

# Request for Proposal (RFP)

For

## Implementation of Centralised “Multi Grid” Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model



**UCO BANK**  
**Head Office-2**  
**Department of Information Technology**  
**7<sup>th</sup> Floor, 3 & 4 DD Block, Sector -1**  
**Salt Lake, Kolkata-700 064**

**RFP REF NO: DIT/BPR & BTD/OA/5225/2018-19 Date: 25/02/2019**

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 and without any cost or compensation therefor.

This document is prepared by UCO Bank for selection of Vendor for Implementation of Centralised “Multi Grid” Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model. 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 selected Bidder.

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## **INTRODUCTION & OBJECTIVE**

UCO BANK, a body Corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata- 700001, India, hereinafter called "The Bank", is one of the leading public sector Banks in India having nearly 3200+ Domestic branches, two overseas branches and 2500+ ATMs (including Biometric enabled ATMs) spread all over the country All the branches of the Bank are CBS enabled through Finacle as a Core Banking Solution.

Bank is participating in NPCI run Grid based CTS Clearing through CTS Grid Architecture established by RBI. Presently 433 nos. of Grid CTS Centres are participating in Grid based CTS Clearing through three Grids viz. Northern Grid, Southern Grid and Western Grid established by RBI. Bank has implemented Clearing House Interfaces (CHI) and central setup of CTS Northern, Southern and Western Grids individually at its Service Branches established at New Delhi, Chennai and Mumbai respectively. Bank has implemented CTS Northern and Southern Grids on CAPEX Model while CTS Western Grid has been implemented on OPEX Model. Now Bank is planning to implement Centralised "Multi Grid" Cheque Truncation System (CTS) Solution for all locations under CTS Northern, Southern and Western Grids of Bank including its sponsored Regional Rural Banks and Co-operative Banks on OPEX Model.

Against the above backdrop, UCO BANK invites Request for Proposal (RFP) from the prospective bidders having proven past experience and competence in the field of Implementation of Centralised "Multi-Grid" Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model.

## CONTROL SHEET TABLE

Tender Reference	DIT,BPR & BTD/OA/5225/2018-19 Date: 25/02/2019
Cost of Tender documents	Rs.10,000/- (Rupees Ten Thousand Only)
Date of issue of RFP	25/02/2019
Earnest Money Deposit (EMD)	Rs.10,00,000/- (Rupees Ten Lacs only)
Date of commencement of sale of tender document	25/02/2019
Pre Bid queries to be received only online <a href="mailto:hodit.calcutta@ucobank.co.in">at- hodit.calcutta@ucobank.co.in</a>	On or before 05/03/2019 up to 04:00 PM
Pre-Bid Meeting and Venue	06/03/2019 at 11.30 A.M at below mentioned address: UCO BANK, Head Office-2 Department of Information Technology, 5th Floor, "Conference Room",3 & 4 DD Block, Sector -1, Salt Lake, Kolkata-700 064
Last Date and Time for receipts of tender bids	19/03/2019 at 04:00 PM
Opening of Technical Bids	19/03/2019 at 4:30 PM
Opening of Commercial Bid	Will be informed subsequently to eligible & technically qualified bidders.
Address of Communication	UCO BANK, Head Office-2 Department of Information Technology 7th Floor, 3 & 4 DD Block, Sector -1, Salt Lake, Kolkata-700 064
Email address	<a href="mailto:hodit.calcutta@ucobank.co.in">hodit.calcutta@ucobank.co.in</a>
Contact Telephone	Tel : 033-44559775/9770
Bids to be submitted	Tender box placed at: UCO BANK, Head Office-2, Department of Information Technology, 5 <sup>th</sup> Floor, 3 & 4, DD Block, Sector -1, Salt Lake, Kolkata-700 064.

**Note:** Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under the NI act, the bids will be received till the specified time on next working day and will be opened at **4:30 P.M**

## **PART – I**

### **1 GENERAL TERMS & CONDITIONS**

UCO Bank invites sealed tenders comprising of Eligibility Bid, Technical Bid and Commercial Bid from experienced prospective bidders having proven capabilities in the field of Implementation of Centralised "Multi-Grid" Cheque Truncation System (CTS) Solution for CTS Northern, Southern and Western Grids on OPEX Model. The prospective bidders are required to adhere to the terms of this RFP document and any deviations to same shall not to be acceptable to UCO Bank.

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 Bank and prospective bidder in terms of this RFP document.

RFP document can be downloaded from our website [www.ucobank.com](http://www.ucobank.com). The bidders downloading the document from Bank's website [www.ucobank.com](http://www.ucobank.com) must pay the cost of the document (Tender Fee), in a separate cover and properly superscribed, at the time of submission of the bids. 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 bidders should take care of submitting the bids properly filled 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 according to the time schedule mentioned above.

The eligibility 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. The technical evaluation of those bidders who are meeting all the eligibility criteria will be carried out including their capability for carrying out the implementation of the project and meeting the technical & functional specifications mentioned in the RFP Document.

The Indicative Commercial Bids of only those short-listed-bidders, who have qualified in Eligibility and Techno Functional Evaluation, will be opened by the Bank, the date of which will be notified separately to eligible bidders.

For finalization of the most competitive offer, Bank will conduct **“Reverse Auction”**. The bidders should furnish indicative prices for the project in their **Indicative Commercial Bid** to facilitate finalizing the start bid price for **“Reverse Auction”**. However there would be no compulsion on the part of the Bank to accept these prices as Bench Mark for determining the Start Bid price and Bank may at its discretion use any other process / methodology to determine the Start Bid Price without having to disclose the basis to the Bidders

**The Bids should be addressed to:**

**Deputy General Manager (DIT, BPR & BTD)  
UCO Bank, Head Office-2  
Department of Information Technology,  
5<sup>th</sup> Floor, 3 & 4 DD Block, Sector -1,  
Salt Lake, Kolkata - 700 064**

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

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

## **1.2 SUBMISSION OF OFFER – THREE BID SYSTEM**

The Bid document shall be in three parts viz. Eligibility, Technical Bid & Commercial Bid. All the bids must be submitted in separate sealed envelopes super scribing **“Eligibility Bid for Implementation of Centralised "Multi-Grid" Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model”** on top of the envelope containing Eligibility Bid, **“Technical Bid for Implementation of Centralised "Multi-Grid" Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model”** containing Technical Bid & **“Indicative Commercial Bid for Implementation of Centralised "Multi-Grid" Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model”** on top of the envelope containing Indicative Commercial Bid.

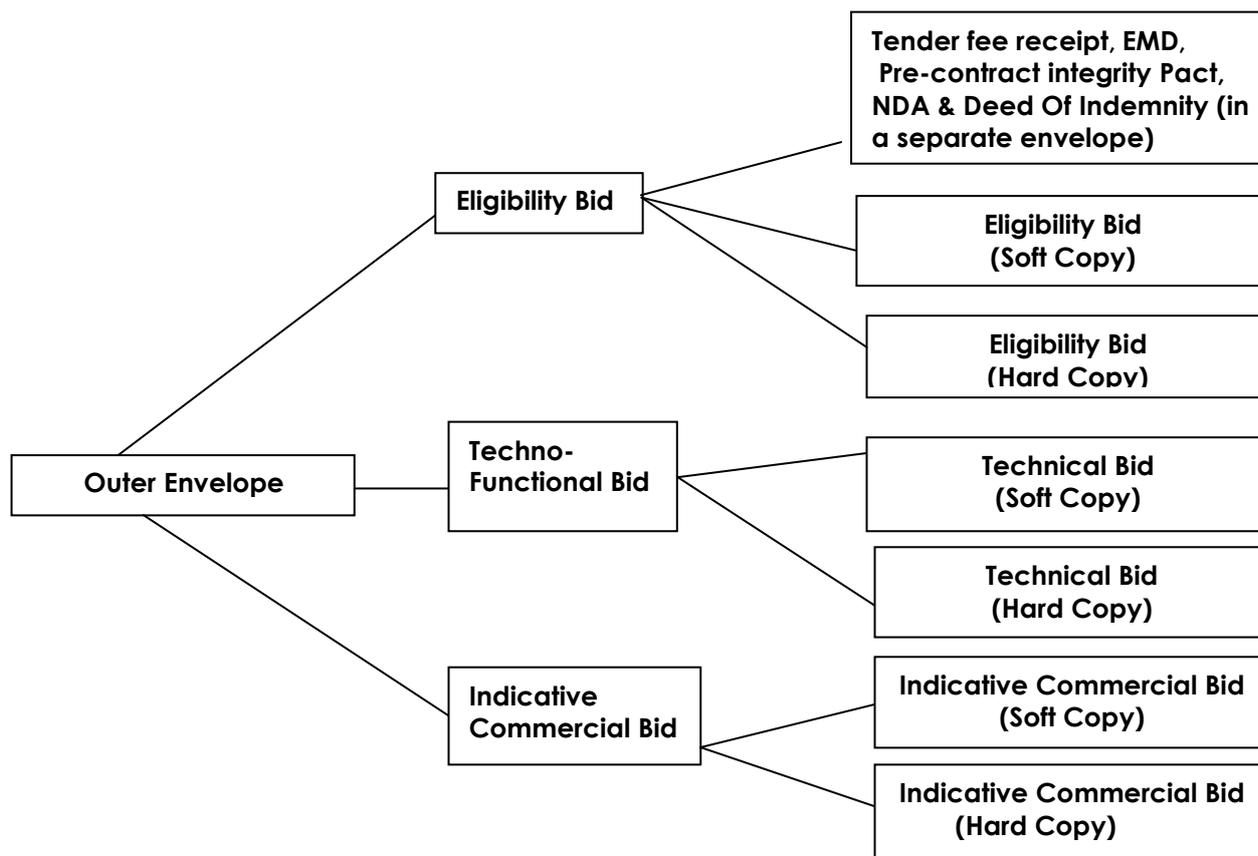
Sealed separate envelopes carrying Eligibility Bid, Technical Bid and Commercial Bid along with the soft copies should be kept in a single sealed outer cover duly sealed and super-scribed **“Implementation of Centralised "Multi-Grid" Cheque Truncation**

**System (CTS) Solution for UCO Bank on OPEX Model"** as per the below mentioned diagram and as per bid details given in the RFP. If the cover/envelope are not sealed & superscribed as required, the Bank will assume no responsibility for its misplacement or premature opening.

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

- Name of the Bidder
- Bid Reference No.
- Type of Bid ( Eligibility or Technical or Commercial)

The Eligibility and Technical Bid should be complete in all respects and contain all information asked for, in the exact format of eligibility and technical specifications given in the RFP, except prices. The Eligibility and Technical Bids must not contain any price information otherwise BANK, at its sole discretion, may not evaluate the same. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidders. The Technical bid should have documentary proof in support of Eligibility Criteria and all the Annexures as per RFP Document.



**Separate Envelopes for Eligibility Bid, Technical Bid & Indicative Commercial Bid. One Separate envelope containing Tender Fee, EMD, Pre-Contract Integrity Pact, Deed of Indemnity and Non-Disclosure Agreement should invariably be placed in Eligibility Bid envelope**

**If Tender fee receipt, EMD, Pre-contract integrity Pact is not present inside Eligibility Bid, the bid will be treated as incomplete and that bid will be liable for rejection.**

The Indicative Commercial Offer (Hard Copy) should contain all relevant price information. **Please note that the soft copy of the Indicative Commercial Bid should be enclosed within inside the sealed envelope having the Indicative Commercial Bid Hard Copy.** The Indicative commercial bids (Both Hard & Soft Copy) of the eligible bidders will be opened on a later stage hence bidders should ensure that commercial bid should be properly sealed and commercial bid prices should not be disclosed in the Bid Document. **If anywhere in the bid document, except in the commercial bid the prices are disclosed, the bid response of the bidder will be liable for rejection.**

All pages and documents in individual bids should be numbered as page no.- (Current Page No.) of page no- (Total Page No.) and should contain tender reference no. and Bank's Name.

- 1.2.1 Technical Bid should be duly sealed and super scribed as "Technical Bid for Implementation of Centralised "Multi Grid"Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model".
- 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-5 and documentary proof in support of Eligibility Criteria as per Annexure-4.
- 1.2.5 Bidders to submit a masked commercial Bid i.e. by hiding price commercial bid as per Annexure – 8 with technical bid envelope to be submitted.
- 1.2.6 Indicative Commercial bid must be duly sealed and super scribed as "Indicative Commercial Bid for Implementation of Centralised "Multi Grid" Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model".
- 1.2.7 The Indicative Commercial bid should have compliance chart as per Annexure- 7.
- 1.2.8 Incomplete bids or bids not conforming to the terms and conditions are liable for rejection by the Bank.
- 1.2.9 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.

- 1.2.10 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.
- 1.2.11 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, bidder may be debarred from participation in the future tendering processes of Bank.
- 1.2.12 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.
- 1.2.13 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.
- 1.2.14 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.
- 1.2.15 Canvassing of any kind or Bid submitted with false information will be a disqualification.
- 1.2.16 The 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 price validity period.
- 1.2.17 Prices quoted by the Bidder shall be in Indian Rupees, firm and not subject to any price escalation, if the order is placed within the price validity period.
- 1.2.18 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 /taxes.
- 1.2.19 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 document.
- 1.2.20 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.

1.2.21 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 the right to accept or reject any bid.

1.2.22 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.

1.2.23 Bids once submitted shall not be returned to the Bidder in future.

1.2.24 The bidder shall not quote for the products/solution, whose End of sale/ End of Support / End of Life has been declared by the OEM/OSD. Bidder must have back to back support relation with the OEM's/OSDs whose products/solution are offered by the bidder to the Bank, in case the bidder is not an Original Equipment Manufacturer (OEM)/Original Solution Developer (OSDs), a commitment letter from the OEM/OSD at least for a period of 7 years has to be submitted along with the Technical bid.

1.2.25 The technical bid shall be submitted in conformity with the Scope of Work.

### **1.3 COST OF TENDER DOCUMENTS**

The bidders should pay the Cost of tender document fee of **Rs. 10,000/- (Rupees Ten 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](http://www.ucobank.com) must pay the cost of the tender document, in a separate cover, at the time of submission of the bids. This non-refundable tender fee of can also be submitted through the **electronic mode** to the below mention account. Proof of successful deposit of tender fee has to be submitted along with tender document. The details of the account are as under:-

- **Account Number-18700210000755**
- **Account Name- M/s H O DIT**
- **Branch- DD Block, Salt Lake Branch**
- **IFSC- UCBA0001870**
- **MICR-700028138**

## **1.4 DUE DILIGENCE**

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

## **1.5 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 **180 days with a further claim period of 30 days** from the date of opening of Technical Bid in the format given in **Annexure-6**. The EMD amount is **Rs 10,00,000/- (Rupees Ten Lacs Only)** to be submitted as Bank Guarantee issued by any scheduled Nationalized bank in India.

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 will not bear any interest and EMD made by the bidder will be forfeited if:

- 1.4.1 The bidder withdraws its bid during the period of bid validity( 180 days from the date of opening of bid).
- 1.4.2 If the bidder makes any statement or encloses any form which turns out to be false, fake, incorrect and /or misleading at any time prior to signing of contract and /or conceals or suppresses material information; and/or .
- 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.
- 1.4.5 In case the successful bidder fails in the following:
  - To sign the contract in the form and manner to the satisfaction of UCO BANK.
  - To furnish Performance Bank Guarantee in the form and manner to the satisfaction of UCO BANK either at the time of or before the execution of Service Level Agreement (SLA)

**Note:**

As per recommendations of GOI, Bank has decided to waive off EMD and tender cost for NSIC registered MSME entrepreneurs.

Exemption from submission of EMD and tender cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and are registered with National Small Scale Industrial Corporation (NSIC) under its "single Point Registration Scheme". The bidder has to submit necessary document issued by NSIC to avail the exemption. To qualify for EMD exemption, firms should necessary enclose a valid copy of registration certificate issued by NSIC which are valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining NSIC registration will not be considered for EMD and tender cost exemption. Traders are excluded who are engaged in trading activity without value additions/branding/packing. In such a case, they will have to submit EMD and Tender cost).

It is clarified that necessary and valid documents to be submitted by Micro & Small Enterprises and SC/ST Micro and Small Enterprises owners to avail the preference.

Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered. Performance Bank Guarantee (PBG) has to be submitted under any circumstance.

**1.6 REJECTION OF THE BID**

The Bid is liable to be rejected if:

- a. The document doesn't bear signature of authorized person on each page signed and duly stamped.
- b. It is received through E-mail.
- c. It is received after expiry of the due date and time stipulated for Bid submission.
- d. Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids/ incorrect information in bid / Bids not conforming to the terms and conditions stipulated in this Request for Proposal (RFP) are liable for rejection by the Bank.
- e. Bidder should comply with all the points mentioned in the Scope of work in **Part-IV**. Non-compliance of any point will lead to rejection of the bid.
- f. Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.

## **1.7 PRE BID MEETING**

For the purpose of clarifications of doubts of the bidders on issues related to the RFP, Bank intends to hold a pre bid meeting on the date & time as indicated in the RFP (Control Table). The queries for the Pre-bid meeting should be reached by email on or before the date mentioned above on e-mail: [hodit.calcutta@ucobank.co.in](mailto:hodit.calcutta@ucobank.co.in).

It may be noted that no query from any bidder shall be entertained or received after the above mentioned date. Queries raised by the prospective bidder and the Bank's response will be hosted at Bank's web site. No individual correspondence will be accepted in this regard. Only authorized representatives of bidder will be allowed to attend the Pre-bid meeting. Any deficiencies should also be raised in the pre-bid queries.

## **1.8 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.

## **1.9 INTRODUCTION AND DISCLAIMER**

This Request for Proposal ("RFP") document has been prepared solely to enable UCO Bank ("Bank") in defining the requirements for **"Implementation of Centralised "Multi-Grid" Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model."** The RFP document is not a recommendation, bid or invitation to enter into a contract, agreement or other arrangement in respect of the services.

## **1.10 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.

## **1.11 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.

## **1.12 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 on Bank.

## **1.13 CONFLICT OF INTEREST**

The Vendor shall disclose to BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

### **The Vendor is required to execute a Non-Disclosure Agreement and Deed of Indemnity with the bank (as per bank's format).**

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.

## **1.14 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.

### **1.15 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.

### **1.16 NO LEGAL RELATIONSHIP**

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

### **1.17 ERRORS AND OMISSIONS**

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

### **1.18 ACCEPTANCE OF TERMS**

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

### **1.19 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.

## **1.20 RFP RESPONSE VALIDITY PERIOD**

Bids shall remain valid for 180 (One Hundred eighty) days from the last date of bid submission prescribed by BANK. BANK holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, Bank may solicit the Bidder's consent to an extension of the validity period.

## **1.21 NOTIFICATION**

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

## **1.22 LANGUAGE OF BIDS**

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

## **1.23 NORMALIZATION OF BIDS**

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

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

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

## **1.24 CANCELLATION OF TENDER PROCESS**

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

## **1.25 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.**

## **1.26 COMPLIANCE TO LABOUR ACT**

As per Government (Central / State) Minimum Wages Act in force, it is imperative that all the employees engaged by the bidder are being paid wages / salaries as stipulated by government in the Act. Towards this, Successful Bidder shall submit a confirmation as per format provided in **Annexure-23** of the RFP. Successful Bidder shall be the principal employer of the technical resources, employees, agents, contractors, subcontractors etc. engaged by Successful Bidders and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or out.

## **1.27 DOCUMENTS CONSTITUTING THE BID**

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

- Tender Offer Forwarding Letter (Annexure-1)
- General Details of the Bidder (Annexure-2)

- Declaration Cum Undertaking (Annexure-3)
- Eligibility Criteria Compliance Sheet (Annexure-4)
- Techno-Functional Compliance (Annexure-5)
- Format for Earnest Money Deposit ( Annexure-6)
- Format for Indicative Commercial Bid (Annexure-7)
- Format for Masked Commercial Bid (Annexure-8)
- Format for Performance Bank Guarantee (Annexure-9).
- Pre Contract Integrity Pact (Annexure-10)
- Undertaking by the Bidders (No-Deviation) (Annexure-11)
- Price Bid Confirmation (Annexure-12)
- List of CTS Scanners (Annexure-13)
- Non-Blacklisting (Annexure-14)
- Pre-bid Query Format (Annexure-15)
- Reverse Auction Process (Annexure-16)
- Letter for Participation in Reverse Auction Process. (Annexure-17)
- Manufacturer Authorization Form (Annexure-18)
- Undertaking by Bidders (Lowest Bid) (Annexure-19)
- Application Integrity Statement (Annexure-20)
- Non-Disclosure Agreement (Annexure-21)
- Deed of Indemnity (Annexure-22)
- Undertaking Letter on the successful bidder's letterhead for Central Minimum Wages Act & Labour Laws Act. (Annexure-23)

## PART-II

### 1. ELIGIBILITY CRITERIA

Only those bidders, who fulfil the eligibility criteria as mentioned herein below, are eligible to respond to the RFP. Offers received from the bidders who do not fulfil all or any of the following eligibility criteria are liable to be rejected. Documents in support of all eligibility criteria are required to be submitted along with the Technical Bid.

Bank reserves the right to interpret the documents / proof of eligibility submitted by the bidders and may choose to accept / reject the proof of eligibility or may also call for further clarification with respect to any documents submitted by the bidder. The experience and expertise of the bidder, field record of satisfactory services, and Bidder's compliance with all these requirements must be substantiated with credible documentary proof such as customer Purchase Orders with dates and audited balance sheets.

Sl. No	Eligibility Criteria	Document to be Submitted
1	The bidder should be a company incorporated in India under the Companies Act 1956/2013 and should have been in existence for a period of at least <b>3 years</b> as on RFP date.	Certificate of Incorporation or Certificate of Commencement of Business (whichever is applicable) is to be submitted including GSTIN details of the bidders and MSME Registration No. (If Applicable).
2	The Bidder submitting the offer should have a minimal annual business turnover of <b>at least Rs. 25 Crores</b> in each of the last three financial years as per the audited balance sheet available at the time of submission of tender ( <b>i.e. 2015-16, 2016-17 &amp; 2017-18</b> ). This must be individual company turnover and not that of any group of companies.	Certified copies of Audited Balance Sheets (and Annual Reports, if applicable) for last 3 years, i.e., 2015-16, 2016-17 & 2017-18 are to be submitted.
3	The Bidder should be a <b>profit making company and should have earned Net profit in preceding 3 Financial Years (i.e. 2015-16, 2016-17 and 2017-18)</b> .	Certified copies of Audited Balance Sheets (and Annual Reports, if applicable) for <b>last 3 years, i.e., 2015-16, 2016-17 &amp; 2017-18</b> are to be submitted.  And

		<p>Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss for last 3 financial years, i.e., 2015-16, 2016-17 &amp; 2017-18 are to be submitted.</p> <p>The CA Certificate should be in conformity with the Audited Balance Sheet submitted by the Bidder.</p>
4	<p>The applicant bidder should <b>have positive net worth</b> in each of the last three financial years i.e. FY 2015-16, FY 2016-17 and FY 2017-18.</p>	<p>Certified copies of Audited Balance Sheets (and Annual Reports, if applicable) for last 3 years, i.e., 2015-16, 2016-17 &amp; 2017-18 are to be submitted.</p> <p>And</p> <p>Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss for last 3 financial years, i.e., 2015-16, 2016-17 &amp; 2017-18 are to be submitted.</p> <p>The CA Certificate should be in conformity with the Audited Balance Sheet submitted by the Bidder.</p>
5	<p>The Bidder/OSD should have been in the business of providing services, development, implementation and maintenance of Cheque Truncation System (CTS) solution for <b>at least three (3) years</b> as on RFP date.</p>	<p>Work Order/Purchase copies of the respective Banks along with the Certificate of Satisfactory performance from respective Banks is to be submitted.</p>
6	<p>The bidder should be an Original Solution Developer (OSD)/ Original Equipment Manufacturer (OEM) of the proposed centralised CTS Solution or its authorised representative in India.</p>	<p>A self-declaration in this regard is to be submitted by Original Solution Developer (OSD) on company letter head stating they are the OSD for the proposed CTS solution.</p> <p>In case of authorised representative, MAF need to be submitted by the Bidder.</p>

7	The Bidder/OSD must have successfully implemented CTS Application Software at least in one Scheduled Commercial Banks in India. The Bidder/OSD should be handling daily average volume (annual average in the last 12 months) of <b>minimum One Lac (1,00,000)</b> Cheque Transactions including both inward & outward instruments processed in OPEX Model spread over one or more grids.	Certificate from Bank giving information regarding (i) Name of Banks, (ii) Per day processing volumes in each of the Banks, (iii) other applications with which interface has been done; along with Purchase Order/ Satisfactory Report from Banks needs to be submitted. Following details should also be provided: Name of the organization, Location Name, phone number & e-mail ID of contact person of the organization.
8	The Bidder/OSD should have experience in interfacing CTS solution with multiple Sub-Member Banks.	Self- Declaration giving name of Bank/s with which interface has been done and copy of Letter from relevant Sponsored Banks to be submitted
9	The Bidder should submit a compliance certificate stating that their solution meets the functionalities / capabilities as stipulated by RBI/NPCI and Scope of Work mentioned in RFP Document.	A self-declaration to that effect to be submitted by the bidder.
10	The Bidder shall be either ISO 9001-2008 compliant or CMM Level 3 certified company.	Latest audit surveillance report of ISO certification or CMM certification to be submitted
11	The bidder should have Tier III Data Centre (Both DC & DR in India) facility of his own or under lease. If under lease, Necessary Lease agreements to be in place during the entire contract period with extension if any to ensure uninterrupted services and uptime.	Confirmation letter with Address of Data Centre to be submitted.  If leased Data Centre, a copy of lease Document indicating the lease period to be submitted.
12	The Bidder's Data Centre and DR Site should comply with all Regulatory , RBI/ Government guidelines issued from time to time in respect of Data security and compliance.	Self-declaration letter / an undertaking letter to this effect from the participating Bidder's on their official letter head duly signed by the authorized signatory are to be submitted.

13	Bidder should have all necessary licenses, permissions, consents, NOCs, approvals as required under law for carrying out its business.	Copy of relevant Documents to be submitted
14	The Bidder/OSD should not have been blacklisted by IBA/RBI/ Government / Public Sector undertakings or any regulatory body during the last three years and the said disability should not be in force.	Self-declaration letter / Confirmation letter to this effect from the participating Bidder & OSD on their official letter head duly signed by the authorized signatory are to be submitted.

**Note:** All eligibility requirements mentioned above should be complied by the bidders as applicable and relevant support documents should be submitted for the fulfillment of eligibility criteria failing which the Bids may be summarily rejected. Non-compliance of any of the criteria will entail rejection of the offer summarily. **Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria and as and when the Bank decides, originals / certified copies should be shown for verification purpose.** The Bank reserves the right to verify / evaluate the claims made by the Bidder independently. Any deliberate misrepresentation will entail rejection of the offer ab-initio. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

## PART-III

### 2. EVALUATION CRITERIA

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

The Stages are:

- I) Eligibility Criteria Evaluation
- II) Techno-Functional Evaluation
- III) Commercial Evaluation

The Eligibility Criteria would be evaluated first for the participating bidders. The bidders, who qualify all Eligibility Criteria as mentioned in RFP, will be shortlisted for the Techno-Functional Bid evaluation. A detailed techno-functional evaluation would be undertaken for eligible bidders and only the technically qualified bidders would be shortlisted for commercial bid opening (e-Tendering).

The Indicative Commercial Bid of only those short-listed-bidders, who have qualified in Techno-Functional Evaluation, will be opened by the Bank, the date of which will be notified separately. **For finalization of the most competitive offer, the Bank will conduct "Reverse Auction". L1 bidder will be selected on the basis of the Total cost of ownership (TCO) criteria quoted in the Reverse Auction.** The bidder who has quoted lowest TCO would be declared as L1 bidder. All technically qualified Bidders would participate in the reverse auction through the **e-tendering process**.

The Bank will **adopt e-Tendering process for Reverse Auction of Commercial Bid**. Only those Bidders will be eligible for Reverse Auction who qualifies in Techno-Functional Evaluation. Post Reverse Auction, Bidder shall submit the price breakup matching its final Reverse Auction price in the format of commercial bid (**Annexure-12**). The Commercial Bid should contain price information only and to be submitted strictly as per the format provided in **Annexure -7**.

The bidders should furnish indicative prices for the project in their Indicative Commercial Bid (ICB) for finalizing the start bid amount for **"Reverse Auction"**. The prices discovered during the indicative commercial bid opening process of the eligible bidders may facilitate the Bank for finalizing the start bid for **"Reverse Auction"**. However there would be no compulsion on the part of the Bank to accept these prices as Bench Mark for determining the Start Bid price and the Bank may at its discretion use any other process / methodology to determine the Start Bid Price without having to disclose the basis to the Bidders.

All participating bidders at the end of the Reverse Auction process shall be required to submit the break-up of their Final price(last bid price)again as detailed on the next day before 4 PM at UCO Bank, HO, Department of Information Technology, 5<sup>th</sup> Floor, Salt Lake , Sector -1 , Kolkata -700 064. However, any item not mentioned in the bill of material but necessary to complete the project will be the sole responsibility of the bidder and will be deemed to have been included in the price.

### **3.1 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 contract period** that appropriately meets the requirements of the Bank identified in this RFP.

#### **3.1.1 TECHNO-FUNCTIONAL EVALUATION PROCESS**

The Bids submitted by the Bidders will be scrutinized to determine the fulfillment of Eligibility Criteria as stipulated in the RFP Document. The proposals will be evaluated in two stages. In the first stage, i.e. Techno-Functional Evaluation, the bidders will be shortlisted, based on bidder's responses. In the second stage, the indicative commercial bids of the qualified bidders will be opened and the bidders will be invited for the Reverse Auction Process. The techno-functional evaluation will be carried out to check the bidders are meeting the techno-functional specification as defined in the RFP document and Scope of Work.

During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within time frame indicated in the letter/e-mail seeking explanation.

The resources offered should meet all the technical & functional requirements mentioned in the Scope of Work and Technical & Functional specifications of the RFP. Non-compliance to any of the technical & functional specifications may attract rejection of the proposal without assigning any reasons and without any cost or compensation therefor.

#### **3.1.2 COMMERCIAL EVALUATION PROCESS**

Indicative Commercial Bids of bidders, who qualified in the technical evaluation stage, will be opened and the bidders will be invited for participation in Reverse Auction Process. L1 bidder will be selected on the basis of the per instrument cost quoted by the bidder in the reverse auction. The bidder who has quoted lowest per instrument cost in reverse auction process would be declared as L1 bidder. The bidder has to participate in the e-tendering process adopted by the Bank and comply with the procedure mentioned in the e-tendering process prescribed by the Vendor appointed by the Bank for e-tendering.

- 3.1.2.1 Bank will open the indicative commercial offer of all the technically qualified Bidders before the reverse auction process to arrive at the opening price (start price) for the Reverse Auction. However there would be no compulsion on the part of the Bank to accept these prices as Bench Mark for determining the Start Bid price and the Bank may at its discretion use any other process / methodology to determine the Start Bid Price without having to disclose the basis to the Bidders.
- 3.1.2.2 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.
- 3.1.2.3 In case there is a variation between numbers and words; the value mentioned in words would be considered.
- 3.1.2.4 In the event 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 contract, the value of the lowest bid would be used.
- 3.1.2.5 Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result into forfeiting of the EMD to Bank.

## PART – IV

### 4.1 SCOPE OF WORK

The successful bidder will be responsible for the end to end Implementation of Centralised “Multi Grid” Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model for a period of **5 years**. The Solution shall be comprising of Web based CTS Application, associated hardware and services as defined below:

- 4.1.1 The bidder has to provide an end to end Solution for CTS Services having provision of DC & DR on Hosted Model and all required Hardware, Connectivity with NPCI, Third Party Software's, Data Enrichment Operations and Facility Management Services. The bidder has to share the Architectural Diagram of the proposed solution to the Bank.
- 4.1.2 The CTS Application software should have provision to handle Multiple Grids.
- 4.1.3 The CTS Solution will be accessed and operated from Bank's offices /CTS Centres/ Branches / Off-site Locations. There should be stringent adherence to authenticate the source of inputs. Necessary security level policies is to be implemented at firewall level.
- 4.1.4 The bidder has to ensure that all Operating system, Database and network related patches, updates having applied on the CTS Infrastructure during the contract period. In addition to this the bidder has to ensure necessary updates in the systems as instructed by regulatory authority.
- 4.1.5 The bidder should possess proper licenses, wherever applicable for Hardware /Software/ Third Part utilities etc. provided to the Bank for the Implementation of Centralised “Multi Grid” Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model. In no way licenses should be a hindrance in daily working of the Bank.
- 4.1.6 As on date there are approximately **3000+** branches of Bank scattered geographically apart in different parts of the country and it may increase in future. **Grid based CTS Clearing** has been implemented at **433 Centres (Count as on tender publish date) with 1800+ Branches participating in Grid CTS Clearing**, across the country covering all the three Grids. Bank is in the process of adding many more centres in future (Considering remaining NON MICR locations as & when those locations are migrated to Grid CTS Platform by RBI/NPCI/Clearing Houses). Approximate no. of concurrent employees/users accessing the CTS system on **an average concurrent users across India is estimated to be about 3000 users**. The

concurrency of users for the solution offered shall be expandable and Bidder has to do the Hardware Sizing accordingly. Presently, Bank is handling approximately **1 Lac Inward and outward instruments volume** per day comprising of all the Grids taken together.

- 4.1.7 The proposed CTS Solution (Central site, Middle ware, CHI / Future Clearing House Interface, Centralised Clearing House (CCH), DEM (Data Exchange Module)) should meet all the existing and future time to time guidelines / specifications of RBI / NPCI/ other Regulatory authorities with no extra cost to the Bank during the contract period. The Hardware should have the capability to maintain the uptime desired by the Bank without any negative impact and High Speed processing of the Instruments.
- 4.1.8 Bidder should integrate the CTS application with CHI / New Clearing House Interfaces (if any, in future), CBS application, external applications interfaces and also carry out time to time modifications for implementing Government/Regulatory/RBI/NPCI Guidelines, at no additional cost to the Bank during the contract period.
- 4.1.9 All customisation in the proposed CTS solution should be done to meet the techno-functional requirements mentioned in Annexure 5 including interfacing to Banks Software & Network without incurring any additional cost to the Bank during the contract period.
- 4.1.10 Bidder need to do the Hardware Sizing (routers, switches, firewalls and cabling etc.) for primary setup, DR setup and UAT setup with required OS (Operating system Windows/Linux), Backup devices etc. to meet the daily Instrument volume mentioned in the document. No minimum commitment of Instrument is guaranteed by the Bank. The hardware sizing for the CHI/DEM should be based on the guidelines specified by NPCI for CHI hardware/DEM Module. The CHI server should be available in High Availability mode to ensure the uptime as mentioned in Section 13.8 of this RFP Document.
- 4.1.11 It will be the responsibility of the selected bidder to provide the services which shall include maintenance of CTS common centralised multi-grid setup, remote maintenance of CTS Hubs, periodical training to Bank Users etc., during the contract period, wherein adequate resources should be deployed and SLA should be maintained as per scope of work defined in the document.
- 4.1.12 The bidder should provide Integration of proposed CTS application with Bank's Core Banking solution, RBI / NPCI 's CHI system, CTS scanners, CTS-CDM (Cheque Deposit Machine) provided by Bank's different vendors, CTS- CPPS (Centralised Positive Pay System of NPCI), NPCI DEM Module, Automated Cheque returns processing and Archival System, Images and transaction data Storage and Retrieval solution, Integration with CBS for Clearing Files and Account Master

retrieval (Payee name) from CBS, Integration with various Remote Deposit Kiosks, handheld devices, Flat Bed Scanners and various CTS/UV enabled Cheque Scanners available within the Bank or procured during entire period of the contract. Bidder should also extend necessary compatibility support in the CTS solution for any version up gradation of the above entities without any additional cost to bank.

4.1.13 CTS software should support integration with various systems through straight through processing (STP) and upload functionality.

4.1.14 The scope of the Services, Maintenance and Support is to be provided for a period of five years from the date of acceptance (last grid migrated) by the bank. In case of extension of the project after the expiry of the contract period, the prices for the same would be finalised through mutually agreed prices between Bank and vendor.

4.1.15 Bidder has to ensure that proposed CTS Application is capable of Image capturing in hybrid environment i.e. distributed as well as in central processing environment (at various Cheque collection points or branches / Central processing /service branches level), Workflow based Cheque clearing transaction data processing involving data entry (i.e. Authorization levels involving Maker Checker concept), Cheque clearing transactional data transfers and receipts, Integration with Bank's Core Banking solution, Integrating with RBI / NPCI 's CHI system, Automated Cheque returns processing, Implementation of Signature verification System and Archival System, Images and transaction data Storage and Retrieval solution, Integration with CBS for Clearing Files, Incremental Signature and Account Master retrieval.

4.1.16 Bidder has to ensure that CTS application has the provision for digital signing in hybrid environment i.e. distributed as well as in central processing environment (i.e. at various CTS Centres or branches /Central processing Units/Service Branches level/ Kiosks), and only with proper validation/authentication, the processing should be carried out.

4.1.17 Installation/re-installation, configuration/re-configuration, parameterization of CTS application, OS, Database & other Software/Utilities/Drivers for Production, UAT and Archival setups including CHI and support for present/future proposed interfaces to RBI, NPCI, CBS, other applications etc. are to be carried out by the bidder during the contract period at no additional cost to Bank, whatsoever the reason thereof.

4.1.18 Bidder has to ensure that customised CTS application will be made available to the Bank for Production Environment within **04 weeks** from the issuance of **Purchase Order**.

- 4.1.19 The bidder has to make sure that the proposed CTS application is compatible with all latest available cheque scanning devices including hand held devices (Mobile/Tablet etc.).
- 4.1.20 Bidder should integrate the CTS scanners provided by all leading CTS scanner manufacturers. Bank may use various make & models of CTS scanners & handheld devices during contract period and bidder has to integrate these Scanners without charging any extra cost to the bank. No additional interfaces are required to attach the Scanners to the Scanning application. In case of any additional connectors, interfaces, integrations etc. required same should be provided without any additional cost to the Bank. Bidder must ensure the compatibility of existing CTS scanners being used by the Bank. The existing CTS scanners details are provided in Annexure 13.
- 4.1.21 It is the responsibility of the selected Bidder to migrate the existing CTS Centres of the Bank to the proposed CTS Application including integration of the existing CTS Scanners of the centres with the proposed solution. For smooth rollout of the existing CTS centres, selected bidder has to provide a complete roadmap ensuring no business loss to the Bank.
- 4.1.22 Bidder should provide training on Application installation, reinstallation, configuration, parameterization, administration and day-to-day support operations to designated Officers of the Bank as and when required, at no additional cost to the Bank.
- 4.1.23 Bank at its discretion may decide to run the Grid Operations either from DC or DR Locations irrespective of availability of CBS in DR/DC during the DR Drills.
- 4.1.24 In addition to the above the selected bidder should monitor the entire CTS solution, timely submission of CTS clearing, configuration changes, version up-gradations, performance monitoring, troubleshooting, bug fixing, backup, restoration of data from back-up media as and when required, DC-DR sync, patch installation and liaison with bank officials for various support issues etc., assisting bank officials in switching to DR site in case of system failure and conducting DR drills in coordination with all stakeholders.
- 4.1.25 Bidder shall assist the Bank in identifying potential risks in the CTS solution, provide remedy for the identified risks, develop strategies to measure, monitor and mitigate those risks and implement new and appropriate controls. The proposed system should be capable of generating reports based on risk factors.
- 4.1.26 In addition to security features deployed in the technology, Bidder's operational procedures should ensure protection of the Bank from business risk (from system error, human error, negligence and mismanagement) and fraud risk (loss to

earnings or capital due to intentional deception by employees, customers, agents, external entities, etc.).

4.1.27 Upon termination of the contract, the bidder has to ensure smooth & secure handover of all the archived data to Bank Official/ Banks Authorised vendor without any additional cost to Bank. Also the bidder will ensure & certify that post hand over of the data the same has been permanently deleted from their systems.

## **4.2 MIGRATION SERVICES-SCOPE OF WORK**

4.2.1 Bidder will be responsible for necessary tools & support services for migration of the data from the existing CTS systems of the Bank and also for first time Master creation for the respective requirements of the bank/branches/hubs/CH.

4.2.2 Bidder is responsible for migration of all the Live Hubs/CTS Centres to the centralized Multi-Grid Solution and also for providing necessary support to the migrated Hubs.

4.2.3 Bidder shall provide an archival solution for migrated existing CTS data of all three Grids (viz. Northern, Southern and Western Grids) and also provide the maintenance services for the same.

4.2.4 Bidder must provide a solution of the data retrieval of the old data to the Bank at no extra cost to the Bank. Bidder must provide a solution of the data retrieval of the old data to the Bank at no extra cost to the Bank.

4.2.5 The implementation/migration shall be in phased manner in all the Grids and selected bidder shall provide necessary splitting/ merging/ reconciliation programs to upload/ download clearing files to/from CHI Servers & existing CTS applications, reconciliation reports, etc. for smooth functioning of CTS operations during the transition period. Selected bidder has to ensure the data migration activity in toto.

4.2.6 Bidder shall hand over existing CTS data along with the archival system of all three grids or of any other subsequently added grid by RBI/ NPCI/ any other statutory body to the Bank/ Bank's appointed SI as per required format at no additional cost to the Bank as and when required by the Bank.

## **4.3 MIS REPORT GENERATION**

It is the responsibility of selected bidder to provide the Daily/Monthly/Yearly Cheque clearing reports, Exception reports, Detailed/Summary level reports, Audit Trail reports etc. Apart from above, bidder has to provide the customised reports as and when demanded by the Bank in soft/hard copy without any additional charges to Bank.

The system should have the capability to generate any other report other than the standard clearing related reports required for day to day working. Minimum clearing reports that system should be capable to generate based on filtration criteria like Grid wise / Region wise / Centre wise / branch wise / zone wise / date wise / instrument and amount wise / customer wise / session number wise etc.

#### **4.4 DATA ENRICHMENT FACILITY:**

The bidder should provide the Data Enrichment facility for Inward operations from Data Enrichment Centre. However in future, if bank intends for the Data Enrichment facility for Outward operations, the vendor has to perform the same. The agents sitting in Data Enrichment centre will log on to the CTS application for data enrichment and will hand over the data enriched file to Bank Officials. The security, quality and integrity of data is to be ensured by the bidder and any breach or compromise in quality or integrity will be sole responsibility of the bidder. The bidder has to ensure that only the permitted portion of the Cheque image should be visible to the agent engaged for the data enrichment activity. The cheque image fields not relevant for the Data enrichment activity should not be visible to the agents under any circumstances.

Bidder shall maintain the record of all operators deployed in the centre and shall meet all the guidelines issued by Government of India (GOI) in this regards. No separate payment will be done for the Date Enrichment Activity by the Bank. Bidder shall also ensure the KYC of all agents. Bidder should provide the data enrichment facility from two centres. Both centres should not be located in same seismic zone. Data Enrichment Centres must have video surveillance camera installed and bio-metric authentication for entry-exit for agents should be in place. No personal belonging like mobile phone, any image capture system, storage device, etc. should be allowed inside the agent seating area

The data enrichment will consist of:

##### **Inward Instrument:**

- The data entry operator will perform the data entry i.e. instrument date and payee name (if required).
- The data entry operator will also enter the payee's name where incorrect payee name is found or irrelevant payee name is entered. Payee name should be same as written on face of image of the cheque.
- The data entry operator will perform the QC (Quality Check) and make the necessary corrections in the data, if required.

Presently outward operations are being done by Bank Officials, in case if Bank decides to move it to OPEX Model in future, the same may be integrated as a part of Scope of Work.

**Note:** All the functional and technical requirements specified in this RFP are listed to ensure the functionalities are either available or customizable in the proposed Centralised CTS Solution to be offered by the bidders. However, detailed scope will be discussed with the selected bidder during the Gap Analysis and will be finalised accordingly. Bidder has to provide the features, which will be missed out in this RFP without any additional cost to the Bank.

## **4.5 DOCUMENTATION**

This includes Technical & Functional manuals for proposed CTS.

4.5.1 Solution Architecture Overview, Logical & Physical Database Design, System Interfaces design, Development Tools, Development Platform, APIs, delivery Platform.

4.5.2 Design Specification Document.

4.5.3 System configuration / set up parameters documentation.

4.5.4 System Administration Manual.

4.5.5 Module-wise User and Administrator's manual.

4.5.6 Documentation for Master data set up.

4.5.7 Test cases for User Acceptance Testing (UAT).

4.5.8 Customization details along with Full Process Flow.

4.5.9 System Performance Benchmarks (response times, etc.)

4.5.10 Any changes due to "Non Compliance" observed during UAT must be incorporated in Base Documents.

4.5.11 Reference material shall be provided before Training & User Acceptance Testing

## **4.6 IMPLEMENTATIONS & CUSTOMISATIONS**

4.6.1 Installation & configuration of various components and functionalities of CTS.

4.6.2 Pre-deployment study and gap analysis.

4.6.3 Customization in CTS as per the required functionality mentioned in RFP, Any changes required or suggested by Regulator, Bank's Internal /External Audit and compliance with Bank's policies.

4.6.4 Integration with all models of CTS Cheque Scanners available within the Bank.

4.6.5 Integration with Internal and External Systems.

4.6.6 Support for UAT.

4.6.7 Provide support for Go Live.

4.6.8 Perform Stress/Load Testing and Performance Tuning on CTS application and database.

4.6.9 **Phase-1: User Acceptance Testing**

- Successful Bidder (SB) has to install the CTS Software within **Two (2) weeks** from the date of Purchase Order at their own cost for UAT at the location as notified by the Bank.
- Bidder in consultation with Bank's team should demonstrate the CTS application and assess the customisation requirement from the bank within Fifteen (15) days from the date of the Purchase Order at their own cost for UAT at the location as notified by the Bank. Any customization of the CTS Software that is required to be carried out during the UAT inclusive of reports, if any, should be done at no additional cost before the UAT testing is commenced.
- UAT should cover testing of entire functionalities / capabilities of the CTS software as well as the requirements specified in the Techno-Functional Specification under Part-V of this document.
- The UAT should start immediately after the installation of CTS software and scanners required for the UAT environment, Entire UAT should be completed within 15days from the date of start of UAT.
- Where warranted, Bank reserves its right to extend or shorten the period of UAT.
- Load testing and performance of proposed CTS solution for concurrent users during peak hours.
- On successful completion of UAT phase bank shall issue a sign-off report indicating its readiness for going for **Go-Live** of the CTS Grids. UAT need to be completed within **4 weeks which is inclusive of the 2 weeks' time for UAT Setup**. End user training need to be completed within these **4 weeks**.

#### **4.6.10 Phase-2**

Based on the successful UAT, selected Bidder is required to rollout the CTS solution across all the Grid CTS Centres of all the three grids within **45 days** from the date of successful completion of UAT. For each Grid, Go-Live need to be done in big bang approach. All branches in each grid need to be migrated in a single day without any Business and Data Loss. Branch level configuration setup for each grid need to be completed within **15 days prior to Go-Live** of that particular Grid.

### **4.7 INTEGRATION WITH OTHER SYSTEMS**

In adherence to various regulatory guidelines , the proposed solution should support integration with various Systems mentioned as below through straight through processing (STP) / upload functionality (as per Banks decision) without incurring any additional cost to the Bank. Bank may require integration in a phased manner depending on need. The tentative Systems are listed below but not limited to :

- a) Finacle - Core Banking System.
- b) Bank's Messaging System.
- c) Cheque Deposit Kiosks
- d) Provide APIs/Web Services for integrations with various External Systems as required

### **4.8 TRAINING**

#### **4.8.1 Functional Training:**

- a) Setup of the Software
- b) Parameterization
- c) All functionalities & features
- d) Cheque's Scanning and Data-entry Processes.
- e) Image / Data Review / Authorization
- f) Report generation
- g) Uploads
- h) Begin of Day / End of Day process, if required
- i) User Management and Auditing Techniques
- j) All other aspects required for smooth Operation and maintenance of CTS software
- l) Refresher's training – Once in a year or as & when system is upgraded.

#### **4.8.2 Technical Training:**

- Installation and configurations of CTS (including all functionalities and requirements) along with all third party software
- Management and Administration of CTS Solution.
- Report writing/designing
- Troubleshooting
- Data Dictionaries
- All other aspects required for smooth implementation and maintenance of CTS software.

The Vendor/Bidder shall provide user training to optimal number of personnel identified by Bank on functional & operational aspects of the entire CTS operations.

Training deliverables shall be:

- User Training Plan
- Training Material in English

#### **4.9 AUDITING:**

Bank may conduct audit of CTS Applications/CTS Central Setup/ Bidders data centre (DC &DR) hosting the CTS Application by its third party vendors/IS Auditor. Also, the application could be audited by regulatory body viz. RBI/ NPCI/ Any other statutory body from time to time. Bidder has to close all gaps identified by auditors in specified time at no extra cost to the Bank. Also, Bidder has to provide all upgrades and fixes without any additional cost to the Bank.

Bidder shall audit their CTS solution software(s) on yearly basis during the contract period & ensure that the CTS Application software(s) including third party software (if any) is/are bug free. The bidder is required to submit the certificate to the Bank annually in this respect, without any additional cost to the Bank.

#### **4.10 ESCROW ARRANGEMENT**

The bidder should either provide the source code itself with necessary documentation or arrange to keep it under escrow arrangement on mutually agreed terms & conditions. The bidder should also arrange for taking backup on daily (incremental backup) and weekly (full backup) basis.

## **4.11 ORDER CANCELLATION**

- 4.11.1 The Bank reserves 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.
- a. Delay in implementation of services as specified in the scope of this document beyond the specified period.
  - b. Serious discrepancy in the quality of service / hardware / software expected during the implementation, rollout and subsequent maintenance process.
  - c. In the case of any violation of the terms of the RFP, Contract, Secrecy or persistent default in complying with the terms of Service Agreement.
  - d. At any stage, any representation or particulars furnished by bidder are found to be incorrect or false
  - e. In case the bidder changes its constitution or amalgamates or merges with any other entity without the prior intimation to the Bank or such change being unacceptable to the Bank.
  - f. In case any major shareholder or stakeholder is found to have been engaged in activities which are criminal in nature in his own country or any proceedings for declaring him as insolvent for winding up are pending or initiated.
- 4.11.2 The Bank's decision on the matter will be final and binding on the bidder. However the Bank shall provide a notice the bidder in case of any breach/non-performance with cure period of 30 days to rectify to breach.
- 4.11.3 The bidder would also be required to compensate the Bank for any direct loss incurred by the Bank due to the cancellation of the contract and any additional expenditure to be incurred by the Bank to appoint any other bidder. This is after repaying the original amount paid.
- 4.11.4 Upon cancellation of contract/completion of period of service, bidder should handover the peaceful legal possession of all the services provided as per scope of the contract along with the licenses therewith & obtains discharge from the Bank. Bank also reserves the right to assign or allot or award the contract to any third party upon cancellation of the availed services.
- 4.11.5 In case of any security breach/cyber-attack, all financial & reputational losses to Bank due to such occurrence will be borne by the Bidder.

#### **4.12 BIDDERS OBLIGATIONS:**

- i. The Bidder is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours.
- ii. The Bidder will treat all data and information about the Bank, obtained in the execution of his responsibilities as confidential and will not reveal such information to any other party without the prior written approval of the Bank.

## PART V

### **5.0 TECHNICAL & FUNCTIONAL REQUIREMENTS:**

The Bank proposes to procure Enterprise wide license for implementing consolidated/centralized web-based CTS Solution, which will handle CTS clearing load of all three CTS-Grid regions (Southern, Western and Northern). The application will be implemented in web mode with role based access to users located at various Branches/CTS Centres/Offices.

The CTS is expected to support a broad range of clearing products taking into account Banks requirements. The objective is to identify and finalize the functional requirements for CTS by the Bank. Bidders are required to submit their compliance against each functionality in the column "Bidder Response" as indicated below:

All the requirements are listed under Techno-Functional Requirements. Requirements listed in the following sections are not exhaustive and complete in all respects and may undergo change during preparation of "System Requirement Document". Certain requirements may be implicitly available in the product sought and hence might have been excluded from the Requirement List. Successful Bidder is required to offer the latest version of the product available and make necessary customizations as may be required after preparation of Requirement Document.

Compliance should be submitted as per each and every line item mentioned in the table below.

### **5.1 TECHNO-FUNCTIONAL REQUIREMENTS**

<b>Sl. No.</b>	<b>Functionality</b>	<b>Mandatory/ Optional</b>	<b>Bidders Compliance (YES/NO)</b>	<b>Remarks</b>
<b>1</b>	Systems should conform to the requirements of the IT Act 2008 and the Negotiable Instruments (Amendments & Miscellaneous Provisions) Act 2002 and Payment & Settlement Act. 2007 and its subsequent amendments, for recognition of images as valid instruments for payment by the Drawee Banks and all other applicable guidelines issued by RBI from time to	Mandatory		

	time.			
<b>2</b>	The Bidder should provide Centralised CTS Solution to host Common CTS for all three Grids (Northern, Southern and Western) at DC & DR.	Mandatory		
<b>3</b>	The proposed CTS Solution should have capability of handling Bank's as well as all types of Sub-member Banks CTS Requirements for all three Grid regions separately without any technical limitations or dependency from DC & DR.	Mandatory		
<b>4</b>	Provision for Online & Offline Solution for Sub-Member Banks to handle their clearing independently at their Offices/Locations. Secured channel for System Access and transferring files will be provided by the Bank/Sub-member Banks. System should have capability to handle Segregation and also to provide proper authentication mechanism so that Direct or In-direct Sub-Member Banks can process all types of clearing (Outward, Inward, Extension and both types of Returns Clearing) at their end by using the CTS Solution either in Online or Off-line mode.	Mandatory		
<b>5</b>	System should have capability for proper segregation of the Bank's/ Sub Member Banks (All types) instruments.	Mandatory		
<b>6</b>	The point of Physical Instrument truncation could be either at the Branch / Regional Processing Units (RPUs) / Centralised Clearing Units (CCUs)/ Sub-Member Banks and their Branches. Bank may adopt a hybrid model (cluster or de-centralised model) for capturing images of Instrument from various locations. The solution need to be flexible enough to handle the same.	Mandatory		
<b>7</b>	System should be capable of creating multiple clearing types to suit Bank's /Sub-Member Banks (All types) clearing requirements to route the instrument	Mandatory		

	and transaction type level and maintain separate settlement Ledgers and general ledger interface at various clearing types.			
<b>8</b>	The system proposed shall support multiple sessions for the four legs of clearing process - inward clearing, inward return, outward clearing and outward return along with extension as well as Blockage handling. Must be compatible with the RBI / NPCI Clearing House (CH), Clearing House Interface (CHI) system and the core banking software of Bank as well as its Sub-Member Banks.	Mandatory		
<b>9</b>	System should be compatible to handle all Cheque Scanning devices available with the major manufacturer, at present and capable to integrate with all types of Operating Systems. The Bidder has to integrate all the scanners on all desktop versions available within the Bank/Branches/Sub-member Banks. In case, Bank intends to purchase new Cheque Scanners then, Bidder has to do the integration without any additional cost during the contract period. Bank will ensure to provide proper technical clarifications / APIs to the Bidder for integration	Mandatory		
<b>10</b>	System should be capable for Processing / segregating Centralised Grid clearing as well as CTS Grid wise clearing for all three existing Grids (Northern, Western and Southern) and any other new Grids that will be introduced in future, as per regulatory directions.	Mandatory		
<b>11</b>	System should be capable of handling minimum 50,000 instruments per hour during Data Entry and Verification Processing, simultaneously across all grid centres. However, System should also be capable for minimum 70,000 instruments	Mandatory		

	per hour for Outward Clearing Files (CXF/CIBF) generation in the specified format of RBI/NPCI.			
<b>12</b>	System should prioritise and process the clearing for all three grids in parallel, there should not be any kind of limitation or restriction in the solution for sequence processing of Grid clearing as all existing/present three grids clearing are independent of each other and they have their own presentation timings.	Mandatory		
<b>13</b>	System should have the capability of capturing/ processing images of the instruments along with deposit Slips and should be able to capture multiple branch details at Bank's Branches/ CCUs / Sub-Member Banks/Branches.	Mandatory		
<b>14</b>	Provision for capturing batch wise/ type wise clearing (CTS / Non-CTS / Special Clearing) for the following cases: <ul style="list-style-type: none"> <li>➤ Cheques Only.</li> <li>➤ Cheques with Slip (Product Wise).</li> <li>➤ Marking Paper to Follow (P2F) batches at time of scanning itself.</li> </ul>	Mandatory		
<b>15</b>	Facilities of defining touch points to integrate with the solution for processing Cheque Truncation. The touch points could be Kiosks, Instrument Drop machines, ATMs having Cheque Truncation capabilities, Remote Deposit Capture (RDC), Handheld devices (Mobiles/Tablets) etc.	Mandatory		
<b>16</b>	The Reject repair, Balancing and Validation work shall be distributed and shall not be restricted to a single workstation per Grid location either at Bank's or Sub-Member Banks level.	Mandatory		
<b>17</b>	Shall automatically do load balancing by allocating jobs to various workstations keeping a tab on volumes processed during the day.	Mandatory		

<b>18</b>	Shall have the seamless integration to the core banking system in all the legs of clearing.	Mandatory		
<b>19</b>	Should have provision to generate posting files for all types of clearing as per multiple requirements of Bank and Sub-Member Banks. Provision to create multiple posting files templates and to tag Sub-Member Banks through menu driven process.	Mandatory		
<b>20</b>	Should provide provision for outward posting files in different levels and segregation should happen at point of capture itself, depending on Bank's / Sub-Member Bank's requirement: <ul style="list-style-type: none"> <li>• Cheque Wise</li> <li>• Deposit Slip wise</li> <li>• Account Wise etc.</li> </ul>	Mandatory		
<b>21</b>	The CTS Solution should have facility to generate various clearing reports, exception reports, audit trail reports, detailed/summary reports, batch reports for image/instrument, various reconciliation reports to tally with NPCI/CBS details for presentation and return clearing process.).	Mandatory		
<b>22</b>	Capable of routing specific instruments like Dividend warrants (DW), Demand Draft (DD) /Pay Order (PO), Quick Cheques (QC), Paper to Follow (P2F) etc., to specific Clearing House System and separate queues in system to be provided as per Bank's requirement.	Mandatory		
<b>23</b>	Capable of providing intelligent routing for both inward clearing and inward return based on users' roles/Grid wise/City Wise. Consolidation should happen on the basis of payer city similar to NPCI segregation criteria and reconciliation reports should match with CHI Settlement Reports generated for each Presentment and Return/extension sessions for all Clearing types.	Mandatory		

24	Should have a settlement module for inter-bank, intra bank and intercity clearing with capabilities for consolidating the day's inward and outward presentations and returns for raising a single debit or credit on the participating branches and reconciliation reports should match with CHI Settlement Reports generated for each Presentment and Return session for all Clearing types.	Mandatory		
25	Archival system to store data, images and logs of the each and every transactions for a minimum period of 10 years and / or any other such period as may be required under the law or decided by Bank. Data Integrity, Image Quality and Security should be ensured with proper archival and retrieval mechanism.	Mandatory		
26	For Inward Clearing, the software should download the data/images for all three current CTS Grids separately and prepare separate upload file to core Banking system for reserving the amounts for clearing debits later. Posting file formats will be provided by the Bank and requirement for generation of multiple formats of posting files for Sub-Member Banks as per their Core Banking System requirement.	Mandatory		
27	System should have proper mechanism for extraction and auto transmission of inward clearing for the respective Sub-member Banks (all types). Sub-Member Banks will be accessing the system and process their inward clearing and mark returns as per their requirements.	Mandatory		
28	All Clearing reports, Return memo, posting files for Sub-Member Banks is to be generated from the system along with manual generation feature and facility for automatically transmission through Secured channel.	Mandatory		

<b>29</b>	Transactions pertaining to the Bank and Sub-Member Banks should be recorded properly with complete Audit trail in the Centralised CTS Solution and there should be easy retrieval for the history information through front end enquiry screens for all types of Clearing cycles.	Mandatory		
<b>30</b>	Transaction number should be generated automatically in the system without any manual intervention for the Bank's and Sub-Member Banks. Every transaction number should be unique for each instrument.	Mandatory		
<b>31</b>	Should conform to all the statutory regulatory norms as per RBI/ NPCI or Govt. and any further directions received from time to time, should be provided without any additional cost to the Bank.	Mandatory		
<b>32</b>	The user interface for branch operations/ Service Branch Operations / Sub-Member Banks should be browser based only.	Mandatory		
<b>33</b>	The workflow should re-direct all entered batches / instruments to supervisors for verification of the data entry.	Mandatory		
<b>34</b>	Already processed batch file or instruments should not be available for processing on the same day again.	Mandatory		
<b>35</b>	Should be able to process Instrument(s) of different size and colours.	Mandatory		
<b>36</b>	Should be possible to process high value instruments separately for scrutiny for both OW and IW Clearing instruments. The cut off amount for High value should be user definable and Controllable.	Mandatory		

37	<p>Various types of segregation and view / report on business rules should be possible in all clearing modules.</p> <p>Segregation can be based on:</p> <ul style="list-style-type: none"> <li>• Grid wise</li> <li>• Session wise</li> <li>• Instrument Number</li> <li>• Amount</li> <li>• Account type</li> <li>• Transaction code</li> <li>• Return Rejection codes</li> <li>• Presenting bank / Drawee Bank etc.</li> </ul>	Mandatory		
38	System should have configurable day/time limits for the cut off time, which could be different for different clearing cycles. (Special Clearing, etc.)	Mandatory		
39	Should be possible to copy the data on CD/Tape/SFTP/emails or any storage media	Mandatory		
40	System should provide a Document Management facility to store the Instrument(s) with unique reference numbers for easy retrieval at later stages.	Mandatory		
41	System must have a Login and password for each user and various user levels (enterer, verifier, exception approver, administrator, Grid Location etc.) for logging into the system	Mandatory		
42	Compulsory periodic changing of passwords for all the users at a parameterized period should be available and solution should prompt users to change password prior to the expiry date.	Mandatory		
43	System should be configurable to handle the password policy followed by the Bank.	Mandatory		
44	System must maintain proper log including date, time, terminal number of each operation, financial and nonfinancial, done by every user and the same should be appended to	Mandatory		

	transaction data or a separate log should be maintained. Retrieval of Audit logs should be simple and only viewable to the authorised users.			
<b>45</b>	The checkers or authorizers of the transaction should not be same as the maker of the transaction and prompt message should be displayed to the verifier(s)/user(s).	Mandatory		
<b>46</b>	For anywhere branch banking functionality, the access to other branches data should be based on parameters such as viewing, modifying, authority level to access, etc. and should be linked to user access rights.	Mandatory		
<b>47</b>	Defining of exceptions in the system should be parameterized and configurable.	Mandatory		
<b>48</b>	System should have a special interface for auditors and IT users where access to all data would be allowed without any modification or change permission.	Mandatory		
<b>49</b>	System should have in-built capability, features & interface for handling Business Continuity Plan and capable to setup the solution at Disaster Recovery Sites (DC & DR)	Mandatory		
<b>50</b>	Auto-Replication between Primary and DR Sites (DC&DR) should be available with proper monitoring process. In case of any disaster, entire solution should be capable to handle immediate switchover from Primary to DR Sites and Vice-versa without any kind of manual intervention and user level changes.	Mandatory		
<b>51</b>	Software should be able to provide Signature Verification system with maker checker process	Mandatory		
<b>52</b>	System should be able to interface and connect with Bank's existing signature servers and also be able fetch signatures from CBS. Facility for Migration of existing Bank's signature system to the new signature solution, which should be	Mandatory		

	provided by the Bidder. Bidder has to complete it without any additional cost/charges to the Bank.			
<b>53</b>	System should provide automated interfaces for signature extraction and migration from core system to CTS system.	Mandatory		
<b>54</b>	All the query modules should have capabilities to export data or email them in standard format supplied by the Bank.	Mandatory		
<b>55</b>	The general options (ex. Batch selection, color schemes etc.) should be common and consistent for all the Data Entry and processing modules across the solution.	Mandatory		
<b>56</b>	System should be scalable to handle on an average 4,00,000 transactions per day.	Mandatory		
<b>57</b>	The system should have all the features required for interfacing with CHI systems (Primary and DRs) for all three existing Grid's as per existing scenario of Grid Clearing.	Mandatory		
<b>58</b>	The system should support centralised and decentralised processing without any geographical restrictions.	Mandatory		
<b>59</b>	The solution can be used Off site and On site for Bank Branches and its Sub-member Bank's locations.	Mandatory		
<b>60</b>	There should not be any kind of performance downgrade / issues related to increase in concurrent users.	Mandatory		
<b>61</b>	Performance of hardware / software solution proposed should be optimum with proper performance benchmarks.	Mandatory		
<b>62</b>	The proposed solution should have dual authentication mechanism at all levels.	Mandatory		
<b>63</b>	The solution should not be system (Node/ workstation / PC) specific as if client system is down then processing should not be affected	Mandatory		
<b>64</b>	The system should support flow of data both ways i.e. from hub/central location	Mandatory		

	to branch and vice-versa. The system should also prompt data Collection / sending at central/sending location.			
65	The system should have provision for mass printing of images on basis of any selection criteria. This mass exercise should also be resource efficient and customizable.	Mandatory		
66	System should allow administrators to manage users, groups, roles and other document management operations.	Mandatory		
67	The CTS architecture must be scalable and shall support increasing number of users and concurrent users (Minimum 3000).	Mandatory		
68	The system must support 24-hours x 7 days x 365 days non-stop continuous processing.	Mandatory		
69	The proposed CTS Solution should provide interface with other software as required by the Bank.	Mandatory		
70	Customer Data security should be in-built in the system.	Mandatory		
71	System should be capable to handle Splitting / segregation for proper distribution of work load.	Mandatory		
72	Detailed status summary of processing of cheques (stages) to be made available by the system for monitoring purpose.	Mandatory		
73	System should be able to generate reports from archived data as well as in the production environment.	Mandatory		
74	System should be able to capture / input Drawer's details along with Outward presentation as per latest circular received from RBI / NPCI.	Mandatory		
75	Should be able to generate cheque return memo along with image of the instrument in the report format branch-wise and individual instrument-wise as well.	Mandatory		
76	Maker/ checker functionality for defining	Mandatory		

	parameters in the masters, user creation/modification, Setup, other functionalities if any, to be available as specified by the Bank.			
<b>77</b>	Hot key functions for increased speed and accuracy and the work processes should be automated.	Optional		
<b>78</b>	Should provide online interface to extract data from the Clearing and truncation system to feed Bank's other application on need basis.	Optional		
<b>79</b>	Purging details should be captured to store the time and data contents in host system.	Optional		
<b>80</b>	Possibility of sending emails of images and data records automatically by the system.	Optional		
<b>81</b>	The front-end interface should have ability to configure a workstation for particular operation by allocating screens to the user.	Optional		
<b>82</b>	The user-interface screens should earmark and validate mandatory fields, which must be entered before submitting a transaction	Optional		
<b>83</b>	Direct connectivity to e-mail should be available through user interface for sending details, advices, etc. to Grid CTS Branches/Clearing Hubs/Sub-Member Banks.	Optional		
<b>84</b>	Facility to auto-lock/Screen timed out should be available with configurable feature.	Optional		
<b>85</b>	Wherever Instrument(s) are marked for returns as part of Inward clearing an email alert to be escalated to branches for information and action.	Optional		
<b>86</b>	Provision for generation of all Clearing wise reports and the extracted images for inward clearing should be generated for all types of Sub-member banks, auto uploading to the Secure System and accessible to them for further processing and return presentment.	Optional		

<b>87</b>	Sub-Member Banks should be capable to generate Outward Clearing and Inward Return files for the presentation along with auto transmission to Bank's Active/respective Grid's CHI System.	Optional		
<b>88</b>	Menu driven provision for addition of Sub-Member Bank under respective grid location along with their Branches/Location's MICR details, posting file formats, standard clearing reports, Return Memos and tagging for the automatic data transmission format.	Optional		
<b>89</b>	Provision for easy communication between Bank and Sub-Member Banks in Online Processing system so that timely alerts can be published to them related to Cut-off timings, changes in process etc.	Optional		
<b>90</b>	Provision for Fee based transactions reporting for the Bank's Clients (All types of Sub-Member Banks) as well.	Optional		
<b>91</b>	The product should be capable of functioning by hosting inside Bank's Intranet and all types of Sub-member Banks.	Optional		
<b>92</b>	A Reporting tool to be provided with the proposed CTS solution to develop various Reports, MIS data etc. as may be required from time to time by the Bank.	Optional		
<b>93</b>	The data level / quantum to be stored on production system should be configurable from period of 1 Week to 1 Year.	Optional		
<b>94</b>	The solution should also be compatible to integrate/ handshake/ interface with all third party software / middleware of the Bank.	Optional		
<b>95</b>	The solution should be capable to work as fallback/ DR arrangements for Bank's Clearing at other Region as may be suggested or required or in order to comply with the regulatory norms from time to time.	Optional		

<b>96</b>	The solution should have features / tests / mechanism to initiate or perform fraud prevention / detection for tampered / Photocopy / fake instrument.	Optional		
<b>97</b>	The solution should comply with all the RBI / NPCI guidelines for security features and quality enhancements in cheques / instruments to prevent/detect fraud.	Mandatory		
<b>98</b>	The solution should have web-based feature to intimate branches live status of processing / rejects etc.	Optional		
<b>99</b>	System should have capability of segregating return items from Outward Batches with Cheques sorting feature at Cheque Scanning level.	Optional		
<b>100</b>	System should have ICR/OCR capabilities to capture any given field present on the instrument. The fields can be handwritten or printed and could be present on the instrument. <ul style="list-style-type: none"> <li>• Amount</li> <li>• Instrument date</li> <li>• Payee name</li> <li>• Account Number</li> <li>• Amount in words</li> <li>• SAN</li> </ul>	Optional		
<b>101</b>	System to provide open format with encryption feature for all the data to be archived / to be made compatible with other sources of data & images.	Optional		
<b>102</b>	There should also be provision in system for a common interface between any scanned image and data to be integrated in the system through common released file formats.	Optional		
<b>103</b>	There should be provision in system to interface captured data through 3rd party interface or client program to be integrated in the system, with provision in system to encrypt the data obtained through these sources.	Optional		
<b>104</b>	The system should provide interfaces and automated checking for the new CTS 2010 Instrument standards. Ex. UV,	Mandatory		

	watermark detection etc.			
<b>105</b>	System should have capability for images snipping so that Data entry operators can see only the relevant portion of the cheque image instead of displaying whole image, which will minimise the traffic on network and enhance the performance of the solution. However, provision to display full image of instrument is also to be available, which will be called on demand basis.	Optional		
<b>106</b>	System should be able to interface and be compatible with bank's existing Archive system.	Optional		
<b>107</b>	System should have feature to use Centralised Positive Pay System (CPPS).	Optional		
<b>108</b>	In case of any changes in the existing Grid Architecture prescribed by RBI i.e. Addition of new Grids, Deletion of existing Grids etc. the selected bidder has to ensure to abide by the same and make necessary changes i.e Software/Architecture Level if required without incurring any additional cost to Bank.	Mandatory		
<b>109</b>	The Software should have capability to be integrated with Bank' existing applications viz. Active Directory/Single Sign On (AD/SSO), Biometric Authentication Solution /PIM etc. or other system of the Bank to be implemented in future for User Management purpose.	Mandatory		
<b>110</b>	The proposed software should have Maker / Checker provision for modification or configuration changes of Parameters/Rules/Setup.	Mandatory		
<b>111</b>	The software should have facility for Outward Clearing Bulk file uploading and Processing of Input Files in .XLS , .txt and .CSV formats or in any other format required by the Bank.	Mandatory		

112	The System should have web-based scanning module for Bank's Branches / Service Centers / Sub- Member Banks with proper authentication mechanism through intranet and segregation of Clearing Types (CTS / Non-CTS / Special Clearing etc.). Apart from CTS Scanner's driver installation, there should not be any additional client based setup required to activate the scanners.	Mandatory		
113	The Cheques scanning is to be done in one single capture with endorsement, MICR line reading along with UV image scanning.	Mandatory		
114	Provide provision for detection of IQA success/failure during Cheques scanning itself and provision for re-scanning of the IQA failure instruments as well. The scanning of outward clearing instruments will be carried out by Bank's Officials. Rejects due to IQA failure should be made available for rescanning. P2F on account of IQA failures should be kept to bare minimum (near zero).	Mandatory		
115	The proposed CTS solution should be able to store the IQA failure reasons for IQA failed instruments. The bidder is required to submit the IQA failure data with reasons (like partial image, Excessive Image Skew, Piggy Back, Streaks and/or Bands, Bent Corner, Below Minimum Image Size, Exceeds Maximum Image Size, Too Light/Dark, Image Length Mismatch, Image Height Mismatch, Below Min Image Length, Exceeds Max Image Length, Below Min Image Height, Exceeds Max Image Height, Torn corner etc.) for each Grid separately as per NPCI specified format.	Mandatory		
116	The Solution to have MICR reading capability with validation of MICR city-Bank-Branch data.	Mandatory		

117	Provides for endorsement, unique item sequence number to be printed on the reverse side of the instruments and multiline endorsement for re-presentation cases. There should not be any overlapping, in case a new endorsement is required for re-presented Instrument(s) in outward clearing.	Mandatory		
118	Provision to handle CHI Rejected instruments either Outward or Inward Returns by viewing Cheque image and capable for re-presentation by correcting MICR records, updating Ignore IQA flag or choosing proper action by selecting from the drop down list etc.	Mandatory		
119	Automatic transmission of images and MICR data to Service branch/Centralized CTS Location. The transmission can be one Instrument at a time or in a batch mode or both. Post successful transmission, scanned data and images required to be deleted immediately from the respective desktop capture machine. It should also have provision for the capturing branches/locations to verify the actual status of their scanned batches along with batch summary report. Solution should also have the provision to identify the source.	Mandatory		
120	Data and image transmission from capture locations to centralised CTS System should carry through secured and encryption mechanism	Mandatory		
121	The Image quality of the gray scale images shall be 8 bits/pixel (256 levels). The data formats and field definitions for storing, archiving, retrieving, processing, quality of images and MICR data at the Clearing House, Clearing House Interfaces as well as exchanging between institutions shall meet at the minimum the ANSI X9.90 and ANSI DSTU	Mandatory		

	X9.90 Specifications for an Image Replacement Document (IRD), ANSI X9.37 and ANSI DSTU X9.37 Specifications for Electronic Exchange of Instrument and Image Data as well as the ANSI X9.81 Specifications for Bulk Image and Data Exchange. Further, the CTS offered shall adopt the above standards for the Indian environment.			
<b>122</b>	Security features to be built in conformity with PKI standards, encryption techniques and digital signatures. It shall have options to implement encryptions & digital signatures at Central level, file level and instrument level. Present requirement of RBI / NPCI states digital signatures on each and every instrument.	Mandatory		
<b>123</b>	The system shall additionally conform to the Public Key Infrastructure (PKI) Requirements as prescribed by Institute of Development and Research in Banking Technology (IDRBT) and the latest version of the Certification Practice Statement (CPS). The bidder has to implement any other security standards adopted by RBI/NPCI/IDRBT in future without any additional cost to Bank.	Mandatory		
<b>124</b>	The CTS/ system shall provide for encryption both for data transfer and provide options for encryption based data storage (or any other manner to ensure that data stored cannot be subject to alteration at a later point of time and legally recognized as per the laws of the country).	Mandatory		
<b>125</b>	Shall have PKI based security at domain level and user level to ensure the integrity of the data and image.	Mandatory		
<b>126</b>	Should be capable of segregating and applying multiple digital signatures at CTS Level for presenting the captured files to the Clearing House Interface	Mandatory		

	(CHI) for final presentation to RBI / NPCI for different clearing types.			
<b>127</b>	Provision to digitally sign the presentation files from the Sub- Member Banks end and system should have proper mechanism to validate the digital signature before uploading the files into CTS Solution.	Mandatory		
<b>128</b>	Support inter-operable open image standards and be capable of being viewed by any standard browser.	Mandatory		
<b>129</b>	All archived images should be compressed and properly viewable for history information retrieval (Single / Bulk entries both). Archival system will also be linked to internet for secure way of Archival access given to the Sub-Member Banks as well.	Mandatory		
<b>130</b>	The entire Process workflow including backup, archival, restoration, old data query etc. must be possible through the menus of the application with flexibility in defining the new roles and user roles and access privileges to various modules (Grid wise).	Mandatory		
<b>131</b>	Should allow deletions of images and data from batches through proper work class authority.	Mandatory		
<b>132</b>	Image should be easily retrievable by using the unique sequence no, Instrument no. with date, instrument amount, physical storage location no, respective grid region etc. (search based on various criteria).	Mandatory		
<b>133</b>	Should link the MICR data in the files created to the corresponding image	Mandatory		
<b>134</b>	Images and data to meet the IQA/IQU and security specifications from RBI/ NPCI with proper image quality and in compression mode.	Mandatory		
<b>135</b>	Grid wise Reconciliation of RBI / NPCI Inward clearing data with the images received.	Mandatory		

136	Passwords must be kept encrypted into the database and should not be visible anytime on the screen or kept in plain text of configuration files. No hard coding of Application user password is allowed and the same may be changed periodically as per Bank's security policy.	Mandatory		
137	Ensure that the image and the data record are synchronized in a way to prevent mismatch between Data record and image record.	Mandatory		
138	Image quality has to meet the standards at every stage that is in transmission, storage and retrieval from archives in toto.	Mandatory		
139	<p>System should be able to capture both front and back images of individual instruments as under:</p> <ul style="list-style-type: none"> <li>• Front Gray scale- 100 DPI- JPEG format with JPEG compression.</li> <li>• Front black and white- 200 DPI TIFF Format with CCITT G4 compression.</li> <li>• Reverse Black and white 200 DPI TIFF Format with CCITT G4 compression.</li> <li>• Ultra Violet (UV) 100 DPI- JPEG format with JPEG compression</li> </ul>	Mandatory		
140	Should allow changes in MICR data by all work-class and properly record and generate the MICRREPAIRFLAG as per latest Clearing House requirements.	Mandatory		
141	Track and monitor the sending and receiving items from the various points of truncation. Single window Dash boards for all clearing cycles should be available to track the transactions either processing at Bank level or Sub-Member Banks level.	Mandatory		
142	System should have web-based scanning application, which will be accessed from multiple terminals so that	Mandatory		

	the application is not hardware dependent in times of hardware pc crash.			
<b>143</b>	The system should show as part of Inward Clearing front, back and data image on one half of the screen and the signatures retrieved from core banking, either as part of online interface or batch mode stored on this software, on the second half of the screen. Apart from signatures all other details viz. Mandate/mode, other master details to be provided.	Mandatory		
<b>144</b>	It should be possible to zoom a particular portion of the Screen (Cheque Image, Signature Image etc.).	Mandatory		
<b>145</b>	Grid wise Reconciliation of RBI / NPCI Inward clearing data with the images received	Mandatory		
<b>146</b>	It should be possible to upload signatures to the signature system from CBS and the software should fetch the signatures based on account number and rules set by the Bank.	Mandatory		
<b>147</b>	Provision to set the default image in all queues depending upon Bank's requirement varies from time to time. There should not be limitation on changing default image view in all queues.	Mandatory		
<b>148</b>	It should have proper segregation of CTS, Non-CTS& Special Clearing instruments with priority set for NON-CTS& Special clearing instruments for early presentation depending on the clearing session time. Provision to convert the batches from CTS to Non-CTS, CTS to Special Clearing and Vice-versa should also be available through front end menu options.	Mandatory		
<b>149</b>	System should have facility to allocate limits to the users for each type of transaction and over-riding of the limit with higher authority user.	Mandatory		

<b>150</b>	System should provide option to disable/enable maker-checker facility with one or two checkers for validation of each transaction	Mandatory		
<b>151</b>	Dynamic parameter based screen inquiry to allow the user to input specific parameter and get the results they need.	Mandatory		
<b>152</b>	The system should have provision for exception handling like Hold Back before dispatching the image to RBI / NPCI. Before day end, it should raise exceptions of such instruments present for the days clearing.	Mandatory		
<b>153</b>	Should be able to generate reports on frequent Cheque returns for an account.	Mandatory		
<b>154</b>	It should be able to generate Cheque return memo as per Bank's format with optional feature to include image of the instrument, if desired. Provision to generate Return memo for Sub-Member Banks in specific format should also be available.	Mandatory		
<b>155</b>	Dashboard/graphical representation facility to supervisor to note the volumes and distribute the workload accordingly between users for both entry and verification.	Mandatory		
<b>156</b>	The proposed solution should be single integrated solution for Inward Clearing / Signature Verification / Outward Clearing / Reject processing system for all the modules instead of multiple systems. The proposed solution for Sub-Member Banks can be the centralised solution (Online) and/or Off-line model depending on Bank's requirements.	Mandatory		
<b>157</b>	System should provide separate Admin Modules for System and User Admin functionalities.	Mandatory		
<b>158</b>	The software should be platform Independent	Mandatory		

<b>159</b>	The software should be accessible from Client PCs with Win7 and above.	Mandatory		
<b>160</b>	The software should have User Defined Purging Parameters	Mandatory		
<b>161</b>	Segregation of government cheques at the time of scanning.	Mandatory		
<b>162</b>	Option to mark batches specifically as P2F batches, NON CTS batches, special clearing batches, etc. should be available at the time scanning only.	Mandatory		
<b>163</b>	Highlight re-scanning of cheques in the same batch. It should also support deletion of cheques before scanning of batch is completed.	Mandatory		
<b>164</b>	All the relevant details viz., date of processing, branch chosen, batch no., scanner id, etc. should appear on screen at the time of scanning.	Mandatory		
<b>165</b>	System to generate unique batch no. across application for the processing date post completion of scanning of particular lot.	Mandatory		
<b>166</b>	DC site & DR setups to be configured in auto-replication mode for data and images replication with Production site through the proposed solution. Solution should have capabilities for immediate switchover from Primary to DR (if any) or vice-versa during presentation session itself and without any kind of data loss.	Mandatory		
<b>167</b>	For outward clearing, parallel processing of all the cheques should be done viz., MICR data repair, cheque amount entry, deposit amount entry, deposit account no. entry, etc.	Mandatory		
<b>168</b>	For processing inward clearing, the work should be divided on the basis of configurable values e.g. Payer city or BOFD wise grouping to optimally distribute work.	Mandatory		
<b>169</b>	Image should be easily retrievable by using the unique sequence no, instrument no. within range of date, physical storage location no., etc.	Mandatory		

	(search based on various criteria)			
170	Menus to be available in system to release user-ids, unlock, delete/un-delete, activate new or expired ids, reset password. Whenever user login through Application user, system should ask user to reset the password at first login itself.	Mandatory		
171	Configurable limit for user's password attempts and beyond limit, only Admin or IT Users should able to reset the user's id password as per authorisation rights provided to them.	Mandatory		
172	Provision to release queues, locked sessions and to monitor the all running jobs at system as well as user's level.	Mandatory		
173	All data / Log (raw or normalized) data must remain within the Bank's premises. Under no circumstances these data travel outside Bank's premises without Bank's consent.	Mandatory		
174	Provision for Screen layout changes and use of preferred/standard screen color as per Bank's requirement.	Optional		
175	System should handle future date processing so that processing and presentment can be conducted on specific presentment date.	Optional		
176	System should have capability to read Entire / complete MICR Band values available on Cheque and use the MICR results for further processing and presentment.	Optional		
177	Provision for revert reject of the instruments as per user's requirement.	Optional		
178	Provision for Automatic reports generation, storing at specified location and transmission as per active rules.	Optional		
179	Provision for Inter-operability of Grid Clearing from one grid to other at any point of time.	Optional		
180	Based on this unique sequence number system should throw up exceptions for any instruments presented more than	Optional		

	once / on any previous date, for approval and processing further, on the current processing date.			
<b>181</b>	Solution should be capable of integrating with the Cheque Deposit Kiosk (CDK) and Remote Deposit Capture (RDC) for automatic pickup of scanned instruments/batches at regular interval. It should also maintain unique identification for these remote scanning machines for proper identification and smooth processing.	Optional		
<b>182</b>	Provision for activating MICR line OCR and validation with the system data for Outward and Inward clearing instruments. System should have facility to display the System records and OCR results in separate queues for inward and outward clearing along with cheque image for data corrections and for enriching data quality before presentment and processing to Core Banking Systems.	Optional		
<b>183</b>	System should have provision to create messages (SMS) for handling return instruments.	Optional		
<b>184</b>	The CTS Software Inward Module should contain all the technical & functional validation checks needed by Bank's workflow/ processes aided by ICR/ OCR technologies. Eg. <ul style="list-style-type: none"> <li>• Account Capture &amp; validation</li> <li>• Instrument Date Capture &amp; Validation</li> <li>• Amount in words &amp; figures Capture &amp; Validation</li> <li>• Signature Validation Etc.</li> </ul>	Optional		
<b>185</b>	System should be capable for prompting, in case digital signature is missing in Inward files or Bank's Clients files.	Optional		
<b>186</b>	System should have proper validation during SOD and EOD Activities for the open files / logged in Session and menu	Optional		

	driven provision to kill the running session without affecting Application.			
<b>187</b>	Integration with various models/makes of Cheque Scanners to show the cartridge utilization of Cheque Scanners as prompt alert for refilling or replacement of Ink cartridge.	Optional		
<b>188</b>	Provision to integrate all available CTS Cheque Scanners within the Bank by listing in single dashboard and displaying their Active/Offline status.	Optional		
<b>189</b>	The operating system should have features like multi-tasking, multi-user support, timesharing, dynamic memory management, I/O spooling, multi-level security, system logging, error analysis and recovery. Other features like hardware diagnostic tools, system performance management and tuning, accounting routines and system monitoring software must be available.	Mandatory		
<b>190</b>	The Solution should work using low bandwidth and high latency. The solution should work seamlessly in VSAT/LL Branches of Bank.	Mandatory		
<b>191</b>	The CTS Software shall have a front-end interface, which will be used, as a single interface for communicating with the Clearing House and the various branches. This interface shall be available for deployment in a Local Area Network (LAN) or a Wide Area Network (WAN) based network wherein the clients can communicate for transfer of single and / or multiple and/or groups and / or file(s) of images and MICR data to the server.	Mandatory		
<b>192</b>	It may be noted that Images and / or MICR data is required to be stored online on CTS System. The scanned/captured Images and / or MICR data are required to be deleted immediately after successful transmission to the CTS System. In case of failure/error	Mandatory		

	during images/data transmission during online transmission, retransmitting provision should be available in CTS System.			
<b>193</b>	CTS System will be connected to centralised storage and all images after capturing at the Branches /Service Branches/CCUs / RPU's / Client Locations should be stored and also should have capability to extract these from a central storage point.	Mandatory		
<b>194</b>	The CTS software shall have the facilities to view the front and reverse of images of individual instruments for passing of Instrument along with the MICR information using any standard browser interface. Various features for manipulation of images like reverse video, zoom, black and white views etc. shall be provided in the CTS.	Mandatory		
<b>195</b>	The CHI/CHS system shall integrate the return processing process with the browser application at the user terminal and the return process shall be automated after the user has taken the decision not to honour the Instrument.	Mandatory		
<b>196</b>	The CTS shall provide for ensuring that the images are of the quality that facilitates payment processing at the drawee bank / branch. The facilities to identify any image which may not have been fully captured or fully transmitted or having any potential weak spots shall be an integral part of CTS/ the system.	Mandatory		
<b>197</b>	The CTS shall provide and support for extracting various parts of the image like CAR, LAR, Date, Payee Name, bank Name, Signature to facilitate Application Programming Interface to third party Software to do ICR, OCR and signature verification.	Mandatory		
<b>198</b>	The Signature Verification application shall provide facilities to authorized	Mandatory		

	user/authorizer to visually verify the signatures from the images of the Instrument to the signature database stored in the data server. It shall also provide facilities for other authentication steps to be performed along with signature rule matrix, Legal amount and courtesy amount matches, post-dated Instrument before the item is accepted for payment or returned.			
199	Each image and the corresponding MICR Line data shall be digitally signed using a digital signature (with instrument and file level options for encryptions and digital signature) which is valid under the Information Technology Act, 2000 and which conforms to the requirements of the respective Certification Authority (CA). Currently, the Institute for Development and Research in Banking Technology (IDRBT), Hyderabad performs the CA functions for the banking and financial sector.	Mandatory		
200	The information transmission would be in a secure manner between the Clearing House and service branches of banks via the Intranet or any other communication set-up as provided by Bank.	Mandatory		
201	The proposed CTS Solution should have industry level application security standards based on OWASP Framework.			

**Bidder has to provide their response/compliance to all the points mentioned in Techno-Functional requirement and should be 100 % compliance to mandatory Points. However bidder has to deliver all the requirements mentioned in Functional/Technical requirement by way of standard functionality or customization.**

**Beginning of Day / End of Day (BOD/EOD) activity**

The requirement should be defined clearly with the timing taken for each activity with flow chart of type of activity performed at each stage.

## **Technological Standards**

### **Volume Handling**

The solution should provide the scalability to absorb future expansion of processing capabilities, at least to the extent of double the projected volume. The processing may vary across the centres depending upon transaction loads and spread of bank/branch. However, the present average projected volume of number of instruments per day (both Inward and Outward) for the bank as a whole is as under:

<b>Grid</b>	<b>Average Inward Volume</b>	<b>Average Outward Volume</b>
Western	20,000 per day	12,000 per day
Northern	20,000 per day	16,000 per day
Southern	18,000 per day	14,000 per day

**The vendor has to provide the tentative bandwidth requirement from Banks DC & DR to vendors DC & DR taking into consideration the above projected instrument volume.**

### **Imaging**

The images captured by CTS/the system should be clear and free of any distortions. The images & data captured by CTS/ system should be available on line for a period decided by Bank. Thereafter there should be provision to transfer the same to a backup media (DAT, CD-ROM etc.). The software/hardware should have the capability to locate and make available any images with associated data in print/display form either from the online data or from backup media by specifying any one or more combination of input parameters. It should have the usual features of Zoom; reverse video, rotation etc. during reject repair as well in the Archival. Following images should be captured at the time of prime pass / scan.

<b>Image Type</b>	<b>Minimum DPI</b>	<b>Format / Standard</b>	<b>Compression</b>
Front Gray scale	100 DPI	JPEG	JPEG
Front Black & White	200 DPI	TIFF 6.0	CCITT G4
Reverse Black & White	200 DPI	TIFF 6.0	CCITT G4
Ultra Violet (UV)	100 DPI	JPEG	JPEG

## **PART-VI**

### **6.0 ORDER DETAILS**

The purchase order will be placed by Department of Information Technology, Head Office in the name of selected bidder(s) as per requirement.

### **6.1 PAYMENT TERMS**

- No advance payment will be done.
- Bank will pay the charges monthly in arrears after deducting the penalty based on the no. of instruments processed successfully to NPCI. Bidder need to submit the count of processed instruments on daily basis with invoice which is to be submitted on monthly basis.
- The Successful Bidder shall be solely liable for the payment of all the past, present and future taxes i.e. GST (CGST/SGST/IGST), fines and penalties by whatever name called, as may become due and payable in relation to the Services.
- Bidder need to submit the separate invoices for each grid on monthly basis at Service branches handling the respective grid. Payment will be released by respective grids. Bidder need to submit details of instruments processed by centre/branch wise.
- Under no circumstances Bank shall be liable to the Successful Bidder and/or its employees/personnel/representatives/agent etc. for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of the Contract;
- Bank shall not have any liability whatsoever in case of any third party claims, demands, suit, actions or other proceedings against the Successful Bidder or any other person engaged by the Successful Bidder in the course of performance of the Service.
- Bank reserves the rights to dispute/deduct payment/withhold payments/further payment due to the Successful Bidder under the Contract, if the Successful Bidder has not performed or rendered the Services in accordance with the provisions of the Contract which the UCO Bank at its sole discretion adjudge.
- Successful Bidder shall permit Bank to hold or deduct the amount from invoices, for non-performance or part performance or failure to discharge obligations under the Contract

- Payment for the Services will be made on Quarterly basis in arrears after receipt of the bill from the selected bidder subject to the verification of the service level reports with all necessary documents except for those portions of any invoice that the Bank disputes in good faith and in writing. No penalty /Interest will be paid for the delayed payment.
- Along with the monthly report, the bidder has to submit a confirmation letter from each grid on the number of instruments handled.
- The invoice should be generated and raised by vendor on monthly basis on 1st day of month using below formula. The report of instruments handled during previous month (as on 1st day of the relevant month) should be attached with the bill:

**Total Bill Amount for the Month of <01/MM/YYYY — 31/MM/YYYY > = No of Total instruments processed successfully by NPCI \* <Per instrument Cost> (Billing Amount will be rounded off to nearest rupees).**

- **Note:** No other payment due to any reason (including H/W, S/W, Third Party Utility, Tools, Service Charge etc...) or purpose will be paid by Bank. Bank will pay only per instrument service usage charge as specified above.
- Charges shall be fixed for the entire contract period and there will be no escalation due to fluctuation in taxes, foreign currency or change in duty structure or for any other reasons. However, impact of fall in prices, taxes, duties, inter-connect charges or any other external factors like downward movement of foreign exchange rates etc. would be passed on to the Bank suo motto.

## **6.2 PAYING AUTHORITY**

The payment will be made by Service Branches handling the respective CTS Grids as per the payment scheduled defined herein above. Payment will be released on quarterly Basis in arrears after deducting any penalty, if applicable.

## **6.3 Performance Bank Guarantee**

The Bank wish to award this project to the selected bidder for a period of **5 (Five) years**. Hence, the successful bidder shall be required to provide a Bank Guarantee for **10% of the Total Order Value** for the entire contract period of 5 years issued by any scheduled commercial bank (other than UCO Bank) valid for **63 months (60+3 months claim period)**, from the issuance of Purchase Order (PO), indemnifying any loss to the Bank, as per the format of **Annexure-9**. The bank guarantee shall be provided to the bank either before or at the time of execution of the **Service Level Agreement (SLA)**. **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 successful bidder 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 successful bidder 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.

#### **6.4 SERVICE LEVEL AGREEMENT (SLA)**

With in **Fifteen (15) days** of receipt of the Letter of Intent (LOI), the Selected Bidder shall sign and date the SLA designed by the Bank and return it to the Bank. The Performance Bank Guarantee needs also to be submitted on or before the execution of the SLA. The SLA will include the terms/conditions as in RFP. It is reiterated that the SLA to be entered into by the Selected Bidder shall be as approved by the Bank only.

- 6.4.1** The bidder shall perform its obligations under the service level agreement entered into with the Bank.
- 6.4.2** If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- 6.4.3** If the bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves its right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty for non-performance.
- 6.4.4** SLA violation will attract penalties as mentioned in the penalty clause.
- 6.4.5** The selected bidder shall ensure uptime (to be calculated on monthly basis). The bank reserves the right to impose / waive any such penalty.
- 6.4.6** The purchaser may without prejudice to its right to effect recovery by any other method, deduct the amount of penalty from any money belonging to the bidder in its hands (which includes the purchaser's right to claim such amount against bidder's Bank Guarantee) or which may become due to the Bidder. Any such recovery of penalty shall not in any way relieve the Bidder from any of its obligations to complete the works/services or from any other obligations and liabilities under the Contract.

## 6.5 PENALTY

Since installation of the proposed product would be a critical solution for our customer services and the Bank expects the product will have a high uptime (**of 99.95% computed on monthly basis**) and availability for branches and controlling offices to use the system during regular business hours and for performing regular maintenance activities at DC or DR site. The bidder should ensure that any major issue or problem reported should be resolved at the earliest so that there is no operational issue faced by the bank. Any degradation from the agreed uptime shall invite penalties as detailed in the RFP.

The Bidder shall be liable for penalties for uptime maintained below 99.95% in a month. Penalties for downtime of application will be as per below mentioned table:

<b>Level of Uptime Per Month</b>	<b>Penalty Charges</b>
<b>99.95% and above</b>	<b>No Penalty</b>
<b>98% and above but below 99.95 %</b>	<b>5% of total monthly payout</b>
<b>97% and above but below 98%<sup>s</sup></b>	<b>6% of total monthly payout</b>
<b>96% and above but below 97%</b>	<b>7% of total monthly payout</b>
<b>95% and above but below 96%</b>	<b>8% of total monthly payout</b>
<b>94% and above but below 95%</b>	<b>9% of total monthly payout</b>
<b>90% and above but below 94%</b>	<b>10% of total monthly payout</b>
<b>50% and above but below 90%</b>	<b>20% of total monthly payout</b>
<b>Below 50%</b>	<b>No payment</b>

**Uptime is calculated by using the below formula:**

**{(Total number of hours in the month — total number of hours of downtime in the month) / Total number of hours in the month} \* 100**

Apart from above, if any financial/reputational losses or damages are suffered to Bank due the selected bidder or its employees engaged directly or indirectly or due to the lapses of the System Security will be borne by the bidder in toto. Further, Bank will also impose the appropriate penalty on the bidder for such incidents.

Penalty is not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility of the bidder to prove that the delay is attributed to the Bank and Force Majeure. The bidder shall submit the proof authenticated by the bidder and Bank's official that the delay is attributed to the Bank and Force Majeure along with the bills requesting payment. No payment will be made for the instrument is not processed.

- Bidder will provide on-site support for addressing Software/application related issues.
- The new releases (minor / major), versions, bug fixes etc. for the system software will be supplied to the Bank at no extra charge, with necessary documentation.
- The Bidders should submit a list of support centre addresses, contact person & the resolution/response matrix for these locations.

**Reports:-** Reports of availability, performance, incident of CTS solutions if any, shall be submitted on monthly basis to Bank. Quarterly review shall be conducted for all Service Level requirements.

#### **Availability and Uptime (Solution Uptime):**

The vendor shall ensure that a minimum **99.95% uptime** will be maintained for all the proposed solution calculated on a monthly basis. Bank may recover such amount of penalties due to delay in service from any payment being released to the vendor, irrespective of the fact whether such payment is relating to this contract or otherwise. The same may be recovered from the payment due towards the vendor or from the retention money at the end of contract period.

The sum total of penalties will not exceed 10% of the Total Cost of Ownership (TCO) within the contract period. Thereafter, the contract/purchase order may be cancelled and performance bank guarantee may be revoked.

## **6.6 LIQUIDATE DAMAGE**

Notwithstanding the Bank's right to cancel the order, liquidated damages **at 0.5% (Half Percent)** of the Total Cost of Ownership (TCO) price per week will be charged for every week's delay in the specified implementation schedule i.e. **4 weeks** from the date of issuance of Purchase Order (PO). The Liquidated Damages including Service Level Penalties would be subject **to a maximum of 10% of the total project cost**. Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the selected bidder or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis.

The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner. Bank may invoke the Bank Guarantee for further delay in start of the services.

**If the LD reaches the maximum, the Bank will be at liberty to terminate the contract and invoke all BGs. As per Law, GST will be charged as per prevailing rates on LD charges, Penalties and the same will be recovered from the Bidder.**

## **6.7 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.

## **6.8 CONTRACT PERIOD:**

The tenure of the Contract will be for a **period of 5 (Five) years** effective from the date of execution of the Service Level Agreement (SLA) unless terminated earlier by the Bank by serving **90 days** prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor. However, after the completion of **initial period of 5 (Five) years**, the contract may be extended/renewed for further period on such terms and conditions as would be decided by the Bank.

The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving 90 days' notice without assigning any reasons and without any cost or compensation therefor. Any offer falling short of the contract validity period is liable for rejection.

The selected bidder is required to enter into a Service Level Agreement (SLA), the format whereof is to be supplied by the Bank.

## **6.9 COMPLETENES 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.

## **6.10 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.

## **6.11 INDEMNITY**

The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights.

The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed.

The selected Bidder agrees to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel.

All indemnities shall survive notwithstanding expiry or termination of Service Level Agreement and the Vendor shall continue to be liable under the indemnities. Selected Bidder is required to furnish a separate Letter of Indemnity (Format whereof to be supplied by the Bank) in Bank's favour in this respect before or at the time of execution of the Service Level Agreement.

## **6.12 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.

## **6.13 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.

## **6.14 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.

## **6.15 GUARANTEES**

Selected bidder should guarantee that all the material as deemed suitable for the delivery and management of **Implementation of Centralised "Multi Grid" Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model**. All hardware and software must be supplied with their original and complete printed documentation.

## **6.16 RESOLUTION OF DISPUTES**

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

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between General Manager (IT Department) of UCO BANK and the Authorized Official of the selected Bidder. The

matter shall then be resolved between them and the agreed course of action shall be documented within a further period of 15 days.

In case the dispute(s)/difference(s) between the Parties is/are not settled through negotiation in the manner as mentioned above, the same may be resolved by arbitration and such dispute/difference shall be submitted by either party for arbitration within 15 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 30 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with or arising out of the Contract/Service Level Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties, rather shall continue to render the Service/s in accordance with the provisions of the Contract/ Service Level Agreement.

## **6.17 EXIT OPTION AND CONTRACT RE-NEGOTIATION**

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

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

- Delay in commissioning project beyond the specified period;
- Delay in completing commissioning / implementation and acceptance tests / checks beyond the specified periods;
- Serious discrepancy in project noticed during the testing;
- Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank.
- Serious discrepancy in completion of project.
- Serious discrepancy in maintenance of project.

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

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

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

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

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

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

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

The Bank and the Selected Bidder shall together prepare the Reverse Transition Plan. However, the Bank shall have the sole decision to ascertain whether such Plan has been complied with. Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Selected Bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management.

## **6.18 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 value 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.

## **6.19 TERMINATION**

UCO BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice in writing and recover damages, costs and expenses etc., incurred by Bank under the following circumstances: -

- a) The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder.
- b) The selected bidder goes into liquidation, voluntarily or otherwise.

- c) The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc.
- d) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- e) The selected bidder fails to complete the assignment as per the time lines prescribed in the Work Order/SLA and the extension, if any allowed.
- f) Deductions on account of liquidated damages exceed more than 10% of the total work order.
- g) In case the selected bidder fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder.
- h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.
- i) UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.

The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the Law(s) for the time being in force.

## **6.20 TERMINATION FOR INSOLVENCY**

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

## **6.21 TERMINATION FOR DEFAULT**

UCO Bank, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Successful Bidder, may terminate the Contract in whole or in part.

## **6.22 TERMINATION FOR CONVENIENCE**

The Bank, by written notice sent to the Selected Bidder, may terminate the Contract, in whole or in part, at any time for its convenience for any reason what-so-ever.

## **6.23 EFFECT OF TERMINATION**

In the event of termination of the Contract due to any reason, whatsoever, [whether consequent to the expiry of 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 Vendor has to comply with and take all steps to minimize loss resulting from the 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.

In the event that the termination of the Contract is due to the expiry of the term of the Contract and the Contract is not further extended by UCO BANK, the Vendor herein has to provide all such assistance to the next successor Bidder or any other person as may be required and as UCO BANK may specify including training, where the successor(s) is a representative/personnel of UCO BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

Nothing herein shall restrict the right of UCO BANK to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Letter of Indemnity and pursue such other rights and/or remedies that may be available to UCO BANK under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

## **6.24 ARBITRATION**

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

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

## **6.25 APPLICABLE LAW & JURISDICTION OF COURT**

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

## **6.26 LIMITATION OF LIABILITY**

Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

- a. IP Infringement indemnity.
- b. Bodily injury (including Death) and damage to real property and tangible property caused by Bidder/s' gross negligence. For the purpose of this section, contract value at any given point of time, means the aggregate value of the purchase orders placed by Bank on the Bidder that gave rise to claim, under this RFP.
- c. Bidder shall be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.

## **6.27 COMPLIANCE**

The products & services offered to the Bank must be in compliance with all laws, regulations & Govt. guidelines of India. It also not violate any of the provisions of IT act in anyway or any other legal provisions relating to such products or services in India.

## **6.28 NO SET-OFF, COUNTER-CLAIM AND CROSS CLAIMS**

In case the Successful Bidder has any other business relationship with UCO Bank, no right of set-off, counter-claim and cross-claim and/ or otherwise will be available to the Successful Bidder. However, UCO Bank shall have such rights against the Successful bidder.

## **6.29 BANKS RIGHT**

Bank reserves the sole right to itself for including any addendum to this entire bid process. The bidder shall not claim as a right for requiring Bank to do the aforesaid.

## **6.30 ADOPTION OF INTEGRITY PACT**

UCO Bank has adopted practice of Integrity Pact (IP) as per CVC guidelines. The Integrity Pact essentially envisages an agreement between the prospective vendors / bidders / sellers, who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids for the purchase of Goods, Services, and Consultancy etc. not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected. The essential ingredients of the Pact include:

- a. Promise on the part of the principal not to seek or accept any benefit, which is not legally available.
- b. Principal to treat all bidders with equity and reason.
- c. Promise on the part of bidders not to offer any benefit to the employees of the Principal not available legally.
- d. Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contract etc.
- e. Bidders not to pass any information provided by the Principal as part of business relationship to others and not to commit any offence under PC/IPC Act.
- f. Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- g. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warrantee/guarantee. Format of IP is attached as Annexure -10 for strict compliance.

The following Independent External Monitors (IEMs) have been appointed by UCO Bank, who will review independently and objectively, whether and to what extent parties have complied with their obligation under the pact.

a) Shri S R Raman  
1A-121, Kalpataru Gardens  
Near East-West Flyover  
Kandivali East, Mumbai - 400101  
E-mail:- raman1952@gmail.com

b) Ms Vijayalakshmi R Iyer  
Flat No. – 1402, Barberry Towers,  
Nahar Amrit Shakti,  
Chandivali, Powai, Mumbai – 400072  
E-mail:- [vriyer1955@gmail.com](mailto:vriyer1955@gmail.com)

All pages of Integrity Pact (IP) must be signed and stamped. Integrity Pact (IP) should be deposited with Procurement or concerned Department undertaken procurement at the address mentioned along with RFP document.

### **6.31 NON-DISCLOSURE**

By virtue of RFP process and subsequent Contract, as and when it is entered into between the Bank and the bidder, and its implementation thereof, the bidder may have access to the confidential information and data of the Bank and its customers. The bidder will enter into a Non-Disclosure Agreement to maintain the secrecy of Bank's data as per following:-

- a. That the bidder will treat the confidential information as confidential and shall not disclose to any third party. The successful bidder will also agree that its employees, agents, sub-contractors shall maintain confidentiality of the confidential information.
- b. That the bidder will agree that it shall neither use, nor reproduce for use in any way, any confidential information of the Bank without consent of the Bank. That the bidder will also agree to protect the confidential information of the Bank with at least the same standard of care and procedures used by them to protect its own confidential Information of similar importance. Without limitation of the foregoing, the successful bidder shall use reasonable efforts to advise the Bank immediately in the event that the bidder learns or has reason to believe that any person who has had access to confidential information has violated or intends to violate the terms of the Contract to be entered into between the Bank and the successful bidder, and will reasonably cooperate in seeking injunctive relieve against any such person.
- c. That if the bidder hires another person to assist it in the performance of its obligations under the Contract, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Contract to another person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential

information in the same manner as the Bidder is bound to maintain the confidentiality. This clause will remain valid even after the termination or expiry of this agreement.

d. That the bidder will strictly maintain the secrecy of Bank's data.

e. Bidder has to submit Non-disclosure Agreement format given as Annexure-21.

### **6.32 ISSUE OF CORRIGENDUM**

At any time prior to the last date of receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a Corrigendum.

Any such corrigendum shall be deemed to be incorporated into this RFP.

### **6.33 OEM AUTHORISATION**

In case the successful bidder is not ready to provide the support during the warranty period, support will be provided by OEM directly or their other authorized partners for the remaining period of warranty of the product without any additional cost to the Bank. An authorization letter from OEM regarding this must be attached with the technical bid.

### **6.34 ADHERENCE OF CYBER SECURITY POLICY**

Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful bidder. Bidders should ensure Data Security and protection of facilities/application managed by them.

The deputed persons should aware about Bank's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of the bank's data including process performed. At any time, if it comes to the notice of the bank that data has been compromised/disclosed/misused/misappropriated then bank would take suitable action as deemed fit and selected vendor would be required to compensate the bank to the fullest extent of loss incurred by the bank.

Bidder has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of Bank information as per policy of the Bank and will sign "Non-Disclosure Agreement" document provided by Bank.

The legal and regulatory requirements, including data protection, intellectual property rights, copy right, all the relevant regulations for sub-contracting; including the controls that need to be implemented shall be included in the supplier agreement.

All information resources (online/in-person) of the vendors and its partners shall be made accessible to Reserve Bank of India as and when sought.

Credentials of vendor/third party personnel accessing and managing the bank's critical assets shall be maintained and shall be accordance with bank's policy.

The Bank shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and bidder shall ensure to support baseline system security configuration standards. The Bank shall also conduct effective due diligence, oversight and management of third party vendors/service providers & partners.

Vendor criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

(Tender offer forwarding letter)

Tender Reference No.: DIT/BPR & BTD/OA/5225/2018-19

Date: \_\_/\_\_/2019

To,

**The Deputy General Manager  
DIT, BPR & BTD  
UCO Bank, Head Office  
5<sup>th</sup> Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

Dear Sir,

**Sub: RFP for Implementation of Centralised “Multi Grid”Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model vide RFP Ref No.: DIT/BPR&BTD/OA/5225/2018-19 Dated 25.02.2019**

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for **the Implementation of Centralised “Multi Grid”Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model** and will be Providing Services mentioned in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Technical as well as Commercial Bids by The Bank we undertake to commence the project for **the Implementation of Centralised “Multi Grid”Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model** and Provide Services as per your purchase orders.

In the event of our selection by the Bank for undertaking the project for **Implementation of Centralised “Multi Grid”Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model**, we will submit a Performance Guarantee for a sum equivalent to **10% of the order value** to be valid for a period of **60 months + 3 month i.e. 63 months** in favour of **UCO BANK** effective from the month of execution of Service Level Agreement or successful go live whichever is earlier.

We agree to abide by the terms and conditions of this tender and our offer shall remain valid 180 days from the date of commercial bid opening and our offer shall remain binding upon us which may be accepted by The Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding

contract between us.

We understand that The Bank is not bound to accept the lowest or any offer the Bank may receive. We also certify that we have not been blacklisted by any PSU Bank/IBA/RBI during the last three years and also at the time of bid submission.

We enclose the following Demand Drafts/ NEFT Receipt/Bank Guarantees:

1. DD No./ NEFT Receipt \_\_\_\_\_ dated \_\_\_\_\_ **for Rs 10,000/- (Rupees Ten Thousand Only)** as Cost of RFP Document &
2. BG No. \_\_\_\_\_ dated \_\_\_\_\_ for **Rs 10,00,000/- (Rupees Ten Lacs only)** as EMD.

Dated this \_\_day of \_\_\_\_2019.

Signature: \_\_\_\_\_

(In the Capacity of) \_\_\_\_\_

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

**General Details of the Bidder****A. Profile of Bidder**

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

**B. Financial Position of Bidder for the last three financial years**

	2015-16	2016-17	2017-18
<b>Net Worth</b>			
<b>Turnover</b>			
<b>Profit after Tax</b>			

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

**C. Proposed Service details in brief**

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

**Details of Experience in Implementation of Centralised “Multi Grid” Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model:**

PSU Organization / BFSI		
Name of Organization	Period	
	From	To

**N.B. Enclose copies of Purchase Orders as references**

Signature of Bidder: \_\_\_\_\_  
 Place: Name: \_\_\_\_\_  
 Date: Business Address: \_\_\_\_\_

**DECLARATION-CUM-UNDERTAKING**  
**(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)**

**To**

**The Deputy General Manager  
DIT, BPR & BTD  
UCO Bank, Head Office  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

**Sub: Declaration-Cum-Undertaking regarding compliance with all statutory requirements**

In consideration of UCO Bank, a body corporate, constituted under Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 (hereinafter referred to as "Bank" which expression shall include its successors and assigns), we, M/s....., having its Registered Office at....., do hereby, having examined the RFP including all Annexure, confirm and agree to comply with all Laws, Rules, Regulations, Bye-Laws, Guidelines, Notifications etc.

We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_.

Place:

**For M/s. ....**

.....

**[Seal and Signature(s) of the Authorised Signatory (s)]**

**Eligibility Criteria Compliance**

Sl. No	Eligibility Criteria	Document to be Submitted	Bidders Compliance (Yes/No)
1	The bidder should be a company incorporated in India under the Companies Act 1956/2013 and should have been in existence for a period of at least <b>3 years</b> as on RFP date.	Certificate of Incorporation or Certificate of Commencement of Business (whichever is applicable) is to be submitted including GSTIN details of the bidders and MSME Registration No. (If Applicable).	
2	The Bidder submitting the offer should have a minimal annual business turnover of <b>at least Rs. 25 Crores</b> in each of the last three financial years as per the audited balance sheet available at the time of submission of tender ( <b>i.e. 2015-16, 2016-17 &amp; 2017-18</b> ). This must be individual company turnover and not that of any group of companies.	Certified copies of Audited Balance Sheets (and Annual Reports, if applicable) for last 3 years, i.e., 2015-16, 2016-17 & 2017-18 are to be submitted.	
3	The Bidder should be a <b>profit making company and should have earned Net profit in preceding 3 Financial Years (i.e. 2015-16, 2016-17 and 2017-18)</b> .	<p>Certified copies of Audited Balance Sheets (and Annual Reports, if applicable) for <b>last 3 years, i.e., 2015-16, 2016-17 &amp; 2017-18</b> are to be submitted.</p> <p>And</p> <p>Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss for last 3 financial years, i.e., 2015-16, 2016-17 &amp; 2017-18 are to be submitted.</p> <p>The CA Certificate should be in conformity with the Audited</p>	

		Balance Sheet submitted by the Bidder.	
<b>4</b>	The applicant bidder should <b>have positive net worth</b> in each of the last three financial years i.e. FY 2015-16, FY 2016-17 and FY 2017-18.	<p>Certified copies of Audited Balance Sheets (and Annual Reports, if applicable) for last 3 years, i.e., 2015-16, 2016-17 &amp; 2017-18 are to be submitted.</p> <p>And</p> <p>Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss for last 3 financial years, i.e., 2015-16, 2016-17 &amp; 2017-18 are to be submitted.</p> <p>The CA Certificate should be in conformity with the Audited Balance Sheet submitted by the Bidder.</p>	
<b>5</b>	The Bidder/OSD should have been in the business of providing services, development, implementation and maintenance of Cheque Truncation System (CTS) solution for <b>at least three (3) years</b> as on RFP date.	Work Order/Purchase copies of the respective Banks along with the Certificate of Satisfactory performance from respective Banks is to be submitted.	
<b>6</b>	The bidder should be an Original Solution Developer (OSD)/ Original Equipment Manufacturer (OEM) of the proposed centralised CTS Solution or its authorised representative in India.	<p>A self-declaration in this regard is to be submitted by Original Solution Developer (OSD) on company letter head stating they are the OSD for the proposed CTS solution.</p> <p>In case of authorised representative, MAF need to be submitted by the Bidder.</p>	

7	The Bidder/OSD must have successfully implemented CTS Application Software at least in one Scheduled Commercial Banks in India. The Bidder/OSD should be handling daily average volume (annual average in the last 12 months) of <b>minimum One Lac (1,00,000)</b> Cheque Transactions including both inward & outward instruments processed in OPEX Model spread over one or more grids.	Certificate from Bank giving information regarding (i) Name of Banks, (ii) Per day processing volumes in each of the Banks, (iii) other applications with which interface has been done; along with Purchase Order/ Satisfactory Report from Banks needs to be submitted. Following details should also be provided: Name of the organization, Location Name, phone number & e-mail ID of contact person of the organization.	
8	The Bidder/OSD should have experience in interfacing CTS solution with multiple Sub-Member Banks.	Self- Declaration giving name of Bank/s with which interface has been done and copy of Letter from relevant Sponsored Banks to be submitted	
9	The Bidder should submit a compliance certificate stating that their solution meets the functionalities / capabilities as stipulated by RBI/NPCI and Scope of Work mentioned in RFP Document.	A self-declaration to that effect to be submitted by the bidder.	
10	The Bidder shall be either ISO 9001-2008 compliant or CMM Level 3 certified company.	Latest audit surveillance report of ISO certification or CMM certification to be submitted	
11	The bidder should have Tier III Data Centre (Both DC & DR in India) facility of his own or under lease. If under lease, Necessary Lease agreements to be in place during the entire contract period with extension if any to ensure uninterrupted services and uptime.	Confirmation letter with Address of Data Centre to be submitted.  If leased Data Centre, a copy of lease Document indicating the lease period to be submitted.	

12	The Bidder's Data Centre and DR Site should comply with all Regulatory , RBI/ Government guidelines issued from time to time in respect of Data security and compliance.	Self-declaration letter / an undertaking letter to this effect from the participating Bidder's on their official letter head duly signed by the authorized signatory are to be submitted.	
13	Bidder should have all necessary licenses, permissions, consents, NOCs, approvals as required under law for carrying out its business.	Copy of relevant Documents to be submitted	
14	The Bidder/OSD should not have been blacklisted by IBA/RBI/ Government / Public Sector undertakings or any regulatory body during the last three years and the said disability should not be in force.	Self-declaration letter / Confirmation letter to this effect from the participating Bidder & OSD on their official letter head duly signed by the authorized signatory are to be submitted.	

**Techno-Functional Requirements**

<b>Sl. No.</b>	<b>Functionality</b>	<b>Mandatory/ Optional</b>	<b>Bidders Compliance (YES/NO)</b>	<b>Remarks</b>
<b>1</b>	Systems should conform to the requirements of the IT Act 2008 and the Negotiable Instruments (Amendments & Miscellaneous Provisions) Act 2002 and Payment & Settlement Act. 2007 and its subsequent amendments, for recognition of images as valid instruments for payment by the Drawee Banks and all other applicable guidelines issued by RBI from time to time.	Mandatory		
<b>2</b>	The Bidder should provide Centralised CTS Solution to host Common CTS for all three Grids (Northern, Southern and Western) at DC & DR.	Mandatory		
<b>3</b>	The proposed CTS Solution should have capability of handling Bank's as well as all types of Sub-member Banks CTS Requirements for all three Grid regions separately without any technical limitations or dependency from DC & DR.	Mandatory		
<b>4</b>	Provision for Online & Offline Solution for Sub-Member Banks to handle their clearing independently at their Offices/Locations. Secured channel for System Access and transferring files will be provided by the Bank/Sub-member Banks. System should have capability to handle Segregation and also to provide proper authentication mechanism so that Direct or In-direct Sub-Member Banks can process all types of clearing (Outward, Inward, Extension and both types of Returns Clearing) at their end by using the CTS Solution either in Online or Off-line mode.	Mandatory		
<b>5</b>	System should have capability for proper segregation of the Bank's/ Sub Member Banks (All types) instruments.	Mandatory		

6	The point of Physical Instrument truncation could be either at the Branch / Regional Processing Units (RPU) / Centralised Clearing Units (CCUs)/ Sub-Member Banks and their Branches. Bank may adopt a hybrid model (cluster or de-centralised model) for capturing images of Instrument from various locations. The solution need to be flexible enough to handle the same.	Mandatory		
7	System should be capable of creating multiple clearing types to suit Bank's /Sub-Member Banks (All types) clearing requirements to route the instrument and transaction type level and maintain separate settlement Ledgers and general ledger interface at various clearing types.	Mandatory		
8	The system proposed shall support multiple sessions for the four legs of clearing process - inward clearing, inward return, outward clearing and outward return along with extension as well as Blockage handling. Must be compatible with the RBI / NPCI Clearing House (CH), Clearing House Interface (CHI) system and the core banking software of Bank as well as its Sub-Member Banks.	Mandatory		
9	System should be compatible to handle all Cheque Scanning devices available with the major manufacturer, at present and capable to integrate with all types of Operating Systems. The Bidder has to integrate all the scanners on all desktop versions available within the Bank/Branches/Sub-member Banks. In case, Bank intends to purchase new Cheque Scanners then, Bidder has to do the integration without any additional cost during the contract period. Bank will ensure to provide proper technical clarifications / APIs to the Bidder for integration	Mandatory		
10	System should be capable for Processing / segregating Centralised Grid clearing as well as CTS Grid wise clearing for all three	Mandatory		

	existing Grids (Northern, Western and Southern) and any other new Grids that will be introduced in future, as per regulatory directions.			
<b>11</b>	System should be capable of handling minimum 50,000 instruments per hour during Data Entry and Verification Processing, simultaneously across all grid centres. However, System should also be capable for minimum 70,000 instruments per hour for Outward Clearing Files (CXF/CIBF) generation in the specified format of RBI/NPCI.	Mandatory		
<b>12</b>	System should prioritise and process the clearing for all three grids in parallel, there should not be any kind of limitation or restriction in the solution for sequence processing of Grid clearing as all existing/present three grids clearing are independent of each other and they have their own presentation timings.	Mandatory		
<b>13</b>	System should have the capability of capturing/ processing images of the instruments along with deposit Slips and should be able to capture multiple branch details at Bank's Branches/ CCUs / Sub-Member Banks/Branches.	Mandatory		
<b>14</b>	Provision for capturing batch wise/ type wise clearing (CTS / Non-CTS / Special Clearing) for the following cases: <ul style="list-style-type: none"> <li>➤ Cheques Only.</li> <li>➤ Cheques with Slip (Product Wise).</li> <li>➤ Marking Paper to Follow (P2F) batches at time of scanning itself.</li> </ul>	Mandatory		
<b>15</b>	Facilities of defining touch points to integrate with the solution for processing Cheque Truncation. The touch points could be Kiosks, Instrument Drop machines, ATMs having Cheque Truncation capabilities, Remote Deposit Capture (RDC), Handheld devices (Mobiles/Tablets) etc.	Mandatory		

16	The Reject repair, Balancing and Validation work shall be distributed and shall not be restricted to a single workstation per Grid location either at Bank's or Sub-Member Banks level.	Mandatory		
17	Shall automatically do load balancing by allocating jobs to various workstations keeping a tab on volumes processed during the day.	Mandatory		
18	Shall have the seamless integration to the core banking system in all the legs of clearing.	Mandatory		
19	Should have provision to generate posting files for all types of clearing as per multiple requirements of Bank and Sub-Member Banks. Provision to create multiple posting files templates and to tag Sub-Member Banks through menu driven process.	Mandatory		
20	Should provide provision for outward posting files in different levels and segregation should happen at point of capture itself, depending on Bank's / Sub-Member Bank's requirement: <ul style="list-style-type: none"> <li>• Cheque Wise</li> <li>• Deposit Slip wise</li> <li>• Account Wise etc.</li> </ul>	Mandatory		
21	The CTS Solution should have facility to generate various clearing reports, exception reports, audit trail reports, detailed/summary reports, batch reports for image/instrument, various reconciliation reports to tally with NPCI/CBS details for presentation and return clearing process.).	Mandatory		
22	Capable of routing specific instruments like Dividend warrants (DW), Demand Draft (DD) /Pay Order (PO), Quick Cheques (QC), Paper to Follow (P2F) etc., to specific Clearing House System and separate queues in system to be provided as per Bank's requirement.	Mandatory		
23	Capable of providing intelligent routing for both inward clearing and inward return based on users' roles/Grid wise/City Wise. Consolidation should happen on the basis	Mandatory		

	of payer city similar to NPCI segregation criteria and re-conciliation reports should match with CHI Settlement Reports generated for each Presentment and Return/extension sessions for all Clearing types.			
<b>24</b>	Should have a settlement module for inter-bank, intra bank and intercity clearing with capabilities for consolidating the day's inward and outward presentations and returns for raising a single debit or credit on the participating branches and re-conciliation reports should match with CHI Settlement Reports generated for each Presentment and Return session for all Clearing types.	Mandatory		
<b>25</b>	Archival system to store data, images and logs of the each and every transactions for a minimum period of 10 years and / or any other such period as may be required under the law or decided by Bank. Data Integrity, Image Quality and Security should be ensured with proper archival and retrieval mechanism.	Mandatory		
<b>26</b>	For Inward Clearing, the software should download the data/images for all three current CTS Grids separately and prepare separate upload file to core Banking system for reserving the amounts for clearing debits later. Posting file formats will be provided by the Bank and requirement for generation of multiple formats of posting files for Sub-Member Banks as per their Core Banking System requirement.	Mandatory		
<b>27</b>	System should have proper mechanism for extraction and auto transmission of inward clearing for the respective Sub-member Banks (all types). Sub-Member Banks will be accessing the system and process their inward clearing and mark returns as per their requirements.	Mandatory		
<b>28</b>	All Clearing reports, Return memo, posting files for Sub-Member Banks is to be generated from the system along with	Mandatory		

	manual generation feature and facility for automatically transmission through Secured channel.			
<b>29</b>	Transactions pertaining to the Bank and Sub-Member Banks should be recorded properly with complete Audit trail in the Centralised CTS Solution and there should be easy retrieval for the history information through front end enquiry screens for all types of Clearing cycles.	Mandatory		
<b>30</b>	Transaction number should be generated automatically in the system without any manual intervention for the Bank's and Sub-Member Banks. Every transaction number should be unique for each instrument.	Mandatory		
<b>31</b>	Should conform to all the statutory regulatory norms as per RBI/ NPCI or Govt. and any further directions received from time to time, should be provided without any additional cost to the Bank.	Mandatory		
<b>32</b>	The user interface for branch operations/ Service Branch Operations / Sub-Member Banks should be browser based only.	Mandatory		
<b>33</b>	The workflow should re-direct all entered batches / instruments to supervisors for verification of the data entry.	Mandatory		
<b>34</b>	Already processed batch file or instruments should not be available for processing on the same day again.	Mandatory		
<b>35</b>	Should be able to process Instrument(s) of different size and colours.	Mandatory		
<b>36</b>	Should be possible to process high value instruments separately for scrutiny for both OW and IW Clearing instruments. The cut off amount for High value should be user definable and Controllable.	Mandatory		

37	<p>Various types of segregation and view / report on business rules should be possible in all clearing modules.</p> <p>Segregation can be based on:</p> <ul style="list-style-type: none"> <li>• Grid wise</li> <li>• Session wise</li> <li>• Instrument Number</li> <li>• Amount</li> <li>• Account type</li> <li>• Transaction code</li> <li>• Return Rejection codes</li> <li>• Presenting bank / Drawee Bank etc.</li> </ul>	Mandatory		
38	<p>System should have configurable day/time limits for the cut off time, which could be different for different clearing cycles. (Special Clearing, etc.)</p>	Mandatory		
39	<p>Should be possible to copy the data on CD/Tape/SFTP/emails or any storage media</p>	Mandatory		
40	<p>System should provide a Document Management facility to store the Instrument(s) with unique reference numbers for easy retrieval at later stages.</p>	Mandatory		
41	<p>System must have a Login and password for each user and various user levels (enterer, verifier, exception approver, administrator, Grid Location etc.) for logging into the system</p>	Mandatory		
42	<p>Compulsory periodic changing of passwords for all the users at a parameterized period should be available and solution should prompt users to change password prior to the expiry date.</p>	Mandatory		
43	<p>System should be configurable to handle the password policy followed by the Bank.</p>	Mandatory		
44	<p>System must maintain proper log including date, time, terminal number of each operation, financial and nonfinancial, done by every user and the same should be appended to transaction data or a separate log should be maintained. Retrieval of Audit logs should be simple and only viewable to the authorised users.</p>	Mandatory		

<b>45</b>	The checkers or authorizers of the transaction should not be same as the maker of the transaction and prompt message should be displayed to the verifier(s)/user(s).	Mandatory		
<b>46</b>	For anywhere branch banking functionality, the access to other branches data should be based on parameters such as viewing, modifying, authority level to access, etc. and should be linked to user access rights.	Mandatory		
<b>47</b>	Defining of exceptions in the system should be parameterized and configurable.	Mandatory		
<b>48</b>	System should have a special interface for auditors and IT users where access to all data would be allowed without any modification or change permission.	Mandatory		
<b>49</b>	System should have in-built capability, features & interface for handling Business Continuity Plan and capable to setup the solution at Disaster Recovery Sites (DC & DR)	Mandatory		
<b>50</b>	Auto-Replication between Primary and DR Sites (DC&DR) should be available with proper monitoring process. In case of any disaster, entire solution should be capable to handle immediate switchover from Primary to DR Sites and Vice-versa without any kind of manual intervention and user level changes.	Mandatory		
<b>51</b>	Software should be able to provide Signature Verification system with maker checker process	Mandatory		
<b>52</b>	System should be able to interface and connect with Bank's existing signature servers and also be able fetch signatures from CBS. Facility for Migration of existing Bank's signature system to the new signature solution, which should be provided by the Bidder. Bidder has to complete it without any additional cost/charges to the Bank.	Mandatory		
<b>53</b>	System should provide automated interfaces for signature extraction and	Mandatory		

	migration from core system to CTS system.			
54	All the query modules should have capabilities to export data or email them in standard format supplied by the Bank.	Mandatory		
55	The general options (ex. Batch selection, color schemes etc.) should be common and consistent for all the Data Entry and processing modules across the solution.	Mandatory		
56	System should be scalable to handle on an average 4,00,000 transactions per day.	Mandatory		
57	The system should have all the features required for interfacing with CHI systems (Primary and DRs) for all three existing Grid's as per existing scenario of Grid Clearing.	Mandatory		
58	The system should support centralised and decentralised processing without any geographical restrictions.	Mandatory		
59	The solution can be used Off site and On site for Bank Branches and its Sub-member Bank's locations.	Mandatory		
60	There should not be any kind of performance downgrade / issues related to increase in concurrent users.	Mandatory		
61	Performance of hardware / software solution proposed should be optimum with proper performance benchmarks.	Mandatory		
62	The proposed solution should have dual authentication mechanism at all levels.	Mandatory		
63	The solution should not be system (Node/ workstation / PC) specific as if client system is down then processing should not be affected	Mandatory		
64	The system should support flow of data both ways i.e. from hub/central location to branch and vice-versa. The system should also prompt data Collection / sending at central/sending location.	Mandatory		
65	The system should have provision for mass printing of images on basis of any selection criteria. This mass exercise should also be resource efficient and customizable.	Mandatory		
66	System should allow administrators to manage users, groups, roles and other	Mandatory		

	document management operations.			
67	The CTS architecture must be scalable and shall support increasing number of users and concurrent users (Minimum 3000).	Mandatory		
68	The system must support 24-hours x 7 days x 365 days non-stop continuous processing.	Mandatory		
69	The proposed CTS Solution should provide interface with other software as required by the Bank.	Mandatory		
70	Customer Data security should be in-built in the system.	Mandatory		
71	System should be capable to handle Splitting / segregation for proper distribution of work load.	Mandatory		
72	Detailed status summary of processing of cheques (stages) to be made available by the system for monitoring purpose.	Mandatory		
73	System should be able to generate reports from archived data as well as in the production environment.	Mandatory		
74	System should be able to capture / input Drawer's details along with Outward presentation as per latest circular received from RBI / NPCI.	Mandatory		
75	Should be able to generate cheque return memo along with image of the instrument in the report format branch-wise and individual instrument-wise as well.	Mandatory		
76	Maker/ checker functionality for defining parameters in the masters, user creation/modification, Setup, other functionalities if any, to be available as specified by the Bank.	Mandatory		
77	Hot key functions for increased speed and accuracy and the work processes should be automated.	Optional		
78	Should provide online interface to extract data from the Clearing and truncation system to feed Bank's other application on need basis.	Optional		
79	Purging details should be captured to store the time and data contents in host system.	Optional		
80	Possibility of sending emails of images and data records automatically by the system.	Optional		

81	The front-end interface should have ability to configure a workstation for particular operation by allocating screens to the user.	Optional		
82	The user-interface screens should earmark and validate mandatory fields, which must be entered before submitting a transaction	Optional		
83	Direct connectivity to e-mail should be available through user interface for sending details, advices, etc. to Grid CTS Branches/Clearing Hubs/Sub-Member Banks.	Optional		
84	Facility to auto-lock/Screen timed out should be available with configurable feature.	Optional		
85	Wherever Instrument(s) are marked for returns as part of Inward clearing an email alert to be escalated to branches for information and action.	Optional		
86	Provision for generation of all Clearing wise reports and the extracted images for inward clearing should be generated for all types of Sub-member banks, auto uploading to the Secure System and accessible to them for further processing and return presentment.	Optional		
87	Sub-Member Banks should capable to generate Outward Clearing and Inward Return files for the presentation along with auto transmission to Bank's Active/respective Grid's CHI System.	Optional		
88	Menu driven provision for addition of Sub-Member Bank under respective grid location along with their Branches/Location's MICR details, posting file formats, standard clearing reports, Return Memos and tagging for the automatic data transmission format.	Optional		
89	Provision for easy communication between Bank and Sub-Member Banks in Online Processing system so that timely alerts can be published to them related to Cut-off timings, changes in process etc.	Optional		

90	Provision for Fee based transactions reporting for the Bank's Clients (All types of Sub-Member Banks) as well.	Optional		
91	The product should be capable of functioning by hosting inside Bank's Intranet and all types of Sub-member Banks.	Optional		
92	A Reporting tool to be provided with the proposed CTS solution to develop various Reports, MIS data etc. as may be required from time to time by the Bank.	Optional		
93	The data level / quantum to be stored on production system should be configurable from period of 1 Week to 1 Year.	Optional		
94	The solution should also be compatible to integrate/ handshake/ interface with all third party software / middleware of the Bank.	Optional		
95	The solution should be capable to work as fallback/ DR arrangements for Bank's Clearing at other Region as may be suggested or required or in order to comply with the regulatory norms from time to time.	Optional		
96	The solution should have features / tests / mechanism to initiate or perform fraud prevention / detection for tampered / Photocopy / fake instrument.	Optional		
97	The solution should comply with all the RBI / NPCI guidelines for security features and quality enhancements in cheques / instruments to prevent/detect fraud.	Mandatory		
98	The solution should have web-based feature to intimate branches live status of processing / rejects etc.	Optional		
99	System should have capability of segregating return items from Outward Batches with Cheques sorting feature at Cheque Scanning level.	Optional		
100	System should have ICR/OCR capabilities to capture any given field present on the instrument. The fields can be handwritten or printed and could be present on the instrument.	Optional		

	<ul style="list-style-type: none"> <li>• Amount</li> <li>• Instrument date</li> <li>• Payee name</li> <li>• Account Number</li> <li>• Amount in words</li> <li>• SAN</li> </ul>			
101	System to provide open format with encryption feature for all the data to be archived / to be made compatible with other sources of data & images.	Optional		
102	There should also be provision in system for a common interface between any scanned image and data to be integrated in the system through common released file formats.	Optional		
103	There should be provision in system to interface captured data through 3rd party interface or client program to be integrated in the system, with provision in system to encrypt the data obtained through these sources.	Optional		
104	The system should provide interfaces and automated checking for the new CTS 2010 Instrument standards. Ex. UV, watermark detection etc.	Mandatory		
105	System should have capability for images snipping so that Data entry operators can see only the relevant portion of the cheque image instead of displaying whole image, which will minimise the traffic on network and enhance the performance of the solution. However, provision to display full image of instrument is also to be available, which will be called on demand basis.	Optional		
106	System should be able to interface and be compatible with bank's existing Archive system.	Optional		
107	System should have feature to use Centralised Positive Pay System (CPPS).	Optional		
108	In case of any changes in the existing Grid Architecture prescribed by RBI i.e. Addition of new Grids, Deletion of existing Grids etc. the selected bidder has to ensure to abide	Mandatory		

	by the same and make necessary changes i.e Software/Architecture Level if required without incurring any additional cost to Bank.			
<b>109</b>	The Software should have capability to be integrated with Bank' existing applications viz. Active Directory/Single Sign On (AD/SSO), Biometric Authentication Solution /PIM etc. or other system of the Bank to be implemented in future for User Management purpose.	Mandatory		
<b>110</b>	The proposed software should have Maker / Checker provision for modification or configuration changes of Parameters/Rules/Setup.	Mandatory		
<b>111</b>	The software should have facility for Outward Clearing Bulk file uploading and Processing of Input Files in .XLS , .txt and .CSV formats or in any other format required by the Bank.	Mandatory		
<b>112</b>	The System should have web-based scanning module for Bank's Branches / Service Centers / Sub- Member Banks with proper authentication mechanism through intranet and segregation of Clearing Types (CTS / Non-CTS / Special Clearing etc.). Apart from CTS Scanner's driver installation, there should not be any additional client based setup required to activate the scanners.	Mandatory		
<b>113</b>	The Cheques scanning is to be done in one single capture with endorsement, MICR line reading along with UV image scanning.	Mandatory		
<b>114</b>	Provide provision for detection of IQA success/failure during Cheques scanning itself and provision for re-scanning of the IQA failure instruments as well. The scanning of outward clearing instruments will be carried out by Bank"s Officials. Rejects due to IQA failure should be made available for rescanning. P2F on account of IQA failures should be kept to bare minimum (near zero).	Mandatory		

115	The proposed CTS solution should be able to store the IQA failure reasons for IQA failed instruments. The bidder is required to submit the IQA failure data with reasons (like partial image, Excessive Image Skew, Piggy Back, Streaks and/or Bands, Bent Corner, Below Minimum Image Size, Exceeds Maximum Image Size, Too Light/Dark, Image Length Mismatch, Image Height Mismatch, Below Min Image Length, Exceeds Max Image Length, Below Min Image Height, Exceeds Max Image Height, Torn corner etc.) for each Grid separately as per NPCI specified format.	Mandatory		
116	The Solution to have MICR reading capability with validation of MICR city-Bank-Branch data.	Mandatory		
117	Provides for endorsement, unique item sequence number to be printed on the reverse side of the instruments and multiline endorsement for re-presentment cases. There should not be any overlapping, in case a new endorsement is required for re-presented Instrument(s) in outward clearing.	Mandatory		
118	Provision to handle CHI Rejected instruments either Outward or Inward Returns by viewing Cheque image and capable for re-presentment by correcting MICR records, updating Ignore IQA flag or choosing proper action by selecting from the drop down list etc.	Mandatory		
119	Automatic transmission of images and MICR data to Service branch/Centralized CTS Location. The transmission can be one Instrument at a time or in a batch mode or both. Post successful transmission, scanned data and images required to be deleted immediately from the respective desktop capture machine. It should also have provision for the capturing branches/locations to verify the actual status of their scanned batches along with batch summary report. Solution should also	Mandatory		

	have the provision to identify the source.			
<b>120</b>	Data and image transmission from capture locations to centralised CTS System should carry through secured and encryption mechanism	Mandatory		
<b>121</b>	The Image quality of the gray scale images shall be 8 bits/pixel (256 levels). The data formats and field definitions for storing, archiving, retrieving, processing, quality of images and MICR data at the Clearing House, Clearing House Interfaces as well as exchanging between institutions shall meet at the minimum the ANSI X9.90 and ANSI DSTU X9.90 Specifications for an Image Replacement Document (IRD), ANSI X9.37 and ANSI DSTU X9.37 Specifications for Electronic Exchange of Instrument and Image Data as well as the ANSI X9.81 Specifications for Bulk Image and Data Exchange. Further, the CTS offered shall adopt the above standards for the Indian environment.	Mandatory		
<b>122</b>	Security features to be built in conformity with PKI standards, encryption techniques and digital signatures. It shall have options to implement encryptions & digital signatures at Central level, file level and instrument level. Present requirement of RBI / NPCI states digital signatures on each and every instrument.	Mandatory		
<b>123</b>	The system shall additionally conform to the Public Key Infrastructure (PKI) Requirements as prescribed by Institute of Development and Research in Banking Technology (IDRBT) and the latest version of the Certification Practice Statement (CPS). The bidder has to implement any other security standards adopted by RBI/NPCI/IDRBT in future without any additional cost to Bank.	Mandatory		
<b>124</b>	The CTS/ system shall provide for encryption both for data transfer and provide options for encryption based data storage (or any other manner to ensure	Mandatory		

	that data stored cannot be subject to alteration at a later point of time and legally recognized as per the laws of the country).			
125	Shall have PKI based security at domain level and user level to ensure the integrity of the data and image.	Mandatory		
126	Should be capable of segregating and applying multiple digital signatures at CTS Level for presenting the captured files to the Clearing House Interface (CHI) for final presentation to RBI / NPCI for different clearing types.	Mandatory		
127	Provision to digitally sign the presentation files from the Sub- Member Banks end and system should have proper mechanism to validate the digital signature before uploading the files into CTS Solution.	Mandatory		
128	Support inter-operable open image standards and be capable of being viewed by any standard browser.	Mandatory		
129	All archived images should be compressed and properly viewable for history information retrieval (Single / Bulk entries both). Archival system will also be linked to internet for secure way of Archival access given to the Sub-Member Banks as well.	Mandatory		
130	The entire Process workflow including backup, archival, restoration, old data query etc. must be possible through the menus of the application with flexibility in defining the new roles and user roles and access privileges to various modules (Grid wise).	Mandatory		
131	Should allow deletions of images and data from batches through proper work class authority.	Mandatory		
132	Image should be easily retrievable by using the unique sequence no, Instrument no. with date, instrument amount, physical storage location no, respective grid region etc. (search based on various criteria).	Mandatory		
133	Should link the MICR data in the files created to the corresponding image	Mandatory		

134	Images and data to meet the IQA/IQU and security specifications from RBI/ NPCI with proper image quality and in compression mode.	Mandatory		
135	Grid wise Reconciliation of RBI / NPCI Inward clearing data with the images received.	Mandatory		
136	Passwords must be kept encrypted into the database and should not be visible anytime on the screen or kept in plain text of configuration files. No hard coding of Application user password is allowed and the same may be changed periodically as per Bank's security policy.	Mandatory		
137	Ensure that the image and the data record are synchronized in a way to prevent mismatch between Data record and image record.	Mandatory		
138	Image quality has to meet the standards at every stage that is in transmission, storage and retrieval from archives in toto.	Mandatory		
139	System should be able to capture both front and back images of individual instruments as under: <ul style="list-style-type: none"> <li>• Front Gray scale- 100 DPI- JPEG format with JPEG compression.</li> <li>• Front black and white- 200 DPI TIFF Format with CCITT G4 compression.</li> <li>• Reverse Black and white 200 DPI TIFF Format with CCITT G4 compression.</li> <li>• Ultra Violet (UV) 100 DPI- JPEG format with JPEG compression</li> </ul>	Mandatory		
140	Should allow changes in MICR data by all work-class and properly record and generate the MICRREPAIRFLAG as per latest Clearing House requirements.	Mandatory		
141	Track and monitor the sending and receiving items from the various points of truncation. Single window Dash boards for all clearing cycles should be available to track the transactions either processing at Bank level or Sub-Member Banks level.	Mandatory		

142	System should have web-based scanning application, which will be accessed from multiple terminals so that the application is not hardware dependent in times of hardware pc crash.	Mandatory		
143	The system should show as part of Inward Clearing front, back and data image on one half of the screen and the signatures retrieved from core banking, either as part of online interface or batch mode stored on this software, on the second half of the screen. Apart from signatures all other details viz. Mandate/mode, other master details to be provided.	Mandatory		
144	It should be possible to zoom a particular portion of the Screen (Cheque Image, Signature Image etc.).	Mandatory		
145	Grid wise Reconciliation of RBI / NPCI Inward clearing data with the images received	Mandatory		
146	It should be possible to upload signatures to the signature system from CBS and the software should fetch the signatures based on account number and rules set by the Bank.	Mandatory		
147	Provision to set the default image in all queues depending upon Bank's requirement varies from time to time. There should not be limitation on changing default image view in all queues.	Mandatory		
148	It should have proper segregation of CTS, Non-CTS& Special Clearing instruments with priority set for NON-CTS& Special clearing instruments for early presentation depending on the clearing session time. Provision to convert the batches from CTS to Non-CTS, CTS to Special Clearing and Vice-versa should also be available through front end menu options.	Mandatory		
149	System should have facility to allocate limits to the users for each type of transaction and over-riding of the limit with higher authority user.	Mandatory		

150	System should provide option to disable/enable maker-checker facility with one or two checkers for validation of each transaction	Mandatory		
151	Dynamic parameter based screen inquiry to allow the user to input specific parameter and get the results they need.	Mandatory		
152	The system should have provision for exception handling like Hold Back before dispatching the image to RBI / NPCI. Before day end, it should raise exceptions of such instruments present for the days clearing.	Mandatory		
153	Should be able to generate reports on frequent Cheque returns for an account.	Mandatory		
154	It should be able to generate Cheque return memo as per Bank's format with optional feature to include image of the instrument, if desired. Provision to generate Return memo for Sub-Member Banks in specific format should also be available.	Mandatory		
155	Dashboard/graphical representation facility to supervisor to note the volumes and distribute the workload accordingly between users for both entry and verification.	Mandatory		
156	The proposed solution should be single integrated solution for Inward Clearing / Signature Verification / Outward Clearing / Reject processing system for all the modules instead of multiple systems. The proposed solution for Sub-Member Banks can be the centralised solution (Online) and/or Off-line model depending on Bank's requirements.	Mandatory		
157	System should provide separate Admin Modules for System and User Admin functionalities.	Mandatory		
158	The software should be platform Independent	Mandatory		
159	The software should be accessible from Client PCs with Win7 and above.	Mandatory		
160	The software should have User Defined Purging Parameters	Mandatory		

161	Segregation of government cheques at the time of scanning.	Mandatory		
162	Option to mark batches specifically as P2F batches, NON CTS batches, special clearing batches, etc. should be available at the time scanning only.	Mandatory		
163	Highlight re-scanning of cheques in the same batch. It should also support deletion of cheques before scanning of batch is completed.	Mandatory		
164	All the relevant details viz., date of processing, branch chosen, batch no., scanner id, etc. should appear on screen at the time of scanning.	Mandatory		
165	System to generate unique batch no. across application for the processing date post completion of scanning of particular lot.	Mandatory		
166	DC site & DR setups to be configured in auto-replication mode for data and images replication with Production site through the proposed solution. Solution should have capabilities for immediate switchover from Primary to DR (if any) or vice-versa during presentation session itself and without any kind of data loss.	Mandatory		
167	For outward clearing, parallel processing of all the cheques should be done viz., MICR data repair, cheque amount entry, deposit amount entry, deposit account no. entry, etc.	Mandatory		
168	For processing inward clearing, the work should be divided on the basis of configurable values e.g. Payer city or BOFD wise grouping to optimally distribute work.	Mandatory		
169	Image should be easily retrievable by using the unique sequence no, instrument no. within range of date, physical storage location no., etc. (search based on various criteria)	Mandatory		
170	Menus to be available in system to release user-ids, unlock, delete/un-delete, activate new or expired ids, reset password.	Mandatory		

	Whenever user login through Application user, system should ask user to reset the password at first login itself.			
171	Configurable limit for user's password attempts and beyond limit, only Admin or IT Users should able to reset the user's id password as per authorisation rights provided to them.	Mandatory		
172	Provision to release queues, locked sessions and to monitor the all running jobs at system as well as user's level.	Mandatory		
173	All data / Log (raw or normalized) data must remain within the Bank's premises. Under no circumstances these data travel outside Bank's premises without Bank's consent.	Mandatory		
174	Provision for Screen layout changes and use of preferred/standard screen color as per Bank's requirement.	Optional		
175	System should handle future date processing so that processing and presentment can be conducted on specific presentment date.	Optional		
176	System should have capability to read Entire / complete MICR Band values available on Cheque and use the MICR results for further processing and presentment.	Optional		
177	Provision for revert reject of the instruments as per user's requirement.	Optional		
178	Provision for Automatic reports generation, storing at specified location and transmission as per active rules.	Optional		
179	Provision for Inter-operability of Grid Clearing from one grid to other at any point of time.	Optional		
180	Based on this unique sequence number system should throw up exceptions for any instruments presented more than once / on any previous date, for approval and processing further, on the current processing date.	Optional		
181	Solution should be capable of integrating with the Cheque Deposit Kiosk (CDK) and	Optional		

	Remote Deposit Capture (RDC) for automatic pickup of scanned instruments/batches at regular interval. It should also maintain unique identification for these remote scanning machines for proper identification and smooth processing.			
182	Provision for activating MICR line OCR and validation with the system data for Outward and Inward clearing instruments. System should have facility to display the System records and OCR results in separate queues for inward and outward clearing along with cheque image for data corrections and for enriching data quality before presentment and processing to Core Banking Systems.	Optional		
183	System should have provision to create messages (SMS) for handling return instruments.	Optional		
184	The CTS Software Inward Module should contain all the technical & functional validation checks needed by Bank's workflow/ processes aided by ICR/ OCR technologies. Eg. <ul style="list-style-type: none"> <li>• Account Capture &amp; validation</li> <li>• Instrument Date Capture &amp; Validation</li> <li>• Amount in words &amp; figures Capture &amp; Validation</li> <li>• Signature Validation Etc.</li> </ul>	Optional		
185	System should be capable for prompting, in case digital signature is missing in Inward files or Bank's Clients files.	Optional		
186	System should have proper validation during SOD and EOD Activities for the open files / logged in Session and menu driven provision to kill the running session without affecting Application.	Optional		
187	Integration with various models/makes of Cheque Scanners to show the cartridge utilization of Cheque Scanners as prompt alert for refilling or replacement of Ink cartridge.	Optional		

188	Provision to integrate all available CTS Cheque Scanners within the Bank by listing in single dashboard and displaying their Active/Offline status.	Optional		
189	The operating system should have features like multi-tasking, multi-user support, timesharing, dynamic memory management, I/O spooling, multi-level security, system logging, error analysis and recovery. Other features like hardware diagnostic tools, system performance management and tuning, accounting routines and system monitoring software must be available.	Mandatory		
190	The Solution should work using low bandwidth and high latency. The solution should work seamlessly in VSAT/LL Branches of Bank.	Mandatory		
191	The CTS Software shall have a front-end interface, which will be used, as a single interface for communicating with the Clearing House and the various branches. This interface shall be available for deployment in a Local Area Network (LAN) or a Wide Area Network (WAN) based network wherein the clients can communicate for transfer of single and / or multiple and/or groups and / or file(s) of images and MICR data to the server.	Mandatory		
192	It may be noted that Images and / or MICR data is required to be stored online on CTS System. The scanned/captured Images and / or MICR data are required to be deleted immediately after successful transmission to the CTS System. In case of failure/error during images/data transmission during online transmission, retransmitting provision should be available in CTS System.	Mandatory		
193	CTS System will be connected to centralised storage and all images after capturing at the Branches /Service Branches/CCUs / RPU's / Client Locations should be stored and also should have	Mandatory		

	capability to extract these from a central storage point.			
<b>194</b>	The CTS software shall have the facilities to view the front and reverse of images of individual instruments for passing of Instrument along with the MICR information using any standard browser interface. Various features for manipulation of images like reverse video, zoom, black and white views etc. shall be provided in the CTS.	Mandatory		
<b>195</b>	The CHI/CHS system shall integrate the return processing process with the browser application at the user terminal and the return process shall be automated after the user has taken the decision not to honour the Instrument.	Mandatory		
<b>196</b>	The CTS shall provide for ensuring that the images are of the quality that facilitates payment processing at the drawee bank / branch. The facilities to identify any image which may not have been fully captured or fully transmitted or having any potential weak spots shall be an integral part of CTS/ the system.	Mandatory		
<b>197</b>	The CTS shall provide and support for extracting various parts of the image like CAR, LAR, Date, Payee Name, bank Name, Signature to facilitate Application Programming Interface to third party Software to do ICR, OCR and signature verification.	Mandatory		
<b>198</b>	The Signature Verification application shall provide facilities to authorized user/authorizer to visually verify the signatures from the images of the Instrument to the signature database stored in the data server. It shall also provide facilities for other authentication steps to be performed along with signature rule matrix, Legal amount and courtesy amount matches, post-dated Instrument before the item is accepted for payment or returned.	Mandatory		

199	Each image and the corresponding MICR Line data shall be digitally signed using a digital signature (with instrument and file level options for encryptions and digital signature) which is valid under the Information Technology Act, 2000 and which conforms to the requirements of the respective Certification Authority (CA). Currently, the Institute for Development and Research in Banking Technology (IDRBT), Hyderabad performs the CA functions for the banking and financial sector.	Mandatory		
200	The information transmission would be in a secure manner between the Clearing House and service branches of banks via the Intranet or any other communication set-up as provided by Bank.	Mandatory		
201	The proposed CTS Solution should have industry level application security standards based on OWASP Framework.			

**Format of Bank Guarantee (EMD)**

To,

**The Deputy General Manager  
DIT, BPR & BTD  
UCO Bank, Head Office  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata – 700064.**

Dear Sir,

**Sub: RFP for the Implementation of Centralised “Multi Grid”Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model vide RFP Ref No.: DIT/BPR&BTD/OA/5225/2018-19 Dated 25.02.2019**

In response to your invitation to respond to your RFP for **Implementation of Centralised “Multi Grid”Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model**, M/s \_\_\_\_\_ having their registered office at \_\_\_\_\_ hereinafter called the 'Bidder') wish to respond to the said Request for Proposal (RFP) and submit the proposal for **the Implementation of Centralised “Multi Grid”Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model** as listed in the RFP document.

Whereas the 'Bidder' has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our Head Office \_\_\_\_\_ hereby irrevocably guarantee an amount of **Rs. 10 Lacs (Rupees Ten Lacs Only)** as bid security as required to be submitted by the 'Bidder' as a condition for participation in the said process of RFP.

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

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

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

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed **Rs. 10 Lacs only (Rupees**

**Ten Lacs Only).**

2. This Bank guarantee will be valid up to \_\_\_\_\_; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before \_\_\_\_\_.

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

Yours faithfully,

For and on behalf of

\_\_\_\_\_ Bank

Authorised Official

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

**INDICATIVE COMMERCIAL BID FORMAT**

Sl. No.	Item Description	Unit Base Rate Per Instrument	Quantity for 5 Years	Total Cost#
		A	B	C=A*B
1	Per instrument Cost of processing Outward & Inward clearing cheques including returns		14,00,00,000	
	<b>Total Cost of Ownership (TCO)</b>			

# Exclusive of all Taxes

**Note:**

- a. The above cost is inclusive of Enterprise license of Centralized Multi grid CTS Solution & other licenses including third party software licenses & Database required for the solution, Installation, Implementation, Maintenance, Customization, UAT, Migration, Up gradation, Training, Data Enrichment, Facility Management resources for 24x7 onsite support (covering Primary site , DR Site and UAT setup).
- b. The above volumes of five years are indicative only for conducting the reverse auction. Payment will be based on actual instruments processed on monthly basis.
- c. The unit rates are freezed for a period of 5 years.
- d. The bidder has to quote the above prices in Indian rupees only, excluding taxes. Applicable taxes are payable extra at actuals.
- e. The prices should be exclusive of all taxes i.e. GST (CGST/SGST/IGST) which will be payable at actual applicable at the time of invoicing.
- f. Payment will be made based on the instruments processed successfully to NPCI on monthly basis.
- g. The quantity mentioned in the RFP is indicative and the Bank reserves the right to vary the quantity as per requirement.
- h. L1 status is determined based on 'GRAND TOTAL'.
- i. The prices quoted should also include charges towards freight, forwarding, delivery, and installation, transit insurance charges till installation, configuration/ reconfiguration and commissioning of CTS solution

**Place**

**Authorised Signatory**

**Date**

**Name  
Designation**

**MASKED INDICATIVE COMMERCIAL BID FORMAT**

Sl. No.	Item Description	Unit Base Rate Per Instrument	Quantity for 5 Years	Total Cost#
		<b>A</b>	<b>B</b>	<b>C=A*B</b>
1	Cost of processing Outward & Inward clearing cheques including returns		14,00,00,000	
	<b>Total Cost of Ownership (TCO)</b>			

# Exclusive of all Taxes

**Note:**

- a) The above cost is inclusive of Enterprise license of Centralized Multi grid CTS Solution & other licenses including third party software licenses & Database required for the solution, Installation, Implementation, Maintenance, Customization, UAT, Migration, Up gradation, Training, Data Enrichment, Facility Management resources for 24x7 onsite support (covering Primary site , DR Site and UAT setup).
- b) The above volumes of five years are indicative only for conducting the reverse auction. Payment will be based on actual instruments processed on monthly basis.
- c) The unit rates are freezed for a period of 5 years.
- d) The bidder has to quote the above prices in Indian rupees only, excluding taxes. Applicable taxes are payable extra at actuals at the time of resultant billing.
- e) The prices should be exclusive of all taxes i.e. GST (CGST/SGST/IGST) which will be payable at actual applicable at the time of invoicing.
- f) Payment will be made based on the instruments processed successfully to NPCI on monthly basis.
- g) The quantity mentioned in the RFP is indicative and the Bank reserves the right to vary the quantity as per requirement.
- h) **L1** status is determined based on 'GRAND TOTAL'.
- i) The prices quoted should also include charges towards freight, forwarding, delivery, and installation, transit insurance charges till installation, configuration/reconfiguration and commissioning of CTS solution

**Place**

**Authorised Signatory**

**Date**

**Name  
Designation**

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

1. In consideration of UCO BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertaking) Act, 1970, having its head office at 10 BIPLABI TRILOKYA MAHARAJ SARANI (BRABOURNE ROAD), Kolkata-700001 (hereinafter called "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.

**PRE CONTRACT INTEGRITY PACT****(To be stamped as per the Stamp Law of the Respective State)**

1. Whereas UCO Bank having its registered office at UCO BANK, a body corporate constituted under The Banking companies (Acquisition & Transfer Act of 1970), as amended by The Banking Laws (Amendment) Act, 1985, having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 acting through its Department of IT, represented by Authorised Signatory hereinafter referred to as the Buyer and the first party, proposes to procure (Name or category of the Equipment, services, etc.) hereinafter referred to as Stores and / or Services.

**And**

M/s \_\_\_\_\_ represented by \_\_\_\_\_ Authorised signatory, (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the bidder/seller and the second party, is willing to offer/has offered the Stores and / or Services.

2. Whereas the Bidder/Seller is a private company/public company/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking and registered under Companies Act 1956. Buyer and Bidder/Seller shall hereinafter be individually referred to as —Party or collectively as the —parties, as the context may require.

**3. Preamble**

Buyer has called for tenders under laid down organizational procedures intending to enter into contract /s for supply / purchase / etc. of \_\_\_\_\_ and the Bidder /Seller is one amongst several bidders /Proprietary Vendor /Customer Nominated Source/Licenser who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder (s) and / or Seller(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEM) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**4. Commitments of the Buyer**

- 4.1 The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles:-

- (i) No employee of the Buyer, personally or through family members, will in connection with the tender, or the execution of a contract demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- (ii) The Buyer will during the tender process treat all Bidder(s) /Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder (s) /Seller(s) the same information and will not provide to any Bidders(s) /Seller(s) confidential /additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the contract execution.
- (iii) The Buyer will exclude from the process all known prejudiced persons.

**4.2** If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the Indian Legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate disciplinary action.

## **5 Commitments of the Bidder(s) /Seller(s):**

**5.1** The Bidder(s)/ Seller(s) commit itself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- (i) The Bidder(s) /Seller(s) will not directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the contract.
- (ii) The Bidder(s) /Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- (iii) The bidder(s) /Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act, 1988 as amended from time to time. Further, the Bidder(s) /Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information constrained or transmitted electronically.
- (iv) The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation/breach of the provisions by its sub-supplier(s) /Sub-contractor(s).

**5.2** The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation /breach of the provisions by its sub-supplier(s) /sub-contractor(s).

**5.3** The Bidder(s) /Seller(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

#### **5.4 Agents / Agency Commission**

The Bidder /Seller confirms and declares to the Buyer that the bidder/Seller is the original manufacturer/authorized distributor / stockiest of original manufacturer or Govt. Sponsored /Designated Export Agencies (applicable in case of countries where domestic laws do not permit direct export by OEMS of the stores and /or Services referred to in this tender / Offer / contract / Purchase Order and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to Buyer or any of its functionaries, whether officially or unofficially, to the award of the tender / contract / Purchase order to the Seller/Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller / Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in anyway incorrect or if at a later stage it is discovered by the Buyer that the Seller incorrect or if at a later stage it is discovered by the Buyer that the Seller/Bidder has engaged any such individual /firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract /Purchase order, the Seller /Bidder will be liable to refund that amount to the Buyer. The Seller will also be debarred from participating in any RFP / Tender for new projects / program with Buyer for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract / Purchase order either wholly or in part, without any entitlement of compensation to the Seller /Bidder who shall in such event be liable to refund agents / agency commission payments to the buyer made by the Seller /Bidder along with interest at the rate of 2% per annum above LIBOR (London Inter Bank Offer Rate) (for foreign vendors) and Base Rate of SBI (State Bank of India) plus 2% (for Indian vendors). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

#### **6. Previous Transgression**

**6.1** The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process.

**6.2** If the Bidder /Seller makes incorrect statement on this subject, Bidder /Seller can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

## **7. Company Code of Conduct**

Bidders /Sellers are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior) and a compliance program for the implementation of the code of conduct throughout the company.

## **8. Sanctions for Violation**

**8.1** If the Bidder(s) /Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other form such as to put his reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s) /Seller (s) from the tender process or take action as per the procedure mentioned herein below:

- (i)** To disqualify the Bidder /Seller with the tender process and exclusion from future contracts.
- (ii)** To debar the Bidder /Seller from entering into any bid from Buyer for a period of two years.
- (iii)** To immediately cancel the contract, if already signed /awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful payment due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.
- (iv)** To encash EMD /Advance Bank Guarantees / Performance Bonds / Warranty Bonds, etc. which may have been furnished by the Bidder /Seller to the extent of the undelivered Stores and / or Services.

**8.2** If the Buyer obtains Knowledge of conduct of Bidder /Seller or of an employee or representative or an associate of Bidder /Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

## **9. Compensation for Damages**

**9.1** If the Buyer has disqualified the Bidder(s) /Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.

**9.2** If the Buyer has terminated the contract according to Clause 8, or if the Buyer is entitled to terminate the contract according to Clause 8, the Buyer shall be entitled to encash the advance bank guarantee and performance bond / warranty bond, if furnished by the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

## **10. Price Fall Clause**

The Bidder undertakes that it has not supplied /is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry /Department of the Government of India or PSU/PSBs during the currency of the contract and if it is found at any stage that same or similar product /Systems or Subsystems was supplied by the Bidder to any other Ministry /Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.

## **11. Independent External Monitor(s)**

**11.1** The Buyer has appointed independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors are given in RFP).

**11.2** As soon as the integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the independent External Monitors.

**11.3** The Bidder(s) / Seller(s) if they deem it necessary, May furnish any information as relevant to their bid to the Independent External Monitors.

**11.4** If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.

**11.5** If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall make arrangement for such perusal of records by the independent External Monitors.

**11.6** The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, UCO Bank, Head Office at 10, Biplabi Trailokya Maharaj Sarani , Kolkata-700001 within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.

**11.7** The word "Monitor" would include both singular and plural.

## **12. Law and Place of Jurisdiction**

This Integrity Pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Kolkata, India.

## **13. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal proceedings.

#### **14. Integrity Pact Duration.**

- 14.1** This Integrity Pact begins when both parties have legally signed it. It expires of order / finalization of contract.
- 14.2** If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, UCO Bank .
- 14.3** Should one or several provisions of this Integrity Pact turn out to be invalid, the reminder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

#### **15 Other Provisions**

- 15.1** Changes and supplements need to be made in writing. Side agreements have not been made.
- 15.2** The Bidders (s)/ Sellers (s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.
- 15.3** In view of nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.
- 15.4** Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or otherwise in the tendering process.
- 16.** This Integrity Pact is signed with UCO Bank exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.
- 17.** In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
- 18.** The Parties here by sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_  
(Seller/Bidder) and \_\_\_\_\_ on \_\_\_\_\_ (Buyer)

**BUYER**  
**Signature:**  
**Authorised Signatory**  
**Department of IT**

**Place:**  
**Date:**

**Witness :**

**(Name & Address)**

**BIDDER \* /SELLER\***  
**Signature:**  
**Authorized Signatory (\*)**

**Place:**  
**Date:**

**Witness :**

**(Name & Address)**

**Undertaking Letter to the Bank on the vendor's letterhead**

To

**The Deputy General Manager  
DIT, BPR & BTD  
UCO Bank, Head Office  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

Sir,

**Sub: RFP for the Implementation of Centralised “Multi Grid”Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model vide RFP Ref No.: DIT/BPR&BTD/OA/5225/2018-19 Dated 25.02.2019**

Further to our proposal dated ....., in response to the Request for Proposal (Bank's tender No. .... hereinafter referred to as “**RFP**”) issued by Bank, 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,

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:

**Price Bid Confirmation**

**(To be submitted in Company's letterhead by L1 Bidder participated in Reverse Auction )**

To

Date: \_\_/\_\_/2019

**The Deputy General Manager  
DIT, BPR & BTD  
UCO Bank, Head Office  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

Dear Sir,

**Sub: Final /Lowest Bid Price quoted in Reverse Auction held on.....(date) in respect of RFP Ref. No. DIT/BPR&BTD/OA/5225/2018-19 Dated 25.02.2019 for Implementation of Centralised "Multi Grid" Cheque Truncation System (CTS) Solution for CTS Northern, Southern and Western Grids on OPEX Model.**

We confirm that the final total bid price quoted by us in the captioned Reverse Auction event for captioned tender is as follows:

**Rs (In figure):**.....

**Rs (In words):**.....

We confirm that:

We undertake to submit the Original duly signed detailed break-up of above bid price as per Bill of Material of subject RFP within 48 hours from the end-of Reverse Auction event.

Any variation between the On-line Reverse Auction bid price quoted by us and this document will be considered as sabotaging the tender process and will invite disqualification of Bidder/vender to conduct business with Bank as per prevailing procedure. In such case Bank is free to take appropriate action and/or forfeit the Bid Security amount and/or debar him from participating in future

We are bound to supply at the above final bid price of Reverse Auction.

We note that in case of back out or not supplying as per the above rates quoted by us, Bank will take appropriate action against us and / or forfeit our Bid Security amount and / or debar us from participating in future.

**Signature of the Authorised Signatory with company seal Name —**

**Company / Organization —**

**Designation within Company / Organization —**

**Address of Company / Organization —**

**Email:**

**Mobile: Tel. No:**

**List of Scanner Model Presently used by Branches/Grid CTS Centres of Bank**

<b>Srl. No.</b>	<b>CTS Scanner Make/Model</b>
<b>1</b>	<b>CTS ARCA LS 150 UV with 100/150 DPM</b>
<b>2</b>	<b>Digital Check Teller Scanner TS240</b>
<b>3</b>	<b>Panini VisionX</b>
<b>4</b>	<b>BURROUGHS SS PROFESSIONAL 120 DPM</b>

**Undertaking for Non-Blacklisting / Non-Debarment of the bidder**

To

**The Deputy General Manager  
DIT, BPR & BTD  
UCO Bank, Head Office  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

Dear Sir(s),

**Sub: RFP for the Implementation of Centralised “Multi Grid”Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model vide RFP Ref No.: DIT/BPR&BTD/OA/5225/2018-19 Dated 25.02.2019.**

We, M/s \_\_\_\_\_, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfill the same.

- a) We further confirm that all the information as per requirement of the Bank have been included in our bid.
- b) Further, we hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by the Bank. We understand that any deviation may result in disqualification of our bid.
- c) We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/Regulatory Body/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.
- d) We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time.

We, M/s \_\_\_\_\_, the undersigned, hereby confirm that we will supply the link with good service of connectivity as mentioned herein technical specifications.

Bank reserves the sole right to decide by itself for discontinuation of contract if the quality of paper is maintained as mentioned in the RFP.

(Deviation to the above if any, the Bidder must provide details of such action(s))

(1)

(2)

**(Signature and the capacity of the person duly authorized to sign the bid for and on behalf of)**

**Format of Pre-Bid Queries to be submitted by the Bidder(s)**

Name of the Bidder:

Name of the Contact Person of the Bidder:

Contact Number of the Contact Person:

Email id of the Contact Person:

<b>Sl. No.</b>	<b>RFP Page No.</b>	<b>RFP Clause No.</b>	<b>Original RFP Clause</b>	<b>Subject/Description</b>	<b>Query sought/Suggestions of the Bidder</b>

## **Reverse Auction Process**

### **General guidelines**

The detailed procedure and Business rules for the Reverse auction are as follows:

- Only the technically qualified/shortlisted bidders will be invited to participate in the Reverse auction process that will be conducted by an Auction company authorized by the Bank. Specific rules for this particular event viz., date and time, start price, bid decrement value, duration of event etc. shall be informed by the Bank, before the event to the participating shortlisted bidders.
- The bidders should furnish indicative prices for the project in their Indicative Commercial Bid (ICB) for finalizing the start bid amount for "Reverse auction".
- The lowest Indicative commercial offer (total cost) or any price decided by the Bank will be taken as the starting bid of the Reverse Auction and NOT for deciding the L-1 status. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse Auction process only.
- All participating bidders at the end of the Reverse Auction process shall be required to submit the break-up of their Final price(last bid price)again as detailed on the next day before 4 PM at UCO Bank, HO, Department of Information Technology, 5<sup>th</sup> Floor, Salt Lake , Sector -1 , Kolkata -700 064 . Please note that, failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeiture of the Bid Security Deposit to Bank. This is not withstanding UCO Bank right to take any other action deemed fit, including claiming damages & "Black Listing" the bidder from participating in future Tenders that would be floated by the UCO Bank for a period found fit by the UCO Bank.
- The Bank reserve the right to reject any or all proposals. Similarly, they reserve the right NOT to include any bidder in the final short-list, if found or otherwise proved to have furnished wrong details/documents, at any point of time.
- The Final Commercial Bid should give all relevant price information and should not contradict the Technical Bid and masked commercial bid in any manner.
- The bidder shall indicate on the appropriate Price Schedule, specifying the unit price of the proposed service to be delivered.
- The bidders are advised in their own interest, to quote the best possible offer for each of the item offered at the time of preparing Indicative Commercial Bid itself. The Indicative Commercial Bid and the final Commercial Bid shall be as per the Commercial Bill of Material form as mentioned in RFP.

### **Reverse Auction Business Rules**

The UCO BANK, DIT, HEAD OFFICE, Kolkata, proposes to conduct procurement through Online E-Auction subject to terms and conditions & schedule mentioned below:

SCOPE OF AUCTION: OFFER FOR APPOINTMENT of vendor Implementation of Centralised “Multi Grid”Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model

Schedule of Program: On-Line Auction Date & Time	Date, Time of Auction Starting & Ending time inclusive of extension time to be informed to the shortlisted vendors by email/ on their given contact nos.
Decrement Value	To be informed well before the Reverse Auction.
Prior extension time (minutes)	To be informed well before the Reverse Auction.
No. of Extensions & Extension time (minutes)	To be informed well before the Reverse Auction.

The Reverse Auction will be conducted through a Service Provider empanelled by the Bank. Usage of Digital Signature is mandatory for participating through Reverse Auction Portal.

**Terms & Conditions of the Online Reverse Auction Definitions**

- Buyer:- Buyer referred herein, is the UCO Bank as defined in the Section1.1 of the main RFP document.
- SERVICE PROVIDER is an e-auction service provider appointed by the Bank to facilitate virtual auction. E-Auctions Service Provider will only facilitate online auction solution to process UCO bank's procurement needs and are considered as third party not particularly interested in the item/s being purchased/sold on behalf of UCO bank.
- Bidder - means the party or his authorized representative who has participated in the RFP /Tender Process/Reverse Auction, Technically qualified, having valid Digital Certificate, and willing to complying with all the instructions, terms and conditions of RFP. All notices to the bidders shall be sent by E-mail, during the process of this auction by the Bank and/or by the e-Auction service provider.
- All such notices sent by email by the Bank as well as by e-Auction services provider shall, therefore, be deemed as valid notices. Hence bidders are required to indicate their own corporate e-mail id.
- The bidders who are qualified for bidding prices of offered products(on the basis of evaluation of their technical offer) shall be required to participate in an electronic reverse auction process to submit their price quotations against the items covered by this tender within a limited time period on the date as announced by the Bank. Such bidders shall be allowed to participate in the reverse auction using their secured user id & password along with their digital signature to place their best bids during the auction period. The date & time for conducting the reverse auction will be duly communicated to qualified bidders in advance.

- Reverse auction is the simulation of the manual tendering process on the Internet. i.e., the eligible bidders/contractors can log on to the internet site specified by the Bank, using unique user Id & Password, which will be provided to them by the e-Reverse auction service provider appointed by the Bank and place their price bids on-line. The eligible bidders will be provided training by e-Reverse auction service provider on the methodology of submitting the bids online. Instead of a one-time best price bid, the bidders shall now be able to interact and react on the spot to the changing competitive bids, taking advantage of the intrinsic transparency in the whole process.
- During e-Reverse auction process the bidders can respond on the spot to the price trends and can offer their competitive bids. The logged in bidders will know the prevailing lowest bid at any given point of time but not the identity of the other bidders.
- The bidders can place their bids from any place for which they need is a desktop computer with a browser interface and good internet connectivity.
- Suggested system configuration for computers to be used for online bidding.
- It is suggested that hardware and software of the following specification be used by the bidders for bidding so as to enable them to have better connectivity.
  - Processor Pentium IV and above PC/Laptop with USB Ports
  - Memory minimum 512 MB
  - Operating system
  - Windows 2000 Professional
  - Windows 7 Professional
  - Browser: Internet explorer IE 6, 7 & 8
  - UPS: Suitable UPS for uninterrupted power supply.
- The Bank reserve their right not undertake any responsibility to procure any Permission/license etc. in respect of the auction item, if it so desires.

#### **Eligibility of Bidders to participate in Reverse Auction:**

- Bidders who are technically qualified in terms of the relative Terms & Conditions of the RFP and accept the Business Rules, Terms & conditions of Reversion Auction and submit the undertaking as per the prescribed in Annexure -S can only participate in Reverse Auction related to the procurement for which RFP is floated.
- Bidders not submitting the above undertaking or submitting with deviations/ amendments there to will be disqualified from further evaluation/participation in the process of relevant procurement.
- Bidders should ensure that they have valid digital certificate class III (Mandatory for login and submit) well in advance to participate in the Reverse Auction. Bank and/or Service Provider will not be responsible in case Bidder could not participate in Reverse Auction due to non-availability of valid digital certificate.

- The bidders participating in Reverse Auction shall submit the following duly signed by the same Competent Authority who signs the offer documents in response to the RFP floated by Bank.
  - Undertaking letter for acceptance of Business Rules for Online Reverse Auction and Letter of Authority authorizing the name/s of official/s to take part in Reverse Auction as per the Annexure – 16 (Compliance Statement)
  - Agreement between Service Provider and Bidder. This format will be given by the service provider prior to announcement of Reverse Auction.

**Training:**

- Bank will facilitate necessary training to representatives of all eligible Bidders for participation in Reverse Auction either on its own or through the Service Provider for the Reverse Auction.
- All rules & procedure related to Reverse Auction will be explained during the training.
- The Bank/Service Provider may also conduct a 'Mock Reverse Auction' to familiarize the vendor/s with Reverse Auction process.
- Date, Time, Venue etc. of training will be advised at appropriate time.
- Eligible Bidder/his authorized nominee have to attend the training as per the schedule and at the specified venue at his/Bidders own cost.
- No request from the Bidders for change in training schedule and/or venue will be entertained.
- However, Bank reserves the right to postpone/ change/ cancel the training schedule for whatsoever reasons without assigning any reasons therefore, even after its communication to eligible Bidders.
- Any Bidder not participating in the training process will do so at his own risk and it shall not be open for him to make any complaint/grievance later.

**Reverse Auction Schedule:**

- The date & time of commencement of Reverse Auction and its duration of time shall be communicated to the eligible Bidders at least a week prior to the Reverse Auction date.
- Bank reserves the right to postpone/change/ cancel the Reverse Auction event even after its communication to Bidders without assigning any reasons therefore.
- Reverse Auction will normally be for a period of one hour. If a Bidder places a bid price in last 10 minutes of closing of the Reverse auction, the auction period shall get extended automatically for another 10 minutes. Maximum 3 extensions each of 10 minutes will be allowed after auction period of 1 hour i.e. entire process can last maximum for one and half hour only. In case there is no bid price in the last 10 minutes of closing of Reverse Auction, the auction shall get closed automatically without any extension.

- The time period of Reverse Auction & Maximum number of its extensions & time are subject to change and will be advised to eligible Bidders before the start of the Reverse Auction event.
- During English Reverse (no ties) Auction, if no bid is received within the specified time, the Bank, at its discretion, may decide to revise Start price/scrap the reverse auction process/proceed with conventional mode of tendering.

#### **Bidding Currency:**

- Bidding will be conducted in Indian Rupees (INR) for the TCO.

#### **Total Cost of Ownership**

- TCO refers to aggregate amounts payable by the Bank for transfer of ownership.
- The TCO shall encompass but not limited to following:
  - a) Cost of the equipment/products or services etc.
  - b) Annual Maintenance Charges/ SLA Cost/ATS/SA etc.
- The TCO for the project will be defined by the concerned department in the RFP/Bid Document.
- The L1 bidder is arrived at based on the lowest TCO in reverse auction.
- Bank will pay the TCO price to the bidder as per the payment terms defined in RFP/Bid Document.

#### **Start Price**

- Bidder needs to give their indicative sealed commercial Bid to the Bank.
- Bank shall determine the Start Price for Reverse Auction-
- On its own and/ or Based on the indicative price information of Total Cost of Ownership(TCO) called for separately from each Bidder during conclusion of Technical Evaluation or at appropriate time before commencement of Reverse Auction.
- The start price of an item in online reverse auction is open to all the participating bidders. Bidders are required to start bidding after announcement of Start Price and decrement amount. Any bidder can start bidding, in the online reverse auction, from the decrement price. Please note that the first online bid that comes in the system during the online reverse auction cannot be equal to the auction's start price, and lesser than the auction's start price by one decrement, or lesser than the auction's start price by multiples of decrement. The subsequent bid that comes into outbid the L1 rate will have to be lesser than the L1 rate by one decrement value or in multiples of the decrement value.

#### **Decrement Bid Value**

- The bid decrement value will be specified by Bank before the start of Reverse Auction event. It can be a fixed amount.

- Bidder is required to quote his bid price only at a specified decremented value. Bidder need not quote bid price at immediate next available lower level, but it can be even at 2 /3/4..... level of next available lower level.

### **Web Portal and Access**

- Reverse Auction will be conducted on a specific web portal meant for this purpose with the help of the Service Provider identified by the Bank.
- Service Provider will make all necessary arrangement for fair and transparent conduct of Reverse Auction like hosting the web portal, imparting training to eligible Bidders etc., and finally conduct of Reverse Auction.
- Bidders will be participating in Reverse Auction event from their own office/place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by Bidder themselves.
- In the event of failure of their internet connectivity (due to any reason what so ever it may be) the service provider or Bank is not responsible.
- In order toward-off such contingent situation,
  - Bidders are advised to make all the necessary arrangements/ alternatives such as backup power supply, whatever required so that they are able to circumvent such situation and still be able to participate in the reverse auction successfully.
  - However, the vendors are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
  - Failure of power at the premises of vendors during the Reverse auction cannot be the cause for not participating in the reverse auction.
  - On account of this the time for the auction cannot be extended and BANK is not responsible for such eventualities.
  - Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of Reverse Auction irrespective of the cause.
  - For making the process of Reverse Auction and its result legally binding on the participating Bidders, Service Provider will enter into an agreement with each Bidder, before the start of Reverse Auction event. Without this Bidder will not be eligible to participate in the event.
- Bank nor service provider/auctioneer is not responsible for consequential damages such as no power supply, no internet connectivity, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure, or any force majeure etc.

### **TRANSPARENCY IN BIDS**

- All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

## **MASKING OF NAMES**

- Bidder will be able to view the following on their screen along with the necessary fields in Reverse Auction:
  - Opening/Starting Price for the auction
  - Leading/Lowest Bid Price in Auction(only total price)
  - Last Bid Price placed by the respective Bidder.
  - Item Description
  - Time left for the auction
- Names of bidders/vendors shall be anonymously masked in the Reverse Auction process.
- After completion of Reverse Auction, the service provider/auctioneer shall submit a report to the Bank with all details of bid and the original names of the bidders as also the L1 bidder with his/their original names.

## **Finalization of the Successful Bidder**

- At the end of Reverse Auction event Service Provider will provide the Bank all necessary details of the bid prices and reports of Reverse Auction.
- Upon receipt of above information from Service Provider, Bank will evaluate the same and will decide upon the winner i.e. Successful Bidder. Bank's decision on award of Contract shall be final and binding on all the Bidders.
- After the completion of the Auction event, all the Bidders have to submit the Price Breakup as per the RFP immediately to the Bank and to the Service provider for further proceedings.
- Any variation between the on-line Reverse Auction bid price and signed Document will be considered as sabotaging the tender process and will invite disqualification of Bidder/vendor to conduct business with Bank as per prevailing procedure.
- Successful Bidder has to give break-up of his last/lowest bid price as per Bill of Material at the end of Reverse auction event within 4 PM of next working day without fail.
- Successful Bidder is bound to supply at their final bid price of Reverse Auction. In case of back out or not supply as per the rates quoted, Bank will take appropriate

action against such Bidder and/or forfeit the Bid Security amount, debar him from participating in future Tenders/Auctions

- In case Bank decides not to go for Reverse Auction related to the procurement for which RFP is floated and price bids if any already submitted and available with Bank shall be opened as per Banks standard practice.

### **Bidder's Obligation**

- Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly with other suppliers/Bidders at any point of time. If any such practice comes to the notice, Bank shall disqualify the vendor/bidders concerned from the reverse auction process.
- Bidder shall not divulge either his Bid details or any other details of Bank to any other party without written permission from the Bank.

### **Change in Business Rules, Terms & Conditions of Reverse Auction**

- Any change in the Business Rules as may become emergent and based on the experience gained shall be made only by a Committee consisting of Senior Executives of Bank.
- Bank reserves the right to modify/withdraw any of the Business rules, Terms & conditions of Reverse Auction at any point of time.
- Modifications of Business rules, Terms & conditions of Reverse Auction will be made available on website immediately.
- Modifications made during the running of Reverse Auction event will be informed to participating Bidders immediately.

### **GRIEVANCES REDRESSAL**

- Any aggrieved vendor/bidder through Reverse Auction process can make complaint in writing within 48 hours of the Reverse Auction to the Bank.

### **Errors and Omissions**

- On any issue or area of material concern respecting Reverse Auction not specifically dealt within these Business Rules, the decision of the Bank shall be final and binding on all concerned.

**Letter of Authority for Participation in Reverse Auction**

**The Deputy General Manager  
DIT, BPR & BTD  
UCO Bank, Head Office  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064**

1. We \_\_\_\_\_ (Name of the company) have submitted our bid for participating in Bank's RFP \_\_\_\_\_ Dated \_\_\_\_\_ for UCO Bank.
2. We confirm having read and understood the terms of RFP as well as the Procedure relating to the Reverse Auction for this RFP process.
3. As per the terms of RFP and Business rules, we nominate (Shri/Smt./Ms \_\_\_\_\_ ), designated as \_\_\_\_\_ of our company to participate in the Reverse auction, who shall be the sole and single point of contact for any all matters relating to the Reverse Auction.
4. We accordingly authorize Bank and/or the Auction Company to issue user ID and password to the above named official of the company.

Signature with company seal Name-  
Company/ Organization-Designation within Company/Organization-  
Address of Company' Organization-  
Date:

Name of Authorized Representative: -  
Designation of Authorized Representative:  
Signature of Authorized Representative:

**(Letter to be submitted by the OEM/OSD on their official letter head)**  
**[The date of issuance of letter from OEM/OSD should be after the RFP Date]**

**Manufacturer Authorization Form (MAF)**

To,

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

Dear Sir,

**Ref: RFP for the Implementation of Centralised “Multi Grid”Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model vide RFP Ref No.: DIT/BPR&BTD/OA/5225/2018-19 Dated 25/02/2019.**

We ..... (Name of the OSD/OEM) who are established and reputable Original Solution Developer/Original Equipment Manufacturer of ..... (Software/Equipments) having registered office address at ....., ....., ..... do hereby authorize M/s ..... (Name and address of the Bidder) 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 Software/ Solution manufactured by us against the Request for Proposal received from your bank by the Bidder and we have duly authorised the Bidder for this purpose.

We hereby extend our guarantee/ warranty and AMC as per terms and conditions of the RFP No .....and the contract for the equipment/Software 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/Software and services.

We undertake to provide back-to-back support for spare and skill to the bidder for subsequent transmission of the same to the Bank. We also undertake to provide support services during the entire contract period if the above bidder authorized by us fails to perform in terms of the RFP.

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)

**Undertaking by the Bidder**

To

The Deputy General Manager  
DIT, BPR & BTD  
UCO Bank, Head Office  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064.

Dear Sir,

**Sub: RFP for the Implementation of Centralised “Multi Grid”Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model vide RFP Ref No.: DIT/BPR&BTD/OA/5225/2018-19 Dated 25.02.2019**

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. We shall keep the price valid for the entire contract period from the date of issuance of the first Purchase Order.

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:

**Application Integrity Statement**  
**(To be submitted in the Company Letter Head with technical Bid)**

We undertake, that application supplied for Implementation of **Centralised “Multi Grid” Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model** and other applications provided to Bank as per the scope of this RFP is free of malware, free of any obvious bugs, and free of any covert channels in the code.

Authorized signatory

Name:

Designation:

Place:

Date:

**NON-DISCLOSURE AGREEMENT**

This Non-Disclosure Agreement is entered into on this .....day of ....., 2019.

**BETWEEN**

**UCO Bank**, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at No.10, BTM Sarani, Kolkata-700001 hereinafter referred to as "**the Bank**" (which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrators and successors) **of the FIRST PART/ DISCLOSING PARTY**

**AND**

.....  
..... (which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrator and successors) of the **SECOND PART/ RECEIVING PARTY**

(Each of Bank and the vendor is sometimes referred to herein as a "**Party**" and together as the "**Parties**").

**WHEREAS** the Vendor/Receiving Party is inter alia engaged for the **Implementation of Centralised "Multi Grid"Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model** as per the terms and conditions specified in the **RFP Ref. No DIT/BPR & BTD/OA/5225/2018-19 dated: 25/02/2019**. The Vendor/Receiving Party would be the single point of contact for this project.

**WHEREAS** Bank/Disclosing Party is inter alia engaged in the business of Banking; and

**WHEREAS** the Parties presently desire to discuss and/or consult with each other's business for the purposes of entering into Agreements for the Implementation of Centralised "Multi Grid"Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model.

**WHEREAS** the Parties recognize that each other's business involves specialized and proprietary knowledge, information, methods, processes, techniques and skills peculiar to their security and growth and that any disclosure of such methods, processes, skills, financial data, or other confidential and proprietary information would substantially injure a Party's business, impair a Party's investments and goodwill, and jeopardize a Party's relationship with a Party's clients and customers; and

**WHEREAS** in the course of consultation with respect to the potential business venture, the Parties anticipate disclosing to each other certain information of a novel, proprietary, or confidential nature, and desire that such information be subject to all of the terms and conditions set forth herein below;

**NOW THEREFORE** the Parties hereto, in consideration of the promises and other good and valuable consideration, agree such information shall be treated as follows:

**1. Confidential Information: "Confidential Information"** shall mean and include any information which relates to the financial and/or business operations of each Party, including but not limited to, specifications, drawings, sketches, models, samples, reports, forecasts, current or historical data, computer programs or documentation and all other technical, financial or business data, information related to each Party's customers, products, processes, financial condition, employees, intellectual property, manufacturing techniques, experimental work, trade secrets.

**2. Use of Confidential Information:** The Vendor/Receiving Party agrees not to use the Bank/Disclosing Party's confidential Information for any purpose other than for the specific consultation regarding the potential business venture. Any other use of such Confidential Information by the Receiving Party shall be made only upon the prior written consent from an authorized representative of the Disclosing Party which wishes to disclose such information or pursuant to subsequent agreement between the Parties hereto.

**3. Restrictions:** Subject to the provisions of paragraph 4 below, the Party receiving Confidential Information (the "**Receiving Party**") shall, for contract period of Five (5) years from the date of the last disclosure of Confidential Information made under this Agreement (except for personal customer data which shall remain confidential forever), use the same care and discretion to limit disclosure of such Confidential Information as it uses with similar confidential information of its own and shall not disclose, lecture upon, publish, copy, modify, divulge either directly or indirectly, use (except as permitted above under clause (2) or otherwise transfer the Confidential Information to any other person or entity, including taking reasonable degree of care and steps to:

- a) Restrict disclosure of Confidential Information solely to its concerned employees, agents, advisors, consultants, contractors and /or subcontractors with a need to know and not disclose such proprietary information to any other parties; and
- b) Advise all receiving Party's employees with access to the Confidential Information of the obligation to protect Confidential Information provided hereunder and obtain from agents, advisors, contractors and/or consultants an agreement to be so bound.
- c) Use the Confidential Information provided hereunder only for purposes directly related to the potential business venture.

**4. Exclusions:** The obligations imposed upon Receiving Party herein shall not apply to information, technical data or know how, whether or not designated as confidential, that:

- a) Is already known to the Receiving Party at the time of the disclosure without an obligation of confidentiality;

- b) Is or becomes publicly known through no unauthorized act of the Receiving Party;
- c) Is rightfully received from a third Party without restriction and without breach of this Agreement;
- d) Is independently developed by the Receiving Party without use of the other Party's Confidential Information and is so documented;
- e) Is disclosed without similar restrictions to a third party by the Party owning the Confidential Information;
- f) Is approved for release by written authorization of the Disclosing Party; or
- g) Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however, that the Receiving Party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the Confidential Information and/or documents so disclosed be used only for the purposes for which the order was issued.

**5. Return of Confidential Information:** All Confidential Information and copies and extracts of it shall be promptly returned by the Receiving Party to the Disclosing Party at any time within thirty (30) days of receipt of a written request by the Disclosing Party for the return of such Confidential Information.

**6. Ownership of Information:** The Receiving Party agrees that all Confidential Information shall remain the exclusive property of the Disclosing Party and its affiliates, successors and assigns.

**7. No License Granted:** Nothing contained in this Agreement shall be construed as granting or conferring any rights by license or otherwise in any Confidential Information disclosed to the Receiving Party or to any information, discovery or improvement made, conceived, or acquired before or after the date of this Agreement. No disclosure of any Confidential Information hereunder shall be construed by the Receiving Party to be a public disclosure of such Confidential Information for any purpose whatsoever.

**8. Breach:** In the event the Receiving Party discloses, disseminates or releases any Confidential Information received from the Disclosing Party, except as provided above, such disclosure, dissemination or release will be deemed a material breach of this Agreement and the Disclosing Party shall have the right to demand prompt return of all Confidential Information previously provided to the Receiving Party and in such case, the Receiving party shall be bound to return all information within 30 days from the date of such demand. The provisions of this paragraph are in addition to any other legal right or remedies, the Disclosing Party may have under the Law for the time being in force.

#### **9. Arbitration and Equitable Relief**

**(a) Arbitration:** The Parties shall endeavor to settle any dispute/difference arising out of or relating to this Agreement through consultation and negotiation. In the event no

settlement can be reached through such negotiation and consultation, the Parties agree that such disputes shall be referred to and finally resolved by arbitration under the provisions of the Arbitration and Conciliation Act, 1996 and the rules made thereunder from time to time. The arbitration shall be held in Kolkata. The language used in the arbitral proceedings shall be English. The arbitration proceeding shall be conducted by a panel of three arbitrators, each party shall appoint his own arbitrator and the two appointed arbitrators shall appoint the third arbitrator who shall act as presiding Arbitrator.

**(b) Equitable Remedies:** The Parties agree that in event of breach of any of the covenants contained in this Agreement due to negligence/fault/laches of the Receiving Party, the Disclosing party shall have, in addition to any other remedy, the right:

- i) To obtain an injunction from a court of competent jurisdiction restraining such breach or threatened breach; and
- ii) To specific performance of any such provisions of this Agreement. The Parties further agree that no bond or other shall be required in obtaining such equitable relief and the Parties hereby consent to the issuance of such injunction and to the ordering of specific performance.

**(c) Legal Expenses:** If any action and proceeding is brought for the enforcement of this Agreement, or because of an alleged or actual dispute, breach, default, or misrepresentation in connection with any of the provisions of this Agreement, each Party will bear its own expenses, including the attorney's fees and other costs incurred in such action.

**(d) Indemnification:** The Receiving Party shall indemnify the Bank and hold the Bank harmless against any loss caused to it as a result of the non-performance or improper performance of this Agreement by the Receiving Party, or its servants or agents to perform any aspect of its obligations forming part of the subject matter of this Agreement.

**10. Term:** This Agreement may be terminated by either Party giving sixty (60) days' prior written notice to the other Party; provided, however, the obligations to protect the Confidential Information in accordance with this Agreement shall survive for a period of Five (5) years from the date of the last disclosure of Confidential Information made under this Agreement (except for personal customer data which shall remain confidential forever).

**11. No Formal Business Obligations:** This Agreement shall not constitute create, give effect to or otherwise imply a joint venture, pooling arrangement, partnership, or formal business organization of any kind, nor shall it constitute, create, give effect to, or otherwise imply an obligation or commitment on the part of either Party to submit a proposal or to perform a contract with the other Party or to refrain from entering into an agreement or negotiation with any other Party. Nothing herein shall be construed

as providing for the sharing of profits or loss arising out of the efforts of either or both Parties. Neither Party will be liable for any of the costs associated with the other's efforts in connection with this Agreement. If the Parties hereto decide to enter into any licensing arrangement regarding any Confidential Information or present or future patent claims disclosed hereunder, it shall only be done on the basis of a separate written agreement between them.

**12. General Provisions**

**(a) Governing Law:** This Agreement shall be governed by and construed in accordance with the laws of India.

**(b) Severability:** If one or more of the provisions in this Agreement is deemed void by law, then the remaining provisions shall remain valid and continue in full force and effect.

**(c) Successors and Assign:** This Agreement will be binding upon the successors and/or assigns of the Parties, provided however that neither Party shall assign its rights or duties under this Agreement without the prior written consent of the other Party.

**(d) Headings:** All headings used herein are intended for reference purposes only and shall not affect the interpretation or validity of this Agreement.

**(e) Entire Agreement:** This Agreement constitutes the entire agreement and understanding of the Parties with respect to the subject matter of this Agreement. Any amendments or modifications of this Agreement shall be in writing and executed by a duly authorized representative of the Parties.

**(f) Jurisdiction of Court:** All disputes under this Non-Disclosure Agreement are subject to the jurisdiction of Courts of Kolkata only.

**(g)** Two original sets of Non-Disclosure Agreement are executed and retained by either parties, Bank and \_\_\_\_\_s\_\_\_\_\_ (the bidder).

The Parties, by the signature of their authorized representatives appearing below, acknowledge that they have read and understood each and every term of this Agreement and agree to be bound by its terms and conditions.

**For and on behalf of**

.....

**For and on behalf of**

.....

**(The Bidder)**

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**PROFORMA FOR DEED OF INDEMNITY**

**(To be stamped as per the Stamp Law of the Respective State)**

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

IN FAVOUR OF

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

**WHEREAS**

1. The Obligor has

- A. offered to provide solution for the Implementation of Centralised "Multi Grid"Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model with the specifications as prescribed in the Agreement / Contract dated \_\_\_\_\_ during the period of **five years** from the date of acceptance of the purchase orders issued by the Bank from time to time. The Supply of solution by the obligor is herein after referred to as "**Supply**".
- B. Agreed to install and provide comprehensive maintenance for the Equipments, material used and workmanship by them in terms of the Agreement / Contract dated \_\_\_\_\_ and respective Purchase Orders issued from time to time during the contract period of 5 years if required at the discretion of UCO BANK. (The installation and maintenance are herein after collectively referred to as "**Service/s**").
- C. Represented and warranted that they have all permissions, consents, approvals from all authorities, both regulatory and non-regulatory, for providing solution for the Implementation of Centralised "Multi Grid"Cheque Truncation System (CTS) Solution for UCO Bank on OPEX Model.
- D. Represented and warranted that the aforesaid supply/services offered to UCO BANK do not violate any provisions of the applicable laws, regulations or guidelines including legal and environmental. In case there is any violation of any law, rules or regulation, which is capable of being remedied, the same will be got remedied immediately during the installation, maintenance and contract period to the satisfaction of UCO BANK.

- E. Represented and warranted that they are authorized and legally eligible and otherwise entitled and competent to enter into such Contract/ Agreement with UCO BANK.
2. One of the conditions of the aforesaid Agreement is that the Obligor is required to furnish an indemnity in favor of UCO BANK indemnifying the latter against any claims, losses, costs, actions, suits, damages and / or otherwise arising due to or on account of Obligor's violations of any trademarks, patents, copyrights and licenses, the applicable laws, regulations, guidelines during the Supply / Services to UCO BANK as also for breach committed by the Obligor on account of misconduct, omission and negligence by the Obligor.
3. In pursuance thereof, the Obligor has agreed to furnish an indemnity in the form and manner and to the satisfaction of UCO BANK as hereinafter appearing;

**NOW THIS DEED WITNESSETH AS UNDER:-**

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

- (1) the Obligor shall, at all times hereinafter, save and keep harmless and indemnified UCO BANK, including its respective directors, officers, and employees and keep them indemnified from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said contract and any damage caused from and against all suits and other actions that may be instituted taken or preferred against UCO BANK by whomsoever and all losses, damages, costs, charges and expenses that UCO BANK may incur by reason of any claim made by any claimant for any reason whatsoever or by anybody claiming under them or otherwise for any losses, damages or claims arising out of all kinds of accidents, destruction, deliberate or otherwise, direct or indirect, from those arising out of violation of applicable laws, regulations, guidelines and also from the environmental damages, if any, which may occur during the contract period.
- (2) The Obligor further agrees and undertakes that the Obligor shall, during the contract period, ensure that all the permissions, authorizations, consents are obtained from the local and/or municipal and/or governmental authorities, as may be required under the applicable laws, regulations, guidelines, orders framed or issued by any appropriate authorities.
- (3) The Obligor further agrees to provide complete documentation of all Equipments/accessories/and other software, they are having. The Obligor shall also indemnify and keep indemnified UCO BANK against any levies/penalties/claims/demands, litigations, suits, actions, judgments, in this regard.
- (4) If any additional approval, consent or permission is required by the Obligor to execute and perform the contract during the currency of the contract, they shall

procure the same and/or comply with the conditions stipulated by the concerned authorities without any delay.

- (5) The obligations of the Obligor herein are irrevocable, absolute and unconditional, in each case irrespective of the value, genuineness, validity, regularity or enforceability of the aforesaid Agreement/Contract or the insolvency, bankruptcy, reorganization, dissolution, liquidation or change in ownership of UCO BANK or Obligor or any other circumstance whatsoever which might otherwise constitute a discharge or defence of an indemnifier.
- (6) The obligations of the Obligor under this deed shall not be affected by any act, omission, matter or thing which, would reduce, release or prejudice the Obligor from any of the indemnified obligations under this indemnity or prejudice or diminish the indemnified obligations in whole or in part, including in law, equity or contract (whether or not known to it, or to UCO BANK).
- (7) This indemnity shall survive the aforesaid Agreement.
- (8) Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either party at the address stated in the aforesaid Agreement and or as stated above.
- (9) This indemnity shall be governed by, and construed in accordance with, the laws of India. The Obligor irrevocably agrees that any legal action, suit or proceedings arising out of or relating to this indemnity may be brought in the Courts/Tribunals at Kolkata. Final judgment against the Obligor in any such action, suit or proceeding shall be conclusive and may be enforced in any other jurisdiction, by suit on the judgment, a certified copy of which shall be conclusive evidence of the judgment, or in any other manner provided by law. By the execution of this indemnity, the Obligor irrevocably submits to the exclusive jurisdiction of such Court/Tribunal in any such action, suit or proceeding.
- (10) UCO BANK may assign or transfer all or any part of its interest herein to any other person. Obligor shall not assign or transfer any of its rights or obligations under this indemnity, except with the prior written consent of UCO BANK

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

Signed and Delivered on behalf of ( \_\_\_\_\_ )

By the hand of ( \_\_\_\_\_ ) the authorized official of the Obligor)

**Undertaking Letter on the bidder's letterhead for Central Minimum Wages Act & Labour  
Laws**

To,  
Deputy General Manager (DIT, BPR & BTD)  
UCO Bank, Head Office  
Department of Information Technology  
5<sup>th</sup> Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064

Sir,

**Sub: Confirmation for Government Rules relating to Minimum Wages:**

**Ref: RFP for Implementation of Centralised "Multi Grid"Cheque Truncation System (CTS)  
Solution for UCO Bank on OPEX Model (RFP Ref. No. DIT/BPR&BTD/OA/5225/2018-19 Date:  
25/02/2019)**

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

In this regard we confirm that the employees engaged by our Company to carry out the services in your bank for the above said contract are paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. All the employees/operator deployed by the successful bidder for the digitization activity must comply with government's rules and regulations like minimum wages act, Provident Fund and ESIC facility standard. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company.

**(Proof of compliance and labour license needs to be submitted along with the quotation)**

Yours faithfully,

**Authorised Signatory**  
**Designation**  
**Bidder's corporate name**  
**Place:**  
**Date:**