices to a newer technology devices anytime in future without manual intervention.		
43	The software should be able to reclaim the media if certain percentage of data within that media has expired. i.e. percentage should be user definable.		
44	Backup Software should also have a Capacity based licensing option		

Note: Non Compliance of any of the technical specifications may entail rejection of Bid.

Place: _____ **Signature of Bidder:** _____
Date: _____ **Name:** _____
Business Address: _____

General Details of the Bidder**A. PROFILE OF BIDDER**

1. NAME OF BIDDER:
2. Location
 Regd. Office:
 Controlling Office:
3. Constitution
4. Date of incorporation & Date of Commencement of business:
5. Major change in Management in last three years
6. Names of Banker /s

B. FINANCIAL POSITION OF BIDDER FOR THE LAST THREE FINANCIAL YEARS

	2011-12	2012-13	2013-14
Net Worth			
Turnover			

N.B. Enclose copies of Audited Balance Sheets along with enclosures

C. Proposed Service details in brief

- Description of service :
- Details of similar service provided to PSU organisation/BFSI in India specifying the number of Banks and branches

Details of Experience in implementation of similar orders like managing Payment Gateway

PSU organization		
Name of Organisation	Period	
	From	To

N.B. Enclose copies of Purchase Orders as references

Signature of Bidder: _____
 Place: Name: _____
 Date: Business Address: _____

Manufacturer's Authorization Form (MAF)

To,

The Deputy General Manager (IT)
UCO BANK, Head Office,
Department of Information Technology,
7th Floor, 3&4, DD Block, Sector – I,
Salt Lake, Kolkata - 700064

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 as per terms and conditions of the RFP Noand 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)

Commercial Bid Template

(Amount in Rs.)

Sr. No.	Item Description	Qty	Unit Price	VAT (If applicable)	Service Tax (If applicable)	Total Price Including taxes
	(1)	(2)	(3)	(4)	(5)	(6)= (2)*(3+4+5)
1	Cost of SAN Storage, SAN Switch with Three years warranty	2				
2	Backup Solution / Backup Software along with Tape Library with Three years warranty	2				
3	LTO6 Tapes	40				
4	One Time Implementation Cost including migration of data from existing storage					
Total Cost of Ownership in Figures						
Total Cost of Ownership in Words						

Place:

Date:

AUTHORISED SIGNATORY
Name & Designation**Note:**

1. Implementation cost to be quoted as a onetime cost which will be paid after implementation of the project.
2. In case of discrepancy between figures and words, the amount in words shall prevail.
3. L1 will be determined on Total cost of Ownership.
4. Detailed specifications of all Software and hardware, Components as above to be attached separately in the Technical Bid.
5. 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.

Checklist of Documents for Eligibility Criteria

Sl. No.	Criteria	(Proof of documents must be submitted)	Compliance (Yes / No)
1	Bidder should be a company registered under the Companies Act, 1956 since the last three years.	Certificate of incorporation & commencement of Business (whichever applicable) should be submitted.	
2	The Bidder should have minimum annual turnover of 5 Crores during the last three financial years (2011-12, 2012-13, 2013-14) or calendar years 2011, 2012, 2013.	Copy of the audited balance sheet of the company showing turnover of the company for the consecutive last three years should be submitted.	
3	Bidder should be a profit (profit after tax) making company in any of the last three financial years (2011-2012, 2012-2013 and 2013-2014).	Copy of the audited balance sheet.	
4	Bidder should be Original Equipment Manufacturer (OEM) of SAN Storage and Backup solution OR their authorized representative / distributor in India. The bidder should have executed minimum two orders from PSU Banks / Co-operative Banks / Renowned Corporate for supply, implementation and maintenance of Storage and Backup solution.	Copy of purchase order and reference letters/ Authorization Letter from OEM to be enclosed containing contact details of the signing authority of the purchase order / authorization letter.	
5	The Bidder / OEM should have experience in installation / implementation of SAN Storage, Backup solution and its maintenance.	Copy of purchase order or reference letter of the organization evidencing the experience in installation / implementation of SAN Storage Backup solution and its maintenance to be enclosed along with the bid.	
6	The bidder / OEM should have service center with engineers having experience in SAN Storage and Backup solution for providing support at Bank's location at Kolkata and Bangalore.	Detailed list of authorized service centers at Kolkata and Bangalore should be provided.	
7	Bidder should not have been black-listed by any bank / institution in India. An undertaking to this effect must be submitted in their letter head.	Self-declaration to that effect on the company letter head should be submitted	

Note: - In this tender process, either the Indian agent on behalf of Principal OEM (Original Equipment Manufacturer) or Principal OEM itself can bid but both cannot bid simultaneously.

If an agent submits bid on behalf of the Principal OEM, the same agent shall not submit a bid on behalf of another Principal OEM in the same tender for the same item or product.

Signature of Bidder: _____

Place:

Name: _____

Date:

Business Address: _____

Format for Bid Security (EMD)

To,

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

Dear Sir,

In response to your invitation to respond to your RFP for *Supply, Installation and Maintenance of SAN Storage with Backup Solution*, M/s _____ having their registered office at _____ (hereinafter called the 'Bidder') wish to respond to the said Request for Proposal (RFP) and submit the proposal for "*Supply, Installation and Maintenance of SAN Storage with Backup Solution*" and to provide related services as listed in the RFP document.

Whereas the 'Bidder' has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of **Rs. 3 lac** (Rupees Three Lacs only) as bid security as required to be submitted by the 'Bidder' as a condition for participation in the said process of RFP.

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

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

We undertake to pay immediately on demand to UCO BANK the said amount of Rupees Twenty Lacs without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by UCO BANK which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed **Rs. 3 Lacs** (Rupees Three Lacs Only).
2. This Bank guarantee will be valid upto ____; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before _____.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this ____ day of _at ____.

Yours faithfully,

For and on behalf of

_____ Bank

Authorised Official

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

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 "UCO BANK") having agreed to exempt M/s (Name of the vendor Company) a Company incorporated under the Companies Act, 1956 having its registered office at (Address of the vendor company) (hereinafter called "the said VENDOR") from the demand, under the terms and conditions of UCO BANK's purchase order/ Letter of Intent bearing no.dated..... issued to the Vendor and an Agreement to be made between UCO BANK and the Vendor for a period of In pursuance of Request For Proposal no.....dated....., as modified, (hereinafter called "the said Agreement"), of security deposit for the due fulfillment by the said VENDOR of the Terms and conditions contained in the said Agreement, 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 "the Bank") at the request of [VENDOR] do hereby undertake to pay to UCO BANK an amount not exceeding Rs.....against any loss or damage caused to or suffered or would be caused to or suffered by UCO BANK 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 UCO BANK 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 UCO BANK 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 Agreement have been fully paid and its claims satisfied or discharged or till UCO BANK 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 UCO BANK that UCO BANK 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 GUARANEE] lastly undertake not to revoke this guarantee during its currency except with the previous consent of UCO BANK 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]

Yours' faithfully,

For and on behalf of

_____ Bank

Authorised Official

Note:

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

2. Bidder 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.