

Request for Proposal (RFP)
For
Supply, Implementation, Integration and Maintenance of
Centralized Antivirus



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/ANTIVIRUS/26/2016-17 Date: 06/04/2016

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 by UCO Bank for its Supply, Implementation, Integration and Maintenance of Centralized Antivirus requirement. 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

The bank has implemented a Core Banking Solution (Finacle), which provides anywhere any time banking to all its customers of more than 3000+ branches across the country. All the Branches / offices of the Bank are connected with central sites through MPLS /VSAT network. Complementing these services, the bank also offers a modern, competitive full service to its commercial, retail and corporate customers through its service outlets like Branches / ATMs / Self-service machines etc. The design of the network enables the bank to have operational capabilities, which is at par with international business practices. To secure its network from threats like viruses, malware, spyware, network threats, Trojan horse, adware, rootkits, Worm, Intrusion, Hacking etc., Bank has already implemented Centralised antivirus solution with McAfee Centralized Solution in 12500 desktops / laptops across the branches / offices.

This Request for Proposal (RFP) is for on-site maintenance & support, latest version upgradation of existing 12500 McAfee Suite end points Security installations along with supply, installation & maintenance of additional 8000 latest version of McAfee end points Security with new hardware/servers at central site including integration with existing Active Directory System in all the desktops / laptops available at branches/offices of the Bank.

Or

Supply, installation, maintenance of New Centralized Antivirus Solution with 20500 licenses with new hardware/servers at central site including integration with existing Active Directory System in all the desktops / laptops available at branches/offices of the Bank.

CONTENTS

PART –I GENERAL TERMS AND CONDITIONS	7
1.1 INTRODUCTION.....	7
1.2 SUBMISSION OF BID.....	9
1.3 COST OF TENDER DOCUMENTS.....	12
1.4 EARNEST MONEY DEPOSIT	12
1.5 REJECTION OF THE BID.....	12
1.6 PRE BID MEETING.....	13
1.7 MODIFICATION AND WITHDRAWAL OF BIDS	13
1.8 INTRODUCTION AND DISCLAIMER.....	13
1.9 INFORMATION PROVIDED.....	13
1.10 FOR RESPONDENT ONLY	13
1.11 CONFIDENTIALITY	14
1.12 DISCLAIMER.....	14
1.13 COSTS BORNE BY RESPONDENTS	14
1.14 NO LEGAL RELATIONSHIP.....	14
1.15 ERRORS AND OMISSIONS	14
1.16 ACCEPTANCE OF TERMS	14
1.17 RFP RESPONSE.....	15
1.18 RFP RESPONSE VALIDITY PERIOD	15
1.19 NOTIFICATION	15
1.20 LANGUAGE OF BIDS	15
1.21 INDEMNITY.....	15
1.22 AUTHORIZED SIGNATORY	15
PART –II	16
2.1 ELIGIBILITY CRITERIA	16
PART –III.....	17

3.1 EVALUATION CRITERIA.....	17
PART –IV SCOPE OF WORK	19
PART-V	24
5.1 ORDER DETAILS	24
5.2 PERFORMANCE BANK GUARANTEE.....	24
5.3 DELIVERY, INSTALLATION AND COMMISSIONING.....	24
5.4 PAYMENT TERMS.....	25
5.5 PRICE.....	26
5.6 UPTIME	27
5.7 PENALTY	27
5.8 RIGHT TO INSPECTION & AUDIT	27
5.9 LIQUIDATED DAMAGE	27
5.10 FORCE MAJEURE	28
5.11 COMPLETENESS OF THE PROJECT.....	28
5.12 ACCEPTANCE TESTING	28
5.13 ORDER CANCELLATION	29
5.14 INDEMNITY	29
5.15 PUBLICITY	31
5.16 PRIVACY & SECURITY SAFEGUARDS.....	31
5.17 TECHNOLOGICAL ADVANCEMENTS	31
5.18 GUARANTEES.....	31
5.19 RESOLUTION OF DISPUTES	32
5.20 EXIT OPTION AND CONTRACT RE-NEGOTIATION	33
5.21 CORRUPT AND FRAUDULENT PRACTICES.....	34
5.22 TERMINATION.....	35
5.23 EFFECT OF TERMINATION	35
5.24 TERMINATION FOR CONVENIENCE	36

5.25 ARBITRATION	37
5.26 APPLICABLE LAW & JURISDICTION OF COURT	37
ANNEXURE-A	38
ANNEXURE-B	40
ANNEXURE-C	41
ANNEXURE –D	42
ANNEXURE –E	44
ANNEXURE –F	45
ANNEXURE –G	46
ANNEXURE- H	47
ANNEXURE-I	52
ANNEXURE-J	53



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 Supply, Implementation, Integration and Maintenance of Centralized Antivirus. 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:

<i>Tender Reference</i>	UCO/DIT/ANTIVIRUS/26/2016-17 Dated 06.04.2016
<i>Cost of Tender documents</i>	₹ 5,000 /-
<i>Date of issue of RFP</i>	06.04.2016
<i>Earnest Money Deposit (EMD)</i>	₹10,00,000/- (BG)
<i>Date of commencement of sale of tender document</i>	06.04.2016
<i>Last date for submitting queries for the Pre-bid Meeting</i>	15.04.2016
<i>Pre-Bid meeting /Venue</i>	18.04.2016 at 11.00 am at below mentioned address.
<i>Last Date and Time for receipts of tender bids</i>	03.05.2016 at 3.00 pm
<i>Opening of technical bids</i>	03.05.2016 at 3:30 pm
<i>Opening of Price Bid</i>	Will be advised subsequently
<i>Address of Communication</i>	Head Office-2

	Department of Information Technology 5th Floor,3 & 4 D D Block, Sector -1 Salt Lake, Kolkata-700 064
Email address	<u>hodit.network@ucobank.co.in/hodit.calcutta@ucobank.co.in</u>
Contact Telephone/Fax Numbers	Tel :03344559036/82 Fax :03344559063
Contact Person	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 "Supply, Implementation, Integration and Maintenance of Centralized Antivirus Solution for Bank" on top of the envelope containing Technical Bid & "Commercial Bid for Supply, Implementation, Integration and Maintenance of Centralized Antivirus Solution for Bank" on top of the envelope containing Commercial Bid. These two separate sealed envelopes should be put together in another sealed envelope super scribing "Supply, Implementation, Integration and Maintenance of Centralized Antivirus Solution for 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 & BTB (eBanking & mBanking)
UCO Bank, Head Office-2
Department of Information Technology

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 "Supply, Implementation, Integration and Maintenance of Centralized Antivirus Solution for 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**.
- 1.2.5 Commercial bid duly sealed and super scribed as "Supply, Implementation, Integration and Maintenance of Centralized Antivirus Solution for Bank".
- 1.2.6 The Commercial bid should have compliance chart as per **Annexure-B** and including of **Annexures J (Masked Price)**
- 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, ATS, FM period of **Five years**. The Price Bid also must include **all applicable taxes** such as Sales/VAT/Service/ Waybill etc. as per **Annexure J**. 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 **5 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 5 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 **5 years** postdate of acceptance of such equipment by the Bank. In the event if any equipment supplied by the selected Prime Vendor, reaches either end of support or end of life as stipulated in this clause, within the period of **5 years**, the selected Prime Vendor has to immediately replace/upgrade the equipment at no additional cost to the Bank.
- 1.2.29 The Bank expects the Prime Vendor to adhere to the terms of this RFP document and would not like or accept any deviations to the same. If

the Prime 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 **₹ 10 Lacs (Rupees Ten 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 **15.04.2016** on e-mail: **hudit.network@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 Supply, Implementation, Integration and Maintenance of Centralized Antivirus Solution for 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. 50 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 two 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, implemented and maintained Centralized Antivirus Solution with 10000 licenses in at least one Govt. organizations in India, for minimum period of 1 year within last 5 years.	Copy of Client Certification for successful completion and maintenance with name and contact details of signatory
5	Offered Centralized Antivirus Solution should successfully running with 10000 licenses in at least one Govt. organizations in India, for minimum period of 1 year within last 5 years	Copy of Client Certification for successful completion and commissioning with name and contact details of signatory
6	The Bidder should have back to back support from OEMs.	Copy of Manufacturer Authorization form from OEM as per Annexure G
7	The bidder should have support center engineer in Kolkata.	Self-declaration on the letter head with details.
8	The bidder should not have been blacklisted /debarred for corrupt and fraudulent practices by Govt. organizations.	Self-declaration on the letter head.

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 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 5-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 either in scope of work and Annexure H may 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 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-J**

- 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.

PART –IV SCOPE OF WORK

4. Scope of Work

Bank has already implemented Centralised antivirus solution with McAfee Centralized Solution in 12500 desktops / laptops across the branches / offices. The centralised solution is hosted at Head Office, Kolkata.

Now the Bank intends

To select bidder for on-site maintenance, support & upgradation with latest version for existing 12500 McAfee endpoint protection installations along with supply, installation & maintenance of additional 8000 latest version of McAfee end points anti-virus with new hardware/servers for supporting 20500 McAfee endpoint protection at central site. The selected bidder should also integrate the existing desktops / laptops available at branches/offices of the Bank with the central active directory system.

Or

To select bidder for supply, installation, maintenance of New Centralized Antivirus Solution with 20500 licenses with new hardware/servers at central site. The selected bidder should also integrate the existing desktops / laptops available at branches/offices of the Bank with the central active directory system.

The scope of services for Centralized antivirus Solution is as follows:

- 4.1 Renew, upgradation, implementation & maintenance for existing 12500 existing McAfee endpoint protection licenses with latest version of licenses for five years. Along with supply, installation, maintenance & support of 8000 additional latest McAfee Endpoint Security licenses for five years. Upgraded version of 12500 existing McAfee endpoint protection license and New 8000 additional latest McAfee Endpoint Security licenses version should be same.

Or

Supply, installation, maintenance & support for new Centralized Antivirus Solution with 20500 node licenses for five years.

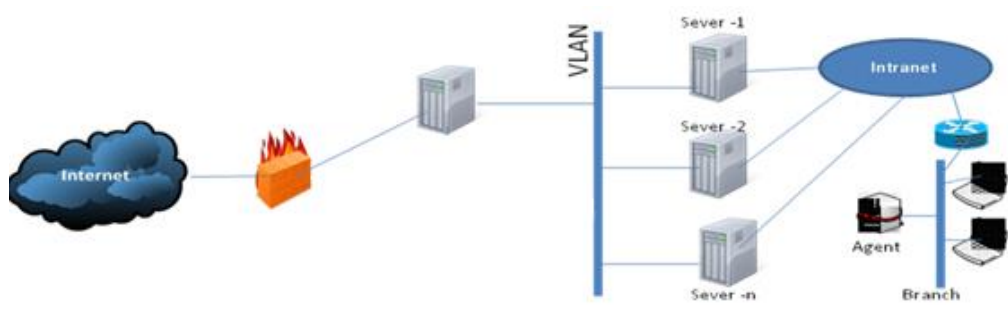
- 4.2 Supply, install & maintain new hardware/server for central site installation for supporting 20500 antivirus license solutions for five years.
- 4.3 The scope of the work would cover on-site maintenance & support for installation, uninstallation, reinstallation, version/definition update, and upgrade for Centralized Antivirus Solution having 20500 licenses.
- 4.4 Successful bidder should implement centralized antivirus solution, join each & every nodes (desktop / laptops) in Bank's existing Active Directory Solution and integrate with existing Biometric Authentication system, in such a way that all the PCs should be under only Active Directory System and equipped with Antivirus solution.

- 4.5 Although Bank desires antivirus solution for 20500 desktops / laptops, However, the actual number of installations may vary, at the sole discretion of the bank within the period of 5 years.
- 4.6 The Bank may issue Purchase Order for antivirus license to selected bidder in phased manner. The minimum order quantity will be in multiples of 100 Nos.
- 4.7 Successful Bidder is fully responsible for installation, uninstallation / reinstallation, configuration, maintenance & troubleshooting of Antivirus console & centralized update.
- 4.8 The existing 12500 McAfee license has expired on 31.03.2016. If the selected bidder is offering the existing Antivirus Solution i.e McAfee then the bidder will be required to renew existing 12500 McAfee License with effect from 01.04.2016. However same has extended up to 22.06.2016
- 4.9 Offered Solution should support all versions of Windows Server/Desktop/Laptop Operating System.
- 4.10 Installation, configuration, maintenance & troubleshooting of Antivirus software at all identified PCs at all branches and offices throughout India, which are connected to the enterprise wide area network and which has connectivity to the Centralized Antivirus Server. All the PCs shall be configured to get automatic updates from the Antivirus Server / Central console under Active Directory environment with proper scheduling so as to avoid traffic congestion. The update mechanism should be configured in efficient manner by fixing micro sizing and update frequency in such a way that it does not cause bandwidth issues.
- 4.11 Further, some PCs are directly connected to the internet, where the anti-virus solution should be implemented in such a way that the PCs should get update automatically from internet on regular basis.
- 4.12 Successful Bidder shall be responsible for supply/ upgrade of latest Antivirus Enterprise Edition Security Suite for all versions of Windows OS covering Antivirus, Desktop Firewall, Intrusion Prevention System, Device control, Application control, Network access control, detection and removal tool for Malware, Antispyware, Anti-spam, Adware, Trojan/Worms, etc. All the tools / applications should be from single manufacturer's product. This should be deployed in the desktops as a single client software.
- 4.13 The updates of definitions and version updates shall also be provided by bidder at branches by sending the same on CDs, if the same will not be updated on network.

- 4.14 The bidder shall provide an active response to all virus related incidents that happen within the Bank and may have to visit the sites if the problem is not resolve centrally.
- 4.15 The bidder will also have to provide the Antivirus operational guide with architectural diagram.
- 4.16 The bidder has to provide the Escalation Matrix in respect of calls that need to be attended for installation/support and maintenance.
- 4.17 All the above points are applicable in respect of all branches / offices of the Bank throughout the country.
- 4.18 The solution would be managed centrally using a web-based console that allows system monitoring, software updates, client configuration, and event reporting. The central site administrator should have the ability to manage the software at all levels of the network and have the ability to remotely deploy product updates and modifications to all users.
- 4.19 The solution should be capable of automatic (dynamic) deployment to client workstations, as well as, removal of any existing Antivirus software.
- 4.20 The solution should provide customized web based reports for easy interpretation.
- 4.21 The central site management system must be capable of providing a daily report of found viruses, including locations and a report of incomplete or failed nodes updates for each location. These reports must be accessible by the network administrator at the Central Server.
- 4.22 The solution should provide Spyware/Gray-ware Detection Reports, Virus Detection Reports, Antivirus Client Information Reports, Antivirus Server Deployment Reports, Virus Damage Cleanup Services Reports, Policy Violation report, Virus Infection Report, Infected Files Report, Security Violation Report etc.
- 4.23 The solution should provide a web based console administration and provide customized web based reports for easy interpretation. It should also provide reports, that reflecting, the patch has been deployed.
- 4.24 The solution should update a particular PC in a branch / office from Central server. All other PCs in the respective branch / office will get updates from that particular PC not from central server.

One Computer will work as agent of the centralized server at the branch level. This computer will get updates from the centralized server at off-working hours. All other computers installed at respective branch will get updates from the agent computer automatically in a scheduled time or as and when required through Local Area Network (LAN). Solution should have facility to update patches on scheduler based & zone based.

Schematic Diagram



- 4.25 The Anti-virus solution should be able to detect, protect, remove all sorts of viruses including boot – level, memory – level, operating – system level, application level etc.
- 4.26 The solution should enforce update facility from central server to any node, including agent of the branch, as and when required.
- 4.27 Central Server should resend updates for the incomplete or failed updates of any node connected on Bank's Enterprise Wide Area Network.
- 4.28 The solution should provide real-time detection and elimination or isolation of viruses.
- 4.29 The solution should provide to configure response levels to viruses including isolating the infected file and automatic deletion of infected files by administrator.
- 4.30 The solution should provide an automatic alert to the system administrator of multiple virus detections.
- 4.31 The solution should provide for automatic virus pattern file updates in the central server from the software manufacturer on 24x7 basis.
- 4.32 The solution must be designed for real-time detection and removal of viruses.
- 4.33 The solution should provide quarantine management in order to prevent spreading. A management interface must be provided to allow the administrator to review, sort and analyze quarantined items.
- 4.34 The scan engine of the protection software must employ "smart scanning" that provides scanning of only those emails which may contain viruses.
- 4.35 When a virus is detected in email or email attachments, the software must have the ability to automatically send notification to the email sender, recipient(s) and network administrator. Notification must include date and time of infection, location of server infected, infected file name, action taken on the infected file and recipient being infected.

- 4.36 The solution should provide transparent virus scanning and virus removal on networked desktop.
- 4.37 The desktop virus protection software must provide centralized management features, allowing administrators to fully manage and enforce Antivirus policies across the entire network. Additionally, the administrator must have the ability to deliver dynamically virus protection updates to each network desktop. This includes virus pattern files and scan engine updates.
- 4.38 The solution should provide the ability to remove virus and other malicious codes from desktops as well as damage repair of the computer. It should have the facility of quarantine of virus affected file system.
- 4.39 The desktop virus protection software must automatically and transparently remove all existing desktop Antivirus software without affecting other file systems.
- 4.40 The solution should support policy-based model that allows IT administrators to efficiently and controlling the deployment of Antivirus and antivirus definition update etc.
- 4.41 The solution should be able to automatically acquire new & updated security patches and automatically package the patches and deploy the patches based on policy defined.
- 4.42 The solution must be able to differentiate between various versions of the anti-virus, anti-spyware and firewall installed on desktops. Using this data, operators should be able to find out what actions to take to remediate or bring desktops to the latest level of antivirus version/signatures.
- 4.43 The solution should provide Role based administration.
- 4.44 The solution must provide real-time spyware/gray ware scanning for file system to prevent or stop spyware execution.
- 4.45 Security being prime concern, Solution should not breach the security of any other installations of Bank in any way.
- 4.46 Bank has 6 nos. of Windows Server Standard 2008 R2 Operating System & 4 nos. of SQL Server Standard (Database), 1 No. of Processor based 2008 R2 licenses for existing Centralized Antivirus Solution. Bidder may use the same licenses for new Centralized Antivirus Solution, if required.
- 4.47 The Bidder should provide 6 nos. of Manpower for anti-virus & Active Directory related support to branches / offices, administration, monitoring and daily backup for Anti-virus system from 10 a.m. to 8 p.m. on working days at UCO Bank NOC Centre. The number of manpower for Facility Management Services may change as per requirement. Accordingly, the FM Cost will be charged on pro-rata basis.
- 4.48 Central Server for the Network will be hosted at Head Office, DIT, 5th floor, Kolkata.

PART-V

5.1 Order details

The purchase order will be placed by 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 **63 months (60 Months+3 Months Claim Period)** from the date of purchase order. Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned.

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

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

5.3 Delivery, Installation and commissioning

- 5.3.1 Delivery, installation & completion of Central Site for Centralised Antivirus Solution should be completed within **8 weeks** from the date of purchase order.
- 5.3.2 Completion of Antivirus client installation and making live for obtaining updates from central site and integration with Active Directory services for all 20500 nodes in branches / offices should be completed within **24 weeks** from the date of purchase order.
- 5.3.3 If however, the delay is caused by any action pending from the Bank end, the corresponding period will not be considered while calculation of penalty.
- 5.3.4 The installation will be deemed to be complete when all the nodes at branches / office are getting regular updates from the central sites under AD environment and made operationalize as per the technical specifications and satisfactory acceptance given by the Bank. The Bidder has to resolve any hardware, system software problems etc. during successful installation and operationalization.

- 5.3.5 All the equipment supplied by the Bidder shall be legal and Bidder shall give indemnity to that effect.
- 5.3.6 Any license, if required for the offered solution, 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 five years for solution proposed as implemented by the bidder.
- 5.3.7 The equipment are considered accepted (Commissioned and Operationalised) 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.
- 5.3.8 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 payment to the selected bidder as per details given in Annexure –J of the RFP Document subject to the signing of the contract.

The payment schedule is as follows:

For Table A:

- a. **70 %** payment will be done on completion of Central Site Installation.
- b. **15 %** payment on completion of installation of **50 % of Nodes i.e 10250 out of total 20500 nodes.**
- c. **15 %** payment on completion of installation of remaining **50 % Nodes i.e 10250 out of total 20500 nodes.**

For Table B:

- a. **70 %** payment will be done on completion of Central Site Installation
- b. **15 %** payment on completion of installation of **50 % of Nodes i.e 10250 out of total 20500 nodes.**
- c. **15 %** payment on completion of installation of remaining **50 % Nodes i.e 10250 out of total 20500 nodes.**

For Table C:

- a. **100 %** payment towards implementation cost of Central Site Location will be done on successful completion of the Central Site Installation.

- b. Payment towards successful installation of Antivirus Solution with AD (Active Directory) implementation at 20500 branches will be done in phases as below:

S.No	No. of Nodes Completed	Payment Released
1	5000	25% of total payment due towards 20500
2	10000	50% of total payment due towards 20500
3	15000	75% of total payment due towards 20500
4	20500	100% of total payment due towards 20500

For Table D:

- a. Payment due towards Facility Management will be released on quarterly basis in arrears.

5.5 Price

The Price Bid must include all hardware equipment 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.

5.6 Uptime

During the contract period, the bidder will have to maintain minimum uptime of **99.5%** for all the day (24 hours) and it will be calculated on monthly basis for the entire Centralized Antivirus solution provided by the bidder excluding agreed scheduled down time.

5.7 Penalty

Penalty will be 0.01% of the project cost for per 0.1% down time from below the expected uptime as mentioned in clause 5.6 in month and the same would be recovered from the recurring charges like which will be paid to the bidder. If the penalty charges exceed the FM charges during the contract period, it will be recovered from FM charges of forthcoming quarter. If total penalty charges cross 10% of total project cost, then Bank may invoke the Performance Guarantee.

5.8 Right to Inspection & Audit

UCO Bank reserves the right to inspect and audit the progress of the Services/Solution provided by the bidder at any time during the course of the Contract/Agreement. The Bank may demand and upon such demand being made, Bank shall be provided with any document, data, material or any other information, which it may require, to enable it to assess the progress of the Service(s).

Bank shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the Vendor/ Bidder of its obligations/functions in accordance with the standards committed to or required by Bank and the Vendor/ Bidder undertakes to cooperate with and provide to Bank or any other agency appointed by the Bank, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Vendor/ Bidder failing which Bank may, without prejudice to any other rights that it may have, issue a notice of default.

Bank may appoint the Bank's internal team or a third party consultant / auditor appointed by the Bank for auditing. The selected Bidder must extend necessary support to the auditing team during the contract period

5.9 Liquidated Damage

Any delay in implementation of the solution in central site or in branches / offices, beyond the stipulated time period, Bank will charge penalty at

0.25% of the project cost for per week delay, subject to a maximum of 10% of the Project cost.

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 its' 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 favourable 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 favourable 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 Termination For Convenience

Bank, by written notice sent to the selected Bidder, may terminate the agreement, in whole or in part, at any time for its convenience by giving 90 day's notice. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which performance of work under the agreement is terminated and the date upon which such termination becomes effective. Before termination, 30 days cure period will be provided by Bank

5.25 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.

5.26 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

Sl 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.	
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 is enclosed	
10.	Is the soft copies 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 & 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, ATS and Facility Management Service for Supply, Implementation, Integration and Maintenance of Centralized Antivirus Solution for 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, ATS and Facility Supply, Implementation, Integration and Maintenance of Centralized Antivirus Solution for 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 ₹ 10,00,000/- (Rupees Ten Lacs only) as bid security as required to be submitted by the "Bidder" as a condition for participation in the said process of RFP.

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

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

We undertake to pay immediately on demand to UCO Bank the said amount of Rupees 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 ₹ **10,00,000/- (Rupees Ten lacks 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 before201....

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.

(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, ATS and Facility Management Service for Supply, Implementation, Integration and Maintenance of Centralized Antivirus Solution for UCO Bank on their official letterheads.

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

Sir,

Sub: **Supply, Implementation, Integration and Maintenance of Centralized Antivirus Solution for 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 J** 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 Supply, Implementation, Integration and Maintenance of Centralized Antivirus Solution for Bank on their official letter-head.

To,

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

Sir,

Sub: **Supply, Implementation, Integration and Maintenance of Centralized Antivirus Solution for 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/ATS 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:

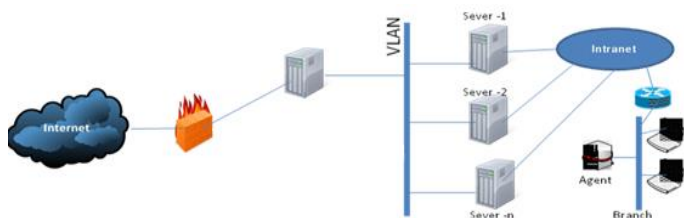
Phone No. Fax E_mail)

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

Technical Compliance of the Bidders

Sl . No	Technical Requirements	Complied (Yes/No)
1.	<p>Renew, upgradation, implementation & maintenance for existing 12500 existing McAfee endpoint protection licenses with latest version of licenses for five years. Along with supply, installation, maintenance & support of 8000 additional latest McAfee Endpoint Security licenses for five years. Upgraded version of 12500 existing McAfee endpoint protection license and New 8000 additional latest McAfee Endpoint Security licenses version should be same.</p> <p style="text-align: center;">Or</p> <p>Supply, installation, maintenance & support for new Centralized Antivirus Solution with 20500 node licenses for five years</p>	
2.	Supply, install & maintain new hardware/server for central site installation for supporting 20500 antivirus license solutions for five years.	
3.	The scope of the work would cover on-site maintenance & support for installation, uninstallation, reinstallation, version/definition update, and upgrade for Centralized Antivirus Solution having 20500 licenses.	
4.	Successful bidder should implement centralized antivirus solution, join each & every nodes (desktop / laptops) in Bank's existing Active Directory Solution and integrate with existing Biometric Authentication system, in such a way that all the PCs should be under only Active Directory System and equipped with Antivirus solution.	
5.	Although Bank desires antivirus solution for 20500 desktops / laptops, However, the actual number of installations may vary, at the sole discretion of the bank within the period of 5 years.	
6.	The Bank may issue Purchase Order for antivirus license to selected bidder in phased manner. The minimum order quantity will be in multiples of 100 Nos.	
7.	Successful Bidder is fully responsible for installation, uninstallation / reinstallation, configuration, maintenance & troubleshooting of Antivirus console & centralized update	
8.	If the selected bidder is offering the existing Antivirus Solution i.e McAfee then the bidder will be required to renew existing 12500 McAfee License with effect from 01.04.2016 .	
9.	Offered Solution should support all versions of Windows Server/Desktop/Laptop Operating System.	
10.	Installation, configuration, maintenance & troubleshooting of	

	Antivirus software at all identified PCs at all branches and offices throughout India, which are connected to the enterprise wide area network and which has connectivity to the Centralized Antivirus Server. All the PCs shall be configured to get automatic updates from the Antivirus Server / Central console under Active Directory environment with proper scheduling so as to avoid traffic congestion. The update mechanism should be configured in efficient manner by fixing micro sizing and update frequency in such a way that it does not cause bandwidth issues.	
11.	Further, some PCs are directly connected to the internet, where the anti-virus solution should be implemented in such a way that the PCs should get update automatically from internet on regular basis	
12.	Successful Bidder shall be responsible for supply/ upgrade of latest Antivirus Enterprise Edition Security Suite for all versions of Windows OS covering Antivirus, Desktop Firewall, Intrusion Prevention System, Device control, Application control, Network access control, detection and removal tool for Malware, Antispyware, Anti-spam, Adware, Trojan/Worms, etc. All the tools / applications should be from single manufacturer's product. This should be deployed in the desktops as a single client software.	
13.	The updates of definitions and version updates shall also be provided by bidder at branches by sending the same on CDs, if the same will not be updated on network.	
14.	The bidder shall provide an active response to all virus related incidents that happen within the Bank and may have to visit the sites if the problem is not resolve centrally	
15.	The bidder will also have to provide the Antivirus operational guide with architectural diagram.	
16.	The bidder has to provide the Escalation Matrix in respect of calls that need to be attended for installation/support and maintenance.	
17.	All the above points are applicable in respect of all branches / offices of the Bank throughout the country.	
18.	The solution would be managed centrally using a web-based console that allows system monitoring, software updates, client configuration, and event reporting. The central site administrator should have the ability to manage the software at all levels of the network and have the ability to remotely deploy product updates and modifications to all users.	
19.	The solution should be capable of automatic (dynamic) deployment to client workstations, as well as, removal of any existing Antivirus software	

20.	The solution should provide customized web based reports for easy interpretation.	
21.	The central site management system must be capable of providing a daily report of found viruses, including locations and a report of incomplete or failed nodes updates for each location. These reports must be accessible by the network administrator at the Central Server.	
22.	The solution should provide Spyware/Gray-ware Detection Reports, Virus Detection Reports, Antivirus Client Information Reports, Antivirus Server Deployment Reports, Virus Damage Cleanup Services Reports, Policy Violation report, Virus Infection Report, Infected Files Report, Security Violation Report etc.	
23.	The solution should provide a web based console administration and provide customized web based reports for easy interpretation. It should also provide reports, that reflecting, the patch has been deployed.	
24.	<p>The solution should update a particular PC in a branch / office from Central server. All other PCs in the respective branch / office will get updates from that particular PC not from central server. One Computer will work as agent of the centralized server at the branch level. This computer will get updates from the centralized server at off-working hours. All other computers installed at respective branch will get updates from the agent computer automatically in a scheduled time or as and when required through Local Area Network (LAN). Solution should have facility to update patches on scheduler based & zone based.</p> 	
25.	The Anti-virus solution should be able to detect, protect, remove all sorts of viruses including boot – level, memory – level, operating – system level, application level etc.	
26.	The solution should enforce update facility from central server to any node, including agent of the branch, as and when required	
27.	Central Server should resend updates for the incomplete or failed updates of any node connected on Bank's Enterprise Wide Area Network	
28.	The solution should provide real-time detection and elimination or isolation of viruses.	
29.	The solution should provide to configure response levels to viruses	

	including isolating the infected file and automatic deletion of infected files by administrator.	
30.	The solution should provide an automatic alert to the system administrator of multiple virus detections	
31.	The solution should provide for automatic virus pattern file updates in the central server from the software manufacturer on 24x7 basis.	
32.	The solution must be designed for real-time detection and removal of viruses	
33.	The solution should provide quarantine management in order to prevent spreading. A management interface must be provided to allow the administrator to review, sort and analyze quarantined items.	
34.	The scan engine of the protection software must employ "smart scanning" that provides scanning of only those emails which may contain viruses.	
35.	When a virus is detected in email or email attachments, the software must have the ability to automatically send notification to the email sender, recipient(s) and network administrator. Notification must include date and time of infection, location of server infected, infected file name, action taken on the infected file and recipient being infected.	
36.	The solution should provide transparent virus scanning and virus removal on networked desktop.	
37.	The desktop virus protection software must provide centralized management features, allowing administrators to fully manage and enforce Antivirus policies across the entire network. Additionally, the administrator must have the ability to deliver dynamically virus protection updates to each network desktop. This includes virus pattern files and scan engine updates.	
38.	The solution should provide the ability to remove virus and other malicious codes from desktops as well as damage repair of the computer. It should have the facility of quarantine of virus affected file system.	
39.	The desktop virus protection software must automatically and transparently remove all existing desktop Antivirus software without affecting other file systems.	
40.	The solution should support policy-based model that allows IT administrators to efficiently and controlling the deployment of Antivirus and antivirus definition update etc.	
41.	The solution should be able to automatically acquire new & updated security patches and automatically package the patches and deploy the patches based on policy defined.	

42.	The solution must be able to differentiate between various versions of the anti-virus, anti-spyware and firewall installed on desktops. Using this data, operators should be able to find out what actions to take to remediate or bring desktops to the latest level of antivirus version/signatures.	
43.	The solution should provide Role based administration.	
44.	The solution must provide real-time spyware/gray ware scanning for file system to prevent or stop spyware execution.	
45.	Security being prime concern, Solution should not breach the security of any other installations of Bank in any way.	
46.	Bank have 6 nos. of Windows Server Standard 2008 R2 Operating System & 4 nos. of SQL Server Standard (Database), 1 No. of Processor based 2008 R2 licenses for existing Centralized Antivirus Solution. Bidder may use the same licenses for new Centralized Antivirus Solution, if required.	
47.	The Bidder should provide 6 nos. of Manpower for anti-virus & Active Directory related support to branches / offices, administration, monitoring and daily backup for Anti-virus system from 10 a.m. to 8 p.m. on working days at UCO Bank NOC Centre. The number of manpower for Facility Management Services may change as per requirement. Accordingly, the FM Cost will be charged on pro-rata basis.	
48.	Central Server for the Network will be hosted at Head Office, DIT, 5 th floor, Kolkata	

Technical Bill of Materials

Hardware with 5 years Warranty			
Sl No.	Hardware	Make ,Model, Part No.	Qty.
1	Hardware Items to be indicated by the bidders serially.		
2			
3			
.			
n			

Software with 5 years Support Service			
Sl No.	Software	Make ,Version, Part No.	Qty.
1	Upgradation with latest version of Existing McAfee end points Security licenses		12500
2	Additional licenses McAfee end points Security licenses latest version		8000
3	Any other licenses		
OR			
1	New license		20500
2	Any other licenses		

FM Service for Antivirus & AD for 5 years		
Sl No.	FM Service	No. of Man Power
1	1 st Year	6
2	2 nd Year	6
3	3 rd Year	6
4	4 th Year	6
5	5 th Year	6

Commercial Bill of Materials

Hardware with 5 years Warranty					Table A	
Sl. No.	Hardware	Make, Model, Part No.	Qty.	Unit Price without Tax	% Tax	Total Price with Tax
1	Hardware Items to be indicated by the bidders serially.					
2						
3						
.						
.						
n						
Sum total (A)						

Software with 5 years Support Service						Table B
Sl. No.	Software	Make, Version, Part No.	Qty.	Unit Price without Tax	% Tax	Total Price with Tax
1	Upgradation with latest version of Existing McAfee end points Security licenses		12500			
2	Additional licenses latest McAfee end points Security version		8000			
3	Any other licenses					
OR						
1	New license		20500			
2	Any other licenses					
Subtotal (B)						

Implementation Cost (Active Directory & Anti-Virus)					Table C
Sl. No.	Location	Qty.	Unit Price without Tax	%Tax	Total Price with Tax
1	Central Location	1			
2	Branches/Office	20500 nodes			
Subtotal (C)					

FM Service for Antivirus & AD for 5 years					Table D
Sl. No.	FM Service	Qty. (Man Power)	Unit Price without Tax	%Tax	Total Price with Tax
1	1 st Year	6			
2	2 nd Year	6			
3	3 rd Year	6			
4	4 th Year	6			
5	5 th Year	6			
Sub Total (D)					

Grand Total	Table E
Grand Total (E=A+B+C+D)	

Note:

1. FM service cost should include 6 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 Centralized Antivirus Solution with Active Directory. The number of manpower for Facility Management Services may change as per requirement. Accordingly, the FM Cost will be charged on pro-rata basis.
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.
6. The bidders with lowest commercial cost in Table E above will be selected as L1 bidder.
7. In case the Bidder quotes for both existing 20500 McAfee (12500+8000 additional licenses) and new 20500 Licenses in Table-B, then bid response of the bidder will be rejected. Bidder has to quote for 20500 Licenses only.