

**Request for Proposal (RFP)**  
**For**  
**Selection of System Integrator**  
**for Implementation, Maintenance and Facility Management**  
**for System Security Tools for Cyber Security Operation Centre**  
**(C-SOC)**



**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**

**RFP REF NO: DIT/BPR & BTD/OA/1201/2020-21**  
**Date: 24/08/2020**

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.

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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.

## Important Note to prospective Bidders

This RFP Document 'Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC)' has been segregated into two parts.

Part I contain General Details, terms, conditions, Eligibility Criteria, Format of Contract, etc. which are required for preparation of the Bid. Scope of Work for new tools to be procured is also detailed in Part I of the RFP document. The RFP is governed by the general details, Terms, Conditions, Format of Contract etc. as laid down in the Part I Document.

Part II, contain Scope of Work for the maintenance, support, upgradation, facility management, annual maintenance contract, annual technical service for existing SOC tools and Security Information and Event Management (SIEM) tool. It also contains the details of procurement of hardware, operating system and installation of SIEM application, Enterprise Security Manager (ESM) and OS. Technical specification of all the requirements and commercials is detailed in Part II.

The tender document **(Part-1)** may also be downloaded from the bank's official website [www.ucobank.com](http://www.ucobank.com). The bidder downloading the tender document from the website is required to collect document **(Part-2)** by making payment of tender fee of **Rs. 20,000/- (Rupees Twenty Thousand Only) (non-refundable)** in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata, or NEFT at the time of submission of the technical bid along with the Non-Disclosure Agreement (NDA), failing which the bid of the concerned bidder will be rejected. Format of NDA is given in Part-I.

**Both Part 1 & Part 2 shall be an integral part of the aforesaid complete tender document and shall be read together for the purpose of arriving at the final decision with respect to evaluation of the bid response, technical and commercial and final selection of the bidder.**

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## Bid Control Sheet

<b>Tender Reference</b>	<b>RFP Ref No: DIT/BPR &amp; BTD/OA/1201/2020-21 Date: 24/08/2020</b>
<b>Cost of Tender documents</b>	<b>Rs.20,000/- (Rupees Twenty Thousand Only)</b>
<b>Date of issue of RFP</b>	<b>24/08/2020</b>
<b>Earnest Money Deposit (EMD)</b>	<b>Rs.30,00,000/- (Rupees Thirty Lacs only)</b>
<b>Date of commencement of sale of tender document</b>	<b>24/08/2020</b>
<b>Pre-bid queries to be received only online at <a href="mailto:hodit.proc@ucobank.co.in">hodit.proc@ucobank.co.in</a></b>	<b>On or before 01/09/2020 up to 04:00 PM</b>
<b>Pre-Bid meeting /Venue</b>	<b>04/09/2020 at 12:30 PM at UCO Bank, Head Office-2, Department of Information Technology 5<sup>th</sup> Floor, Conference Room, 3 &amp; 4 DD Block, Sector -1, Salt Lake, Kolkata-700 064</b>
<b>Last Date and Time for receipts of tender bids</b>	<b>29/09/2020 at 04:00 PM</b>
<b>Opening of technical bids</b>	<b>29/09/2020 at 04:30 PM</b>
<b>Opening of Price Bid</b>	<b>Will be informed subsequently to eligible &amp; technically qualified bidders.</b>
<b>Address of Communication</b>	<b>Chief Manager (IT), Head Office-2 Department of Information Technology 5<sup>th</sup> Floor, 3 &amp; 4 DD Block, Sector -1 Salt Lake, Kolkata-700 064</b>
<b>Email address</b>	<b><a href="mailto:hodit.proc@ucobank.co.in">hodit.proc@ucobank.co.in</a></b>
<b>Contact Telephone</b>	<b>Tel : 033-44559433/9770/9758</b>
<b>Bids to be submitted</b>	<b>Tender box placed at: UCO BANK, Head Office-2, Department of Information Technology, 5<sup>th</sup> Floor, 3 &amp; 4, DD Block, Sector -1, Salt Lake, Kolkata-700 064.</b>

**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 **04:30 PM**. UCO Bank is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason including postal holidays or delays. Any bid received after specified date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid.



## **Part – I**

### **1. Introduction**

UCO Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata-700001, India, and its Department of Information Technology at 3 & 4, DD Block, Sector – 1, Salt Lake, Kolkata – 700064, hereinafter called “the Bank”, is one of the leading public sector Banks in India having more than 3000+ Domestic Branches, four Overseas Branches two each at Singapore & Hong Kong Centres and 2500+ ATMs (including Biometric enabled ATMs), spread all over the country. All the branches of the Bank are CBS enabled through Finacle (Ver. 7.0.25) as a Core Banking Solution. Bank is having tie up with Visa & NPCI and distributes VISA and RuPay enabled debit cards to the customers. Bank has also installed some machines for cash deposit, cheque deposit and passbook printing integrated with Bank's Core Banking System.

### **2. Objective**

To monitor, assess and defend Bank's information systems and to be equipped with set of tools such as Network Access Control (NAC), End Point Data Loss Prevention (DLP), Automated Vulnerability Assessment Scanners (VAS), IT-Governance, Risk & Compliance (IT-GRC), Anti-Advanced Persistent Threat (APT) (DR Site), Network Policy Management Solution, Decoy Services (Honeypot), Anti-Phishing – Anti-Rogue Services for given in detail under this RFP for implementation, maintenance, monitoring and response capabilities.

Bank also intends for Facility Management services, Annual Maintenance Contract, Annual Technical Services for Bank's existing Security Operation Centre Services for the security tools Web Application Firewall (WAF), Network Behavior Analysis (NBA), Privilege Identity Management (PIM), Database Activity Monitoring (DAM), Anti-Advanced Persistent Threat (APT) (Datacentre). Facility Management Services and support for Security Information and Event Management (SIEM) is also intended by the Bank along with the procurement of hardware, operating system and installation of SIEM application ESM and OS.

Bank intends to implement for information assets at Primary Data Center (Bangalore), DR Site (Kolkata), NDR (Bangalore), Branches and offices of the Bank. Bank expect system integrator to provide design, supply, implementation, configuration, customization, integration, monitor, manage, backup, documentation, training, warranty support, post warranty maintenance support, back to back arrangement with OEM and any other activities related to or connected to the Information Technology / Cyber security solutions, devices & technologies. The bidder is expected to do following but not limited to:

- Procurement of the necessary solutions and the corresponding hardware, software, database etc. required for implementing these solutions.
- Implementation of the respective solutions including configuration, customization of the products as per the requirement.
- Integration of the solutions to provide a comprehensive single dashboard view of the security risks/ incidents.
- Work with the existing System Integrator(s) to integrate the C-SOC solutions with existing application platforms, server and storage environment, enterprise network, EMS/ NMS solutions, security solutions, ticketing tools etc.
- Providing adequate resources for on-going operations of the Cyber Security Operations Centre (C-SOC).
- Development of operating procedures in adherence banks' policies.
- Security Monitoring / scanning of cyber-attacks into / on / against Bank's IT assets
- Manage security, configuration, availability, performance and fault management, advisory for the security devices and its software stipulated in scope.
- Ensure Scanning / Protection / Presentation /Reporting as required by the Bank.
- Vulnerability Assessment for critical devices/ servers /applications/solutions.
- Risk assessment and mitigation, protection, execution support for the Security solutions, devices, software and applications under the scope of C-SOC.
- Ensure adequacy, appropriateness and concurrency of various policies as per the requirement of regulatory authorities and Government of India Security authorities, IT Act 2000 and subsequent amendments and guidelines in place.
- Ensure adequacy, appropriateness and concurrency of various policies as per the requirement of regulatory authorities and Government of India Security authorities, IT Act 2000 and subsequent amendments and guidelines in place.
- Provide forensics support as per the requirement of Bank in case of any incident.
- Dashboard for reporting.
- Adherence to agreed Service Level Agreements (SLA) and periodic monitoring and reporting of the same to banks.
- Continual improvement of the Security Operations as defined in the SLA.

### **3. Eligibility Criteria**

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

Sl No	Eligibility Criteria	Document to be submitted
1	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date.	Certificate of Incorporation or Certificate of Commencement of business (whichever is applicable), MSME Registration (if applicable), PAN, TAN, GSTIN Certificate and any other tax related document if applicable, long with the copies of Memorandum of Association and Articles of Association are required to be submitted along with the eligibility bid.
2	The bidder should be an OEM / OSD or their authorized representative in India. In case OEM / OSD participates in the tender process directly, authorized representative will not be permitted to participate in the same tender process.	Undertaking / Power of Attorney (PoA) from the OEM / OSD mentioning a clause that OEM / OSD will provide support services during <b>Contract period</b> if the bidder authorized by them fails to perform.  In case of an authorized representative, a letter of authorization (MAF) / OSD Authorization Form from original manufacturer / solution developer must be furnished in original duly signed & stamped.
3	The Bidder should have a minimum annual turnover of at least <b>Rs.100 Crores</b> in each of the <b>last three financial years (i.e. 2017-18, 2018-19 &amp; 2019-20)</b> .	Audited Balance Sheets for last 3 years, i.e., 2017-18, 2018-19 & 2019-20 and Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss <b>for last 3 financial years, i.e. 2017-18, 2018-19 &amp; 2019-20</b> are to be submitted.
4	The Bidder should have posted net profit in any two of the <b>last three financial years (i.e. 2017-18, 2018-19 &amp; 2019-20)</b> .	Audited Balance Sheets for last 3 years, i.e., 2017-18, 2018-19 & 2019-20 and Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss for last 3 financial years, <b>i.e. 2017-18, 2018-19 &amp; 2019-20</b> are to be submitted.

SI No	Eligibility Criteria	Document to be submitted
5	The bidder should have experience in IT security services in India (i.e. in at least three solutions <b>including NAC &amp; DLP as mandatory and any other solutions from the following</b> area of implementation, monitoring and management of various types of security solutions, devices, Technologies and software viz. VAS, IT-GRC, APT, Network Policy Management Solution, Decoy Services, Anti-Phishing Anti-Rogue Services).	Proof of implementation to be submitted. The Bank reserves the right to inspect the information provided by the bidder.
6	The bidder should be currently in the service of providing Security Operation Centre (SOC) <b>and facility management</b> services for Security solutions including at least two Government/Public/Private organizations in India out of which one should be a Scheduled Commercial Bank / RBI / NPCI (excluding RRBs and Co-operative Bank).	Proof of Client Certificate is to be submitted.
7	Any Sub-contractor / consortium partner / OEM / OSD / Service Provider of the bidder from a country which shares a land border with India will be eligible to bid in this tender only if that Sub-contractor / consortium partner / OEM / OSD / Service Provider of the bidder is registered with the competent authority in India.	Proof of registration of said Sub-contractor / consortium partner / OEM / OSD / Service Provider of the bidder with the competent authority in India is to be submitted.
8	OEMs experience: The proposed solution <b>(NAC, DLP, various types of security solutions, devices, Technologies and software viz. VAS, IT-GRC, APT, Network Policy Management Solution, Decoy Services, Anti-Phishing Anti-Rogue Services)</b> under this RFP should have been implemented in any financial institutions / Government Organisation in India.	Proof of documents showing implementation of proposed solution <b>(NAC, DLP, various types of security solutions, devices, Technologies and software viz. VAS, IT-GRC, APT, Network Policy Management Solution, Decoy Services, Anti-Phishing Anti-Rogue Services)</b> to be submitted indicating the company is providing such services.

SI No	Eligibility Criteria	Document to be submitted
9	Bidder and OEM should not have been debarred / black-listed by any Bank or RBI or any other regulatory authority or Financial Institutions in India as on date of RFP submission.	Self-declaration to that effect should be submitted on company letter head.
10	The service provider should ensure that there are no legal proceedings / inquiries / investigations have been commenced / pending against service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected / may get affected.	Self-declaration to this effect on the company's letterhead should 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.

**Please note that under this RFP either OEM or its authorised representative can bid but both cannot bid simultaneously.**

## **Part – II : INVITATION FOR BIDS AND INSTRUCTIONS TO BIDDERS**

### **1. Invitation for Bids**

This Request for Proposal (RFP) is to invite proposals from eligible bidders desirous of taking up the project for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC). Sealed offers/Bids (Bid) prepared in accordance with this RFP should be submitted as per details given in the Bid Control sheet. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at Bank's discretion.

### **2. 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.

### **3. Tender Document & Fee**

A complete set of tender document can be obtained from the following address during office hours on all working days on submission of a written application along with a non-refundable fee of **Rs. 20,000/- (Rupees Twenty thousand Only)** in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata or NEFT.

This RFP document "Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC)" has been segregated into two parts.

Part – 1 contain General Details, terms, conditions, Eligibility Criteria, Format of Contract, etc. which are required for preparation of the Bid. Scope of Work for new tools to be procured is also detailed in Part – 1 of the RFP document. The RFP is governed by the general details, Terms, Conditions, Format of Contract etc. as laid down in the Part – 1 Document.

Part – 2, contain scope of work for the maintenance, support, up-gradation, facility management, annual maintenance contract, annual technical service for existing SOC tools and Security Information and Event Management (SIEM) tool. It also contains the details of procurement of hardware, operating system and installation

of SIEM application, Enterprise Security Manager (ESM) and OS. Technical specification of all the requirements and commercials is detailed in Part – 2.

The tender document **(Part – 1)** may also be downloaded from the bank's official website [www.ucobank.com](http://www.ucobank.com). The bidder downloading the tender document from the website is required to collect document **(Part – 2)** by making payment of tender fee of **Rs.20,000/- (Rupees Twenty Thousand Only) (non-refundable)** in the form of Demand Draft or Banker's Cheque in favor of UCO BANK, payable at Kolkata, or NEFT at the time of submission of the technical bid along with the Non-Disclosure Agreement (NDA), failing which the bid of the concerned bidder will be rejected. Format of NDA is given in **Part – 1**.

In case of bidders being an MSME under registration of any scheme of Ministry of MSME, they are exempted from the submission of EMD and the Tender Cost / Fee. A valid certificate in this regard issued by the Ministry of MSME has to be submitted.

**The Bank details are as below:**

Bank details for Tender Fee	Address for Obtaining printed copy of RFP
Account Number-18700210000755 Account Name- M/s H O DIT Branch- DD Block, Salt Lake branch IFSC- UCBA0001870 MICR-700028138	UCO Bank Head office, Department of Information Technology 7 <sup>th</sup> floor, 3&4 DD Block, Salt lake City, Sector-1, Kolkata – 700064 Ph. No.- 033- 4455 9433/9770

**4. Earnest Money Deposit**

The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee valid for a period of **6 months** together with a claim period of **30 days** in favor of UCO Bank payable at Kolkata for an amount mentioned hereunder:

Particulars of Job to be undertaken	EMD
RFP for Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC)	<b>Rs. 30,00,000.00/-</b>

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process without any interest thereon. The EMD of successful bidder(s) will be returned to them on submission of Performance Bank Guarantee (s) either at the time of or before the execution of Service Level Agreement (SLA). The EMD of successful bidder(s) will be returned on submission of Performance Bank Guarantee.

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

- a. If the bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).
- b. If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- c. The selected bidder withdraws his tender before furnishing on unconditional and irrevocable Performance Bank Guarantee.
- d. The bidder violates any of the provisions of the terms and conditions of this tender specification.
- e. In case of the successful bidder, if the bidder fails:
  - To sign the contract in the form and manner to the satisfaction of UCO BANK
  - To furnish Performance Bank Guarantee in the form and manner to the satisfaction of UCO BANK either at the time of or before the execution of Service Level Agreement (SLA).

## **5. 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 stamp.
- 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/ deviation of terms & conditions or scope of work/ 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 RFP. Noncompliance 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.
- g. Non-submission of Pre-Contract Integrity Pact as per format given in **Annexure – M**.

## **6. Pre Bid Meeting**

The queries for the Pre-bid Meeting should reach us in writing or by email on or before the date mentioned in the Bid Control Sheet by e-mail to



[hodit.proc@ucobank.co.in](mailto:hodit.proc@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. Pre-Bid queries raised by the bidder(s) are to be submitted in the format given in **Annexure – R**.

## **7. Modification and Withdrawal of Bids**

No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by successful bidders, the EMD will be forfeited by the Bank.

## **8. 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.

## **9. Clarification of Offer**

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

## **10. Late Bids**

Any bid received by the Bank after the deadline (Date and Time mentioned in Bid Details table / Pre Bid / subsequent addendum / corrigendum) for submission of bids, will be rejected and / or returned unopened to the bidder.

## **11. 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.

## **12. 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.

## **13. 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

## **14. Selection Process**

Technically qualified bidder with the lowest quote based on TCO as quoted in **Annexure – X**, will be considered as the L1 bidder.

## **15. MSME bidder**

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

- i. Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME. Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.
- ii. To qualify for EMD & Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining registration will not be considered for EMD & Tender Fee / Cost exemption. (Traders are excluded who are engaged in trading activity without value addition / branding / packing. In such a case they will have to submit EMD and Tender Cost).
- iii. MSME bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Bank, they

will be suspended for a period of three years from being eligible to submit bids for contracts with the Bank.

- iv. Bids received without EMD for bidders not having valid NSIC registered documents for exemption will not be considered. Bids received without EMD for bidders not having valid registration documents for exemption will not be considered. However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance.

#### **16. 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.

#### **17. No Legal Relationship**

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

#### **18. Cancellation of tender process**

- a. UCO BANK reserves the right to accept or reject in part or full any or all offers at its sole discretion at any stage without assigning any reason thereof and without any cost or compensation therefor. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidders.
- b. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action.

#### **19. Corrupt and Fraudulent Practices**

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

"Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution

**AND**

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and

includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

## **20. Non-Transferrable Offer**

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

## **21. Period of Bid Validity**

Bids shall remain valid for **180 (One Hundred and Eighty)** days after the date of bid opening prescribed by UCO BANK. UCO BANK holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A bidder acceding to the request will neither be required nor be permitted to modify its bid. A bidder may refuse the request without forfeiting its bid security. In any case the bid security of the bidders will be returned after completion of the process.

## **22. No Commitment to accept lowest or any Bid**

UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. UCO Bank reserves the right to make any changes in the terms and conditions of purchase. UCO Bank will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

## **23. Errors and Omissions**

Each Recipient should notify Bank of any error, omission, or discrepancy found in this RFP document in the form of pre-bid queries within the time as given in control sheet.

## **24. Acceptance of Terms**

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

## **25. 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.

## **26. Notification**

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

## **27. Erasures or Alterations**

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid.

## **28. Clarifications on and Amendments to RFP document**

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

## **29. Language of Bids**

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

### **30. Authorized Signatory**

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by person who is duly authorized by the Board of Directors / Competent Authority of the bidder or having Power of Attorney.

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 certified by Company Secretary along with Power of Attorney duly stamped, 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.**

### **31. Submission of Offer – Three Bid System**

UCO Bank will follow Three Bid System i.e. Separate Eligibility Bid – containing Eligibility Information, Tender Fee, Earnest Money Deposit in the form of Bank Guarantee OR certificate from Ministry of MSME (wherever required) and Pre Contract Integrity Pact (**as per Annexure – M**), Technical Bid – containing Technical Information and Commercial Bid – containing Price Information along with the soft copies duly sealed and super-scribed as – RFP for Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) (Eligibility Bid), – RFP for Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) (Technical Bid) and – RFP for Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) (Commercial Bid) **as per the format prescribed in Annexure – X** respectively should be put in a single sealed outer cover duly sealed and super-scribed as – RFP for Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) as per the bid details given in the RFP.

Eligibility evaluation would be completed first followed by Technical & Functional evaluation. Thereafter, Price Information (Commercial Bid) of the eligible & technically qualified bidders will be opened and Lowest Bidder (L1) will be selected based on the Total Amount quoted in the commercial bid.

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

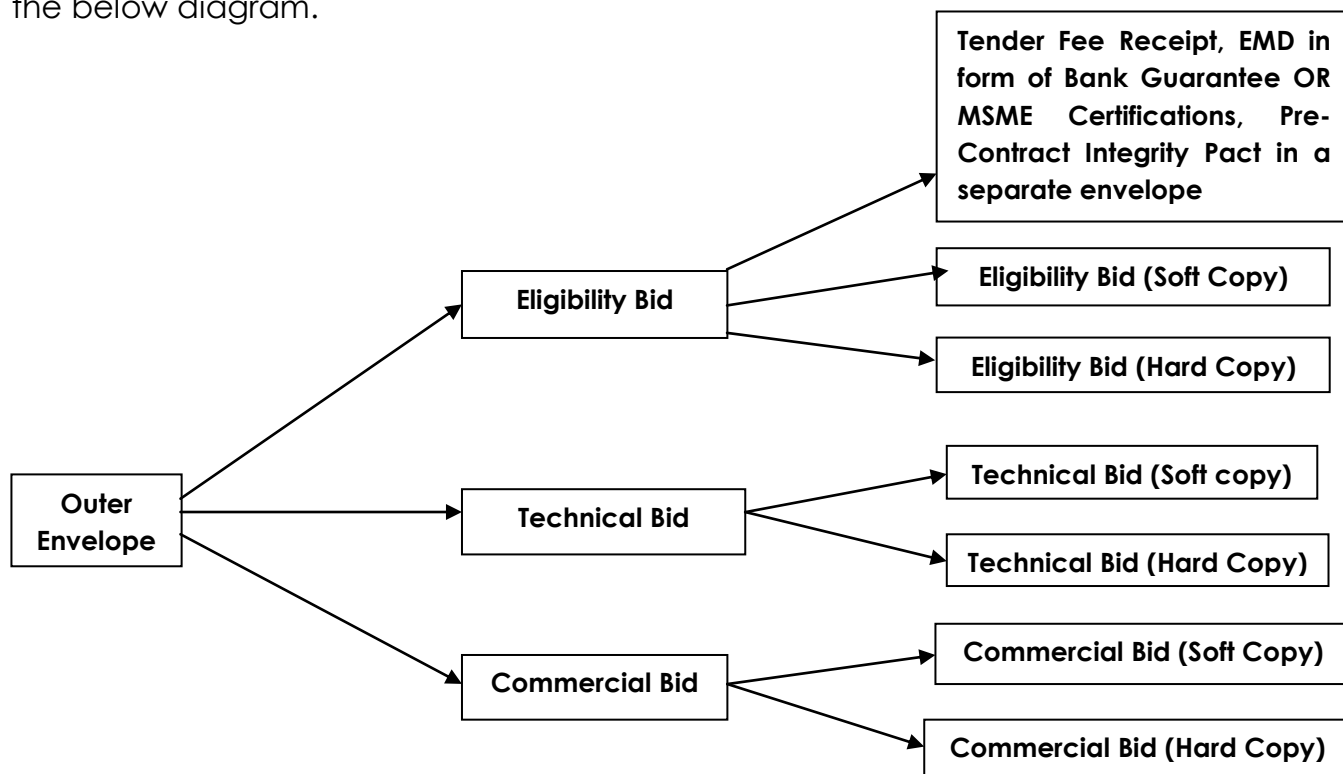
All envelopes must be super-scribed with the following information:

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

The Eligibility and Technical Offers 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 along with the Tender Fee, Earnest Money Deposit in the form of Bank Guarantee and the Pre Contract Integrity Pact on a non-judicial stamp paper of requisite value (**as per Annexure – M**). Tender Offer forwarding letter prescribed in **Annexure – B** should be submitted with the Eligibility / Technical Offer. The Eligibility and Technical offers must not contain any price information. UCO BANK, at its sole discretion, may not evaluate Eligibility or Technical Offer in case of non-submission or partial submission of eligibility or technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder. The Technical bid should have **documentary proof in support of Eligibility Criteria and Annexures**.

**The entire RFP, Pre-bid responses along with all the Addenda and Corrigenda should be stamped & signed by the authorized signatory of the participating bidder and to be submitted to the Bank with all other documents as part of the Eligibility bid.**

The envelopes separately should contain the documents in the order mentioned in the below diagram.



The Commercial Offer (Hard Copy) should contain all relevant price information as per **Annexure – X**.

**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.**

**Note:**

- a. 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 Eligibility Bid.
- b. One Separate envelope containing Tender Fee, EMD and Pre-Contract Integrity Pact should invariably be placed in Eligibility Bid envelope.
- c. If commercial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.
- d. Bidders to submit a **masked commercial Bid** i.e. by hiding price commercial bid as per **Annexure – Y** with technical bid envelope to be submitted.
- e. If any inner cover / envelop of a bid is found to contain Eligibility/ Technical & Commercial Bids together then that bid will be rejected summarily.
- f. The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- g. Canvassing of any kind or Bid submitted with false information will be a disqualification.
- h. 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.
- i. 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.
- j. Further, subsequent to the orders being placed, the Bidder shall pass on to Bank all fiscal benefits arising out of reductions in Government levies /taxes.
- k. 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 bidder shall not quote for the products, whose End of sale/ End of Support / End of License has been declared by the OEM.
- l. Bids once submitted shall not be returned to the Bidder in future. The selected bidder must adhere to the terms of this RFP document.

**32. Other Terms and Conditions**

- a. **Cost of preparation and submission of bid document:** The bidder shall bear all costs for the preparation and submission of the bid. UCO Bank shall not be



responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

- b.** The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders.
- c.** 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 reject any or all offers or cancel the whole tendering process due to change in its business requirement.
- d. Response of the Bid:** The Bidder should comply all the terms and conditions of RFP.
- e.** The bidder is solely responsible for any legal obligation related to licenses during contract period for the solution proposed and Bidder shall give indemnity to that effect.
- f.** UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. UCO Bank has the right to re-issue tender/bid. UCO Bank reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. UCO Bank will not be obliged to meet and have discussions with any bidder, and / or to listen to any representations once their offer/bid is rejected. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidder.

### **33. OEM Authorization**

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

### **34. Undertaking to use new components**

Bidder should give an undertaking to the Bank that the equipment's (including all components) delivered to the Bank are brand new. The bidder should also give an undertaking in writing that all the software supplied by the bidder is licensed and legally obtained. The proposed equipment's are not declared end of support or end of life. This undertaking to the Bank is to be signed by a Director or Head of marketing of the Company.

### **35. Compliance**

The products & services offered to the Bank must be in compliance with all Laws, Regulations & Government guidelines of India. It also should not violate any of the provisions of the IT Act 2000 and all its subsequent addendums in anyway or any other legal provisions relating to such products or services in India.

The bidder must ensure that application /solution is free from embedded Malicious/fraudulent code being implemented by them in the Bank. The bank reserves the right for audit.

### **36. System Integrator**

The successful bidder will be the system integrator and shall have single point responsibility of the bid.

### **37. 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:

- i. Promise on the part of the principal not to seek or accept any benefit, which is not legally available.
- ii. Principal to treat all bidders with equity and reason
- iii. Promise on the part of bidders not to offer any benefit to the employees of the Principal not available legally
- iv. Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contract etc.
- v. 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.
- vi. Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- vii. 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 – M** 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](mailto: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 IT Department undertaken procurement at the address mentioned along with RFP document.**

## **Part – III : BID OPENING AND EVALUATION CRITERIA**

### **1. Stages of Evaluation**

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

The Stages are:

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

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 Technical bid evaluation. A detailed technical evaluation would be undertaken for eligible bidders and only the technically qualified bidders would be shortlisted for commercial bid.

The Commercial Bid should contain price information only and to be submitted strictly as per the format provided in **Annexure – X**.

### **2. Evaluation Methodology**

The objective of evolving this evaluation methodology is to facilitate the selection of the most cost-effective solution (Total Cost of Ownership) **over a 5-year period** that appropriately meets the requirements of the Bank identified in this RFP.

#### **2.1. Eligibility Evaluation**

The Bank will evaluate the technical response to the RFP of bidder who are found eligible as per the eligibility criteria mentioned in the RFP.

#### **2.2. Technical & Functional evaluation process**

- The proposals will be evaluated in three stages. In the first stage, i.e. Eligibility Evaluation as mentioned in **Annexure – C**, the bidders will be shortlisted, based on bidder's responses. In the second stage, the Technical Evaluation will be done as mentioned in **Annexures – A & F**, the bidders will be shortlisted, based on their responses. In the third stage, the commercial bids of the eligible & technically qualified bidders would be opened and evaluated.
- The Bank will evaluate the technical responses of the bidders who are found eligible as per the eligibility criteria mentioned in the RFP. There will be no scoring involved in the eligibility evaluation of the bidders.
- During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should

respond to such requests within the time frame indicated in the letter/e-mail seeking explanation.

- Bank may invite the eligible bidders for technical presentation for the proposed solution during the bid evaluation.
- The resources offered should meet all the technical requirements mentioned in scope of work and technical requirement of bank. Non-compliance to any of the technical specification may attract rejection of the proposal without assigning any reason and without any cost or compensation thereof.
- The bidders should submit the commercial bill of materials covering cost for each solution (for each line item) and total cost for the Bank as per **Annexure – X**.
- Commercial Bids of bidders, who qualified in the technical evaluation stage, will be considered for participation in commercial evaluation.
- L1 price will be determined after giving effect to arithmetical correction, if any.
- L1 bidder will be determined on the basis of the lowest price quoted in the final commercial bid (FCB).
- The Bank might recognize the L1 bidder for signing the contract for the scope of work defined within the RFP document.
- The commercial bid shall be opened post the technical evaluation. The bids shall be opened only for the technically qualified bidders.
- The prices and other terms offered by the bidder must be firm for an acceptance period of 180 days from opening of the commercial bids.
- The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves right to obtain revised price bids from the bidders with regard to change in the RFP clauses. The bank reserves the right to accept any bid in whole or in part.

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

- The requirements are given in **Annexure – A & F**.
- UCO Bank may, at its discretion, waive off any minor non-conformity or any minor irregularity in an offer/bid. This shall be final, conclusive and binding on all bidders and UCO Bank reserves the right for such waivers.
- The bidders should provide their response ('Y' or 'N') to the questionnaire in the column "Compliance" in **Annexures – A & C**.
- The Responses should be as per the table below.

Response	Description
Y	Yes, Available
N	No, Not Available

- If any bidder provides response other than 'Y' or 'N' the same will be treated as Not Available i.e. 'N'.
- Bidder should comply with all the requirements given in **Annexures – A & C**. Non-compliance to any of the requirement in **Annexures – A & C** may attract rejection of the proposal.

**The bidder should submit the technical proposal for each tool of the proposed solution as a pre-requisite.**

### **Short Listing**

The bidder needs to qualify as per eligibility criteria. Only eligible bidders will be qualified for the Technical evaluation process and only technically qualified bidders are to be called for commercial bid. Only those bidders who achieve technical requirements mentioned in scope of work would be short-listed for commercial bid process.

### **2.3. Commercial Evaluation**

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

- a. The Bill of Material must be attached in Technical Bid as well as Commercial Bid. The format will be identical for both Technical Bid and Commercial Bid, except that the Technical bid should not contain any price information (with Prices masked). Technical bid without masked Bill of Materials will be liable for rejection. Any deviations from the Bill of Material / non-submission of prices as per the format shall make the bid liable for rejection.
- b. The L1 bidder will be selected on the basis of the amount quoted for the proposed solution quoted by them as per commercial bid. However, in case of any discrepancy in calculation, unit cost for components & services shall prevail and TCO will be calculated accordingly.
- c. The optimized TCO (Total Cost of Ownership) identified in the commercial bid would be the basis of the entire outflow of the Bank for undertaking the scope of work.
- d. In case there is a variation between figure and words, the value mentioned in words will be considered.
- e. In the event the vendor has not quoted or mentioned the component or services required, for evaluation purposes the highest value of the submitted bids for that component or service would be used to calculate the TCO. For the purposes of payment and finalization of the contract, the value of the lowest bid would be used.

### **3. Normalization of bids:**

The Bank has discretion to go through a process of Eligibility evaluation followed by the technical evaluation and normalization of the bids to the extent possible to ensure that eligible bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the eligible bidders to re-submit the technical and

commercial bids once again for scrutiny. The re-submissions 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 or till the Bank is satisfied. The eligible bidder/s have to agree that they have no reservation or objection to the normalization process and all the technically short listed 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 bidder/s, by submitting the response to this RFP, agrees to the process and conditions of the normalization process.

## **Part – IV**

### **1. Scope of Work**

**The Scope of work** for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) including but not limited to design, supply, configuration, implementation, customization, integrations, monitor, manage, backup, documentation, training, warranty support, post warranty maintenance support and any other activities if contracted related to or connected to the IT security, Security solutions, devices and technologies. The bidder is expected to do following but not limited to:

- Overall scope to ensure successful implementation and 24\*7\*365 monitoring & management aspects of security solutions, devices, software, Applications for **NAC/End Point DLP/VAS/IT-GRC/APT/Network Policy Management Solution** for the Networking devices and devices at the Primary Data Center (Bangalore), DR Site (Kolkata), NDR (Bangalore), Branches and offices identified by Bank and for the hardware/software applications of the Bank.
- Identify information security threats/ vectors targeting Bank's environment and prevent impact or breach by implementing adequate security mechanisms.
- Ensure that all aspects of Installation, De-Installation, integration, Configuration, Re-configuration, relocation (within the identified locations by Bank), enhancements, updates, upgrades, bug fixes, problem analysis, performance analysis, backups, audits, on-site as well as off-site support for the proposed hardware/software solution under the RFP are delivered and completed during the contract period.
- Conduct the Risk Assessment activity for the devices and applications under the scope of C-SOC as per the Cyber Risk Management process of the bank.
- Forensic Support, in case of incidence, will be provided by the bidder with the help of the proposed solution as per the RFP.
- The solution, service, racks, hardware, software, storage, services would be provided by the bidder. The Bank will provide facilities to host the devices and seating arrangement for the personnel, including LEDs/ Desktops.
- Bidder should supply Products as specified, and Services which includes development, integration, management, maintenance, audit compliance, training and knowledge transfer.
- Procurement of the necessary solutions and the corresponding hardware, software, database, licenses etc. required for implementing these solutions at the Bank.
- Implementation of the respective solutions at the Bank including configuration, customization of the products, as per the Bank's requirement.
- Integration of the solutions to provide a comprehensive single dashboard view of the security risks/ incidents for the bank.



- Work with the existing System Integrator(s) of the Bank to integrate the C-SOC solutions with existing application platforms, server and storage environment, enterprise network, EMS, NMS solutions, security solutions, ticketing tools etc.
- Providing adequate resources.
- Development of operating procedures (SOP) in adherence with the bank's policies.
- Adherence to agreed Service Level Agreements (SLA) and periodic monitoring and reporting of the same to the bank.
- Bidder has to develop the project plan, get it approved from the Bank and then implement the project based on timelines given in the RFP.
- Bidder will prepare all documents related to deployment architecture, operation, maintenance including the Standard Operating Procedures (SOP) for all the processes, roles and responsibilities of the personnel. Provide the complete set of Operation and System Manuals in 3 sets of Hardcopies as well as in Softcopies of all the systems/components provided as part of the project implementations.
- The Bidder should provide the latest version of the Solution. The bidder would be responsible for replacing the out-of-support, out-of-service, end-of-life, undersized, infrastructure elements at no extra cost to the Bank during the entire contract period of 5 Years. Replacement to be done before due date of the product/service and the intimation to be given to Bank at least one month before in case of any of the above scenario.
- The Bidder, do a gap analysis and submit a detailed study of the Bank's infrastructure and requirements relating to the proposed solution, prepare a detailed plan document/ road map mentioning all the pre-requisites, time-frame of mile-stones/ achievements leading to the full operationalization of the solution vis-a-vis Bank's requirement. This exercise should not affect the normal day to day functionality of the Bank.
- The system should be in hot-standby/ high-availability mode at Log collection and Logger level and with BC (Business Continuity) set-up at Bank's DR (Disaster Recovery) site. The Bidder would be responsible for installation, testing, commissioning, configuring, patching, regular backup, warranty and maintenance of the system.
- Selected Bidder would be responsible for all technical support to maintain the required uptime. Initial installation, configuration and integration should be done by the Bidder. The Bidder would be the single point of contact. The Bidder should have necessary agreement with the OEM for all the required onsite support for entire contract period of five years. Bidder should have back-to-back support with OEM during the total contract period for necessary support. Bidder would submit a letter by OEM issued to bidder in this regard.

- Solution being provided should be scalable and user configurable to cater to the future requirement of the Bank.
- Bidder will deploy on-site resources on 24\*7\*365 basis at Bank's premises to support proposed solution.
- Bank will have the right to use the tools for the functions provided by the tools in any manner and for any number of branches, offices, subsidiary units, joint ventures, RRBs, irrespective of the number of users, geographical location of the devices being monitored. Bank will also have a right to relocate any one or all the tools to different locations.
- Bidder shall provide list and details of licenses to be procured and also maintain the inventory database of all the licenses and the updates installed. All licenses should be in the name of the Bank.
- The period of support coverage would be the contract period as per RFP.
- It will be the Bidder's responsibility to liaison with the OEM to provide full technical support to the satisfaction of the Bank for the complete tenure of agreement i.e. project.
- The Bank has a complex infrastructure with multiple resources maintained and managed through multiple vendors. So for seamless implementation close coordination is required with other vendors and bank personnel. A robust documentation system needs to be in place for all to understand the process and their responsibilities. Therefore the bidder has to provide the documentation for the project including but not limited to references regarding scope, functional and operational requirements, resource requirements, project design/plan, product description, guidance for best practices, implementation guidelines, user acceptance test plan, operation manual, security implementation, training materials, evaluation scoreboards and matrices.
- The bidder is expected to size the Hardware/appliance/storage as per the requirements mentioned in this RFP. The bidder's response should include the calculations/ logic used to arrive at the sizing.
- In case a device goes down at DC, the function being performed by the device should be taken over by a corresponding device at DR site and vice versa.
- In case the systems are not able to send the logs to the collector device, system should be able to extract the logs stored in the temporary memory of the devices at that site.
- If connectivity between log collection agents and logger is down then the Log collector agents should store the logs of at least 4 days and send them once connectivity is established.
- Bidder will be responsible to store logs in industry standard solution and format.

- Bidder needs to ensure that proposed solution will integrate with the IT System using standard methods/ protocols/ message formats without affecting the existing functionality of Bank.
- The configured correlation alerts and dashboards should be displayed on LED display at the SOC and Desktops/Laptops used at the SOC.
- The proposed solution by bidder will be audit from Bank and/or third party and/or regulatory body. It shall be responsibility of the Bidder to co-operate and provide necessary information and support to the auditors. The Bidder must ensure that the audit observations are closed on top priority and to the satisfaction of the Bank, regulator and its appointed auditors. Extreme care should be taken by the Bidder to ensure that the observations do not get repeated in subsequent audits. Such non-compliance by Bidder shall attract penalty as per the contract.
- The bidder shall also provide support in technical / functional / operational training, documenting policies / SOPs for proposed security tools, monitoring of incidents and logs, raising alerts, design and customize reports and product support for Security Tools implemented on 24x7x365 basis.
- All 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.
- Further the bidder must follow the best practices for all compliances related to data and its security.
- The proposed solution should be capable of retrieving the archived logs for analysis, correlation, reporting and forensic purposes.
- The proposed solution has the incident management / ticketing system workflow and solution shall support creating incident automatically based on the rules defined and tracking them.
- The bidder shall provide different dashboard and screens for different roles, provide online secured portal (web-based dashboard) for viewing real-time incidents / events, alerts, status of actions taken etc.
  - Top Management
  - Department Heads (View to the data associated with their function group / business line).
  - CISO (complete and detailed dashboard).
  - System Administrator (for the systems associated with this administrator).
  - Network / Security Administrator (for devices / equipment for which he/she is administrator).
  - Application Administrator.
  - Auditor (Internal Auditors, IT Auditor, or any other authorized official of the organization).

- The bidder must ensure that once the logs are written to the disk/ database no one including database / system administrator should be able to modify or delete the stored raw logs.
- The bidder must ensure that for each security incidents, solution should provide online and real time remediation guidance.
- The bidder should develop custom plug-ins / connectors / agents for business application monitoring.
- 24x7x365 onsite service availability for monitoring of the devices / servers / applications under scope and support for troubleshooting.
- Service availability monitoring of devices / servers configured and submit a report in case of service non-availability of the devices along with the status.
- Provide assistance during cyber security drills / audits as and when conducted.
- Alerting events / incidents and recommending remedial actions.
- Daily report of events / incidents, correlation, analysis, recommendations and protection.
- Monthly report summarizing the list of events / incidents reported correlation analysis, recommendations, status of actions and other security advisories.
- It should include the trend analysis comparing the present reporting cycle data with the previous reporting cycle data (Weekly, Monthly, Quarterly and annual.
- The bidder should develop a Standard Operating Procedure (SOP) for alert management, incident management, forensics, report management, log storage and archiving, Business Continuity. SOP should also cover log monitoring tool management including configuration, agent deployments, backup and recovery.
- The bidder should provide knowledge transfer and training on the technology, functionality and operations.
- The bidder has to maintain all the listed devices in the optimal configuration as required by Bank's security architecture.
- The bidder has to provide an incident management and integrate with ticketing tool to generate automated tickets for the alert events generated by proposed tool.
- The bidder will also provide a detailed process for managing incidents - describing each phases of the process - prepare, identify, contain, eradicate, recover and learn from the incidents responded to.
- Develop response plan/ strategy which will describe the prioritization of incidents based on the organizational impact
- Bidder should also develop/document Crisis Management Plan based upon various threat scenarios. Crisis management Plan should be quarterly tested along with various stakeholders in Bank/Other relevant service providers. Crisis

management plan should also be reviewed periodically or as and when required.

- The solution should have capability to structure rule based work flow and calendar/ event based alerting capability.
- The tool should facilitate time/ event based automated escalation of tickets as per the escalation matrix defined by the Bank.
- Establishing process for identifying, preventing, detecting, analyzing & reporting Information Security incidents as per the internal policies of the bank, this may revise time to time.
- Investigating Information Security (IS) incidents through various modes like forensic evidence collection & preservation, log analysis etc.
- Incident and problem Management, resolution, root cause analysis, and reporting within time limit as per the requirement of Bank.
- Troubleshooting the problem/issue reported in the context of security solutions & devices and coordinate with the respective vendor/supplier till the closure of the call. Trouble shooting should be performed within accepted time limit.
- Overall management of security solutions and devices in compliance with regulatory and legal requirement (Information Technology Act 2000 & related amendments).
- The bidder must provide the activities such as Rule-base user management, Security configuration management, Fault management, Performance and availability monitoring , Security posture assessment , Continuous tracking of global threats and vulnerabilities to tackle evolving threats and vulnerabilities , Advisories to bank on relevant threats and vulnerabilities supported with mitigation against identified risk exposure.
- The solution shall be easy to install, manage, configure and upgrade.
- Solution should provide a highly powerful and flexible attribute-based access control solution that combines authentication, authorization and accounting (AAA), Network Admission Control (NAC), profiling, guest management services.
- The proposed solution should allow authenticating and authorizing users and endpoints via wired, wireless and VPN with consistent policy throughout the enterprise and should support variety of authentication methods.
- The proposed solution should have self-service registration for authorized user, guest, and IT device on boarding automates user identification, device profiling so it's easy for employees to get their devices on-net and comply with security policy.
- Access/Admission Control Policy – Device must Offers rules-based, attribute-driven policy model for creating flexible and business-relevant access control policies. Provides the ability to create fine-grained policies by pulling attributes

from predefined dictionaries that include information about user and endpoint identity, posture validation, authentication protocols and profiling identity.

- The solution should have an automated discovery function to identify network devices and capture information such as IP address, OS, services provided, other connected hosts.
- The solution should capture signature / heuristics based alerts and block the same.
- The solution should identify the source of an attack and should not block legitimate users.
- The solution should identify worms through techniques such as identifying the use of identification of network scanning activities.
- The solution should be capable of conducting protocol analysis to detect tunneled protocols, backdoors, the use of forbidden application protocols etc.
- The solution should utilize Anomaly detection methods to identify attacks such as zero-day exploits.
- The solution should provide user Identity information in addition to IP address information throughout the system & allow groups based on Identity or Active Directory workgroup & Provides full historical mapping of User Name to IP address logins in a searchable format.
- The Solution should be compatible with different Hardware provider OEM (HP, IBM, Dell, Wipro, Cisco, SIS, Netpower, SUN etc.)
- The Solution should provide following hardware detail for the registered assets (Physical or Virtual) – Manufacture, CPU, family, no. of socket, no. of Cores, Install memory details and system type, Computer name, Domain, Activation etc.
- The proposed DLP solution should consist of following functionalities:
  - Discover Sensitive data
  - Monitor user actions to understand the risk involved
  - Educate the users and the management so as to reduce the risk.
  - Enforce security controls
  - Identify data leakage across all vectors, irrespective of policy being in place or not
  - Protect data
  - Have flexible control over Remediation of Data Leakage
  - Ease of Use and Quick to Deploy
- The solution shall be able to start at the very basic level and progress to subsequent advanced levels of usage. The solution shall be device agnostic.

- Data protection Solution should also involve being able to identify known and unknown plug and play devices being connected to critical data resources.
- The DLP solution should be able to go beyond known policies and provide Forensic capability on all historic data. Thus, the DLP shall safeguard sensitive data and ensure compliance by protecting sensitive data.
- Quick Deployment capability and Management Console for configuring Policies.
- Integrate Vulnerability Management Tool with Bank's Existing SIEM solution to provide a correlated view of threats and vulnerabilities associated with them along with remediation mechanism and Configure Vulnerability policies to Improve the policies configured on an on-going basis to reduce the occurrence of false positives and include new vulnerabilities.
- As and when required Vulnerability Assessment of the Security & Network Devices, servers, Security solutions, Applications, Databases etc.
- Bidder is responsible for sizing the infrastructure required for the in-scope activities under this RFP and shall ensure that the hardware proposed does not reach end of life during the contract period.
- The bidder shall ensure that any additional hardware/software/network equipment including racks required to operationalize the respective solutions/devices must be detailed in the technical and commercial bill of material. If the same is not ensured, the bidder shall be responsible to provide such hardware/software/networking equipment free of cost to the Bank at the time of implementation. In case additional storage is required then the bidder is liable to procure the additional storage at no additional cost to the Bank.
- The bidder shall provide training to the identified Bank team at least for 5 days on the product architecture, functionality and the design for each solution under the scope of this RFP before implementation.
- The bidder is required to provide all trainees with detailed training material and 3 additional copies to the Bank for each solution. This training material should cover installation, operation, integration, maintenance, troubleshooting and other necessary areas for each solution.
- Bidder shall be responsible for timely compliance of Device level audit (DLA) and Vulnerability Assessment (VA) audit observations as and when shared by the bank.
- Support central management (CLI & GUI) if multiple appliances/servers are involved.
- Daily Reports: Critical reports should be submitted twice a day.

(First report at 10 am and second report at 5pm every day).

Weekly Reports: By 10:00 AM, Monday

Monthly Reports: 5<sup>th</sup> of each calendar month

- **Vulnerability Assessment** to be conducted for identified devices once every month based on a calendar documented in coordination with the Bank to ensure that business operations are not impacted. Ad-hoc scan to be conducted as and when required by the bank.
- Bidder/ proposed solution have to comply with all the given requirements in **Annexure – A**. Bidder has to mark "Y" as compliance to particular requirement. Non-Compliance / partial compliance or Remarks for Non-Compliance / partial- compliance / conditional-compliance to any solution / requirement is not accepted to the Bank.
- 24x7 scanning of Bank's critical websites for anti-phishing, anti-Trojan and anti-malware service.
- Rapid response to phishing attacks/Takedown of websites as per Bank's request.
- Integrate with Bank's C-SOC
- Bank has mobile app/application hosted on various mobile platforms. Bank reserves the right to add any number of additional applications registered in its name.
- Bidder will monitor mobile application stores such as Google play store, Apple app store to any rogue application hosted in the name of Bank
- 24X7 malware and Trojan scanning of Internet banking, corporate website and Bank's other web sites especially Internet Facing.
- The bidder shall complete the implementation of the solution and Integration with the Bank's existing, proposed and any new firewall procured in future.
- The bidder shall configure the required Firewall reports as per the industry best practices and provide the necessary documentation for the configured reports.
- The bidder must evaluate the existing landscape of Bank and accordingly provide the intended Decoy.
- The intended solution must act as a layer of defense for attacks based on new-vulnerabilities and zero day attacks

## **2. Facility Management**

Experienced Man power resource will be deployed at Bank's SOC location at Kolkata for facility management, implementation and monitoring. The resource should be available 24\*7\*365 days at Bank's SOC location. The bidder should provide Experienced Man power resource for required services and reports mentioned in the RFP Part I and Part II. The bidder must have minimum three (3) IT Security Professionals having minimum qualification of Bachelor of Engineering (B.E.)/Bachelor of Technology (B.Tech)/MCA/BCA/MSc/BSc on their payroll with certification in CISA or CISSP or CISM or any other equivalent / OEM professional certification in the field of IT Security to provide services for the scope of work mentioned in the RFP.



### **Minimum Manpower Requirements**

<b>SI No</b>	<b>Minimum Manpower Requirement</b>
<b>A</b>	Level 1 Resource - 24 * 7 * 365 monitoring from Bank's SOC location at Kolkata - Minimum 4 no. of seats each in shifts from 6AM to 2PM and 2 PM to 10 PM - Minimum 2 no. of seats during 10 PM to 6 AM
<b>B</b>	Level 2 Resource - Minimum 1 no. of seat each in shifts from 6AM to 2PM and 2 PM to 10 PM from Monday to Saturday - Minimum 1 no. of seat during 10 AM to 6 PM on Sunday's and Bank holidays
<b>C</b>	Level 3 Resource - Minimum 1 no. of seat during 10 AM to 6 PM from Monday to Saturday except Sunday's and Bank Holidays In case of exigencies or as and when Bank requires, L3 resource should be available on Sundays and Bank's Holidays as well.

This is a minimum manpower requirement and the bidder should factor the man power with required skill sets for providing support exclusively to handle the proposed as well as existing security solutions as envisaged in Part I and Part II of this RFP. However, meeting the SLA terms and conditions would be responsibility of the bidder during the contract period and bidder may propose additional resources accordingly. The no. of man power resources provided by the bidder for facility **Annexure – F** and management 24\*7\*365 at Bank's SOC location should be mentioned in Technical Bid accordingly it should be mentioned in commercial bid.

The Bidder should not replace resources without giving at least one month prior notice to the Bank. Bidder should ensure that the replacement provided is equally or more qualified and experienced than the existing resources. Also, the existing resource should provide the complete handover to the new resource.

## **Part – V**

### **1. Order Details**

The purchase order will be placed by Bank Head Office, CISO Office in the name of selected bidder as per requirement. The payment will be made by CISO Office, Head Office – I and the Performance Bank Guarantee for order will be required to be submitted in the CISO Office, Head Office – I. **Bank may place the order in phase manner.**

### **2. Performance Bank Guarantee**

The selected Bidder shall, within a period of fifteen (15) days from the date of Letter of Intent (LOI)/**Purchase Order** (PO) have to furnish a Performance Bank Guarantee, format as per **Annexure – K** issued by any scheduled commercial bank (other than UCO Bank) equivalent to 10% of the project cost/**Total Cost of Ownership (TCO) valid for a period of 63 months (60 months + a claim period of three (3) months)** from the date of Letter of Intent (LOI)/**Purchase Order** (PO) for indemnifying any loss to the Bank.

However, the selected Bidder may have to extend the validity of the Performance Bank Guarantee for a period of AMC/ATS as required by the Bank. Upon furnishing the Performance Bank Guarantee, the Earnest Money Deposit (EMD) of the selected Bidder shall be returned.

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

Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the selected Bidder is not able to fulfill any and/or all conditions specified in the document or is unable to complete the project within the stipulated time and such breach remains uncured within such period as mentioned in the Clauses of Termination/**Order Cancellation**. This is independent of the Liquidated Damages (LD) on delivery and installation.

The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on the account of non-completion of the project and warranty period.

**In case the Service Level Agreement/Contract is extended, the selected Bidder shall have to submit the Bank Guarantee equivalent to 10% of the project cost/Total Cost of Ownership (TOC) for the extended period along with a claim period of three (3) months.**

### **3. Price Validity**

The selected bidder will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1<sup>st</sup> Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 12 months and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. **Annexure – X** during the price validity period of 12 months.

### **4. Single point of contact**

The selected bidder shall appoint a single point of contact, with whom Bank will deal, for any activity pertaining to the requirements of this RFP.

### **5. Right to Alter Quantities**

The Bank reserves the right to alter the number of hardware / software / licenses specified in the tender in the event of changes in plans of the Bank. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional hardware / software / licenses at the agreed price during the contract period with the same terms and conditions. Banks is not obligate to purchase all the quantity of the hardware / software / licenses as mentioned above. Bank reserves the right to alter the quantities at any time **not exceeding 10% of the total contract value** without prior notice to the selected bidder(s).

### **6. Preliminary Scrutiny**

UCO Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether all the necessary information supported by documentary evidences are submitted as per prescribed method. Offers not meeting the prescribed guidelines and or with incorrect information or not supported by documentary evidence, wherever called for, would summarily be rejected. However, UCO Bank, at its sole discretion, may waive any minor non-conformity or any minor irregularity in an offer. UCO Bank reserves the right for such waivers and this shall be binding on all vendors.

### **7. Award of Contract**

The bidder who qualifies in the technical evaluation will qualify for commercial evaluation. The bidder whose bid has been determined to be responsive and who quotes the lowest price will be treated as L1 Bidder. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidder(s).

## 8. Project Timeline

Bidders are requested to keep the following timelines in regard to the implementation of solutions/requirements.

**T denotes the date of release of PO to the Bidder. For example: T+3 represents that the solution needs to be implemented within Three (3) months of the release of the Purchase Order (PO).**

Sl. No.	Solutions	Timelines
1	Network Access Control (NAC) Management	T+6
2	End Point Data Loss Prevention (DLP)	T+6
3	Automated Vulnerability Assessment Scanners (VAS)	T+3
4	IT-Governance, Risk & Compliance (IT-GRC)	T+3
5	Anti-Advanced Persistent Threat (APT)	T+3
6	Network Policy Management Solution	T+3
7	Decoy Services (Honeypot)	T+3
8	Anti-Phishing – Anti-Rogue Services	T+1
9	Arcsight Implementation and Integration	T+1

Weekly meeting will be held on every Monday during implementation period and every 1<sup>st</sup> Day of the Month (tentatively) during the contract period.

## 9. Delivery and Implementation

- a. Deliveries of the software, implementation and operationalization of complete solution at all locations should be made within the project timeline mentioned in the RFP.
- b. If however, the delay is caused by any action pending from the Bank end, the corresponding period will not be considered while calculation of delay period.
- c. The process will be deemed complete when all the proposed solution have been implemented and made operationalized as per the scope, terms & conditions of the RFP and satisfactory acceptance given by the Bank. The selected bidder has to resolve any system software/hardware problems during successful implementation and operationalization. It will be the responsibility of the successful bidder to resolve the issues if it arises due to Bank's existing IT Infrastructure either by providing the solution or resolving with existing vendor/system integrator at no extra cost to the Bank.
- d. All the equipment supplied by the Bidder shall be legal and Bidder shall give indemnity to that effect.

- e. Any license, if required, need to be provided by the selected bidder. The selected bidder is solely responsible for any legal obligation related to licenses during contract period for solution proposed as implemented by the bidder.
- f. The equipment's are considered accepted (Commissioned and Operationalized) after signing the Acceptance Test document jointly by the representative from the Bank and engineer from the successful bidder. The component level checking for individual item may be included during the acceptance test.
- g. The selected bidder is required to transport the goods to a specified place of destination within India, defined as the Project Site, transport to such place of destination in India, shall be arranged by the bidder, and the related costs shall be included in the quoted price. Cost for obtaining necessary road permits and other related permits will be the responsibility of the selected bidder.
- h. The licenses for all solutions should be perpetual in the name of UCO Bank. The OEMs should certify the same on their letterhead.
- i. The Bank has a complex infrastructure with multiple resources maintained and managed through multiple vendors. So for seamless implementation, bidder is required to coordinate with other vendors and bank personnel.
- j. It will be the responsibility of the bidder to integrate existing and new solutions without any additional cost to the Bank.

## **10. Deployment Locations**

Primary Data Center (Bangalore), Disaster Data Center (Kolkata), Near Data Center (Bangalore), Zonal Offices, Branches, SOC (Kolkata).

## **11. Payment Terms**

### **12.1 Hardware Costs (DC & DR) for all hardware as part of the Solution**

- 12.1.1** 50% of the delivered hardware cost would be payable on successful delivery and verification of BoM supplied at DC and DR respectively. Payment will be released post-delivery and on submission of proof of delivery along with the acceptance certificate duly signed by Bank's authorized official, after deduction of penalty charges, if any.
- 12.1.2** 40% of the delivered production hardware cost would be payable on successful installation, commissioning, acceptance on successful test and sign off by the Bank of the hardware at DC & DR respectively after deduction of penalty charges, if any or payment can be released against submission of BG of equivalent amount valid for 12 months. BG will be released after successful installation, commissioning, acceptance on successful test and sign off by the Bank.

- 12.1.3** 10% of the delivered production hardware cost would be payable after GO live date of Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) respectively, after deduction of penalty charges, if any.

## **12.2 Software / License Cost**

- 12.2.1** 50% of the cost, of such software, will be payable on successful delivery of said items. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official after realizing penalty charges, if any.
- 12.2.2** 40% of the cost, of software, will be payable on successfully installation, acceptance and sign-off by the Bank after realizing penalty charges for late delivery, if any payment can be released against submission of BG of equivalent amount valid for 12 months. BG will be released after successful installation, commissioning, on acceptance and sign-off by the Bank.
- 12.2.3** 10% of the cost, of such software, will be payable after GO live date of Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) respectively, after deduction of penalty charges, if any.

## **12.3 Implementation Cost**

100% of the cost, will be payable on successful implementation with all the functionalities of the said software and hardware and acceptance sign-off from the Bank realizing penalty charges, if any.

## **12.4 Facility Management Cost and AMC/ATS cost**

- 12.4.1** The fees for Facility Management Resources would be payable quarterly basis in arrears, at the end of the quarter, on actuals, as per the bill submitted by the Bidder and on verification of the Bank after realizing penalty charges, if any.
- 12.4.2** AMC for Hardware shall be paid in quarterly arrear basis, after realizing penalty charges, if any.
- 12.4.3** ATS for Licenses / Software shall be paid yearly in advance, after realizing penalty charges, if any.

However, in case of order cancellation or termination, Bank should get direct support from OEM/OSD or through Bank appointed third party vendor (**MAF, Annexure – J**).

Also, the payments for that quarter will be made only after the acceptance of the milestones and relevant activities/deliverables for that quarter. Any delay in achievement of the milestones or deliverables will result in further delay of the payment.

## **12. Taxes**

- a. Bidder shall be solely liable for the payment of all taxes, duties, fines, penalties, etc., by whatever name called as may become due and payable under the local, state and/or central laws, rules and/or regulations as may be prevalent and as amended from time to time in relation to the services rendered pursuant to this agreement. The Bank may in its discretion, but without being bound to do so, make payment of Taxes, duties as aforesaid and in the event of such payment, Bank shall be entitled to deduct the payment so made from the payment due to Bidder in respect of Bills.
- b. The Bank shall not be liable nor responsible for collection and / or payment of any such taxes, duties, fines, penalties etc., by whatever name called, that are due and payable by bidder, under the local, state and/ or central laws, rules and /or regulations as may be prevalent and as amended from time to time.
- c. Nothing contained herein shall prevent the Bank from deducting taxes deductible at source as required by any law/s or regulation/s. Bidder shall be responsible to report any non-receipt of certificate of taxes deducted at source within ninety (90) days of deduction of such taxes at source by the Bank to bidder. The Bank will not issue any duplicate certificate for deduction of taxes at source unless such request is made within ninety (90) days of the closure of the financial year.
- d. Bidder shall co-operate fully in the defence of any claim/s by any local, state or union authorities against The Bank with respect to any taxes and/or duties due and payable by bidder and /or individuals assigned by bidder under this agreement. Without limiting the generality of the foregoing bidder shall upon request by The Bank, give to The Bank all documents, evidences in a form satisfactory to The Bank to defend such claim/s. Any claims filed against The Bank, the cost to be borne by the selected bidder.
- e. The payments which is/are **inclusive of GST and other taxes, fees etc.** as per the Payment Schedule covered herein above shall be paid by Department of Information Technology, UCO Bank, Head Office – Kolkata. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.

## **13. Confidentiality and Secrecy**

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.

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

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by BANK;
- To only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause, and
- To treat all Information as Confidential Information.
- The selected service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business/customer information, trade secrets and process of the UCO Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the UCO Bank and shall be considered to be confidential and proprietary information ("Confidential Information"), solely of the UCO Bank and shall not be used/disclosed to anybody in any manner except with the written consent of The UCO Bank.
- The selected service provider shall ensure that the same is not used or permitted to be used in any manner incompatible or inconsistent with that authorized by the UCO Bank. The Confidential Information will be safeguarded and the selected service provider will take all necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof.
- **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 successful Bidder is required to execute a Non-Disclosure Agreement to the bank as per bank's format before or at the time of execution of the Service Level Agreement.**

#### **14. Compliance with Laws**

The selected Bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank that it complies with all Central, State, Municipal laws and local laws and rules and regulations in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this RFP and shall indemnify, keep indemnified, hold harmless, defend and protect Bank and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

Further the selected Bidder shall undertake to observe, adhere to, abide by, comply with all applicable Statutes/Legislations pertaining all the its officers/staff/personnel/representatives/agents deployed by them for the scope of work (stipulated in the Request for Proposal/Quotation) but not limited to the Minimum Wages Act, Employees Provident Fund Act, Labour Laws, ESIC Facility Standard & Rules/Regulations/Guidelines issued by the Government/ Reserve Bank of India or any other Authority, as applicable.

The selected Bidder shall undertake to promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation / Guidelines and shall keep the same valid and in force during the term/tenure of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and Bank will give notice of any such claim or demand of liability within a reasonable time to the selected Bidder.

This indemnification is only a remedy for the Bank. The selected Bidder shall not be absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to the damages awarded by the Court and shall exclude any indirect, consequential and incidental damages. However the indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities and/or any third party.

## **15. Paying Authority**

The payment will be made by CISO Office, UCO Bank, Head Office – I, Kolkata. However, all the payments shall be subject to the performance / delivery of the Services to the satisfaction of the Bank for this purpose.

However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties. **Cancellation of Contract & Realization of Compensation**

The bank reserves the right to cancel the order placed on the selected bidder and realize compensation on the following circumstances:

- i. The bidder commits a breach of any of the terms and conditions of the offer or any of the terms and conditions of the Purchase Order / SLA.
- ii. The bidder goes into liquidation voluntarily or otherwise.
- iii. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the order.
- iv. The progress regarding execution of the order accepted made by the vendor is found to be unsatisfactory.
- v. If deductions on account of liquidated damages exceed more than 10% of the total order price.
- vi. In case the bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder.
- vii. If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by giving 90 days' notice for the same. In this event the bidder is bound to make good the additional expenditure, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.
- viii. UCO Bank reserves the right to recover any dues payable by the bidder from any amount outstanding to the credit of the bidder, including the bills and /or invoking the Bank Guarantee under this purchase order.
- ix. Non-compliance of the scope of the job.
- x. Repetitive failure of the deployed personnel to perform the job to the satisfaction of the bank.
- xi. On the events of data piracy / privacy / system failures / security failures.

## **16. Service Level Agreement (SLA)**

- a.** The bidder shall perform its obligations under the service level agreement entered into with the Bank.
- b.** 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.
- c.** 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.
- d.** SLA violation will attract penalties as mentioned in the penalty clause.
- e.** The selected bidder shall ensure uptime (to be calculated on monthly basis). The bank reserves the right to impose / waive any such penalty.
- f.** 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.

## **17. Uptime & Penalty**

If the Vendor fails to maintain guaranteed monthly uptime of 99.5 % of each individual solution, the Bank shall impose penalty as mentioned below on slab basis:

<b>Monthly Uptime</b>	<b>Penalty as % of overall monthly uptime</b>
<b>Above 99.5%</b>	<b>No Penalty</b>
<b>98% to 99.5%</b>	<b>2%</b>
<b>96% to 97.99%</b>	<b>4%</b>
<b>94% to 95.99%</b>	<b>6%</b>
<b>92% to 93.99%</b>	<b>8%</b>
<b>90% to 91.99%</b>	<b>10%</b>
<b>Less than 90%</b>	<b>Bank reserves the right to invoke the Performance Bank Guarantee (PBG) and the contract will be terminated.</b>

- Bidder will provide on-site support for addressing Hardware/ Software/application related issues.

- The new releases (minor / major), versions, bug fixes etc. for the system solution 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 the locations.
- **Availability and Uptime (Solution Uptime):**

The vendor shall ensure that a **minimum 99.5% uptime** will be maintained for all the proposed solution calculated on a monthly basis.

The percentage uptime is calculated on a monthly basis (24 hours a day):

**(Total contracted minutes in a month - Downtime minutes within contracted minutes in a month) x 100 / Total Contracted Minutes in a Month.**

- 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.

## **18. Liquidated Damage**

Notwithstanding the Bank's right to cancel the order, liquidated damages **at 1% (One percent)** of the Total Cost of Ownership (TCO) price per week will be charged for every week's delay in the specified implementation schedule 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.

## **19. Warranty**

- The Bidder further represents and warrants that all licenses delivered / rendered under and in accordance with contract shall have no defect, arising from design or from any act, error/defect or omission of the Bidder.
- The warranty period will be **36 months** from date of successful deployment of proposed solution at the respective location/s for Support and warranty period.

- Upon receipt of notice of such defect / error or deficiency, the Bid shall, with all reasonable speed, repair or replace the defective equipment/software or parts thereof, without cost to Purchaser.
- If the Bidder having been notified fails to remedy the defect(s) within the period specified period by the Bank, Purchaser may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights, which Purchaser may have against the Bidder under and in accordance with the Contract.
- All updates and upgrades during the contract have to be provided at no cost to the bank.
- The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the tender.
- The vendor must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period.
- During the contract period, the bidder shall maintain the systems and repair/replace at the installed site, at no charge to the bank, all defective components that are brought to the bidder's notice.
- As far as possible, the equipment should be repaired at the site and where the equipment is taken for repairs outside the Bank, a substitute of the similar or higher configuration / capacity equipment should be provided and data should be transferred to the substitute machine besides creating back-up.
- The bidder must provide for all services to be supplied under this period of contract covering all spare parts & service from the date of acceptance of the systems by UCO Bank at the respective locations.
- During the contract period, the bidder will have to undertake comprehensive maintenance of the entire hardware, software, services and accessories supplied by the selected bidder. This service is to be provided on all days of the Bank notwithstanding the fact whether on such days the selected bidder's office remains closed or not. The request for support shall have to be attended by the vendor even if the request is made over telephone / SMS or by e-mail / fax by the respective sites, as per SLA. The entire equipment should be repaired within 24 hours (Resolution time). In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired.
- The bidder shall be fully responsible for the manufacturer's warranty & services for all equipment, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer / Vendor or any defect that may develop under normal use of supplied equipment during the contract period. Warranty shall not become void even if UCO Bank buys any other supplemental software from a third party and implements it with / in these machines. However, the warranty will not apply to such software implemented. Besides the above, the selected bidder will have to enter into Service Level Agreement.

## **20. Annual Maintenance Charges (AMC) and Annual Technical Support (ATS)**

- The bidders shall quote AMC/ATS Charges for **Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) / Arcsight along with Connector Servers** for a period of two years after the initial comprehensive onsite warranty period of three years in commercial bid.
- The Bidders shall Quote AMC/ATS Charges for Implementation, Maintenance and Facility Management for 5 Security Tools ( WAF, DAM, NBA, PIM and APT(at Data Centre Bangalore)
- The Bank shall not pay any separate AMC/ATS charges on any software & Hardware supplied and installed to meet the requirements of this RFP.
- Preventive maintenance activity should be carried out once in a quarter.
- The AMC/ATS payment will be made by Head Office on quarterly basis in arrear subject to satisfactory services rendered by the bidder.
- Bank reserves its right to decide whether or not to enter into AMC/ATS with the successful bidder, for the post warranty period.
- In case Bank decides to enter into AMC, the successful bidder shall ensure that the type of support/maintenance services extended for proposed solution during the AMC period of 2 years after the initial comprehensive onsite warranty period of three year, is similar to the support/maintenance extended during warranty period.
- The Bank shall have the option to terminate the service contract at any time during the contract period by giving a written notice of 90 days, without assigning any reason thereof. However, the selected bidder shall commit himself to service for a minimum period of 5 years, unless the service contract is terminated by the Bank and the selected bidder will have no right to terminate the contract within this period.
- In case of any disputes in uptime, it should be resolved amicably/mutually agreed upon. However the successful bidder shall submit the necessary proof that the failures are not on account of hardware & software and its related equipments.

## **21. 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 maybe 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.

## **22. Completeness of the Project**

The project will be deemed as incomplete if the desired objectives of the project as mentioned in Section "Scope of Work" of this document are not achieved.

## **23. Acceptance Testing**

The Bank will carry out the acceptance tests as per Scope of work Part – IV supplied & implemented by the selected bidder as a part of the Project. The Vendor shall assist the Bank in all acceptance tests to be carried out by the Bank. The provisioned items will be deemed accepted only on successful acceptance of those products and the vendor would need to provision insurance of those items till successful acceptance. The Bank at its discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor. The Vendor shall arrange for the tests at the relevant sites in the presence of the officials of the Bank. The Vendor should ensure that the tests will involve trouble-free operation of the complete system apart from physical verification and testing and that there shall not be any additional charges payable by the Bank for carrying out this acceptance test.

## **24. Order Cancellation**

The Bank reserves its right to cancel the Order/ Service Level Agreement by giving a written notice of ninety (90) days which will be inclusive of a cure period of thirty (30) days before cancellation of the Order/Service Level Agreement, in event of one or more of the following situations, that have not occurred due to reasons solely and directly attributable to the Bank alone:

- The bidder commits a breach of any of the terms and conditions of the offer or any of the terms and conditions of the Purchase Order / SLA.
- Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process.
- The bidder goes into liquidation voluntarily or otherwise.
- An attachment is levied or continues to be levied for a period of 7 days upon the effects of the order.
- The progress regarding execution of the order accepted made by the vendor is found to be unsatisfactory.
- Non-compliance of the scope of the job.
- Repetitive failure of the deployed personnel to perform the job to the satisfaction of the bank.
- On the events of data piracy / privacy / system failures / security failures.

- If deductions on account of liquidated damages exceed more than 10% of the total order price.

In case of cancellation of the Order/Service Level Agreement due to the above stated situations, the following consequences will entail:

- I) In case the selected bidder fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure these deliverable from alternate sources at the risk, cost and responsibility of the selected bidder with the capping of 125% of the original quoted cost for such deliverable as per commercial bid.
- II) If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by giving **30 days'** notice for the same. In this event, the bidder is bound to make good **with the capping of 125% of the original quoted cost for such deliverable as per commercial bid**, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.
- III) UCO Bank reserves the right to recover any dues payable by the bidder under the contract from any amount outstanding to the credit of the bidder, including the bills and /or invoking the Bank Guarantee under this purchase order.
- IV) In case of cancellation of order, any advance payments **(except payment against ATS)** made by the Bank to the Vendor for implementation of project, would necessarily have to be returned to the Bank, if bidder fail to return such payment within 30 days, then vendor have to be returned amount to the Bank with interest @ 15% per annum , 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.
- V) Vendor should be liable under this section if the contract/ purchase order has been cancelled in case sum total of penalties and deliveries exceeds 10% of the TCO.
- VI) **In case of order cancellation Bank will notify selected bidder with 90 days' notice period inclusive of 30 days cure period before cancellation of the Order. However, it is clarified that the notice should specifically contain that the 90 days period for cancellation is inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days time the notice for cancellation will became absolute.**

## **25. Contract Period**

The tenure of the Contract will be for a period of **5 (Five) years** with warranty 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.

## **26. Indemnity**

Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from

- a)** an act or omission of the service provider and /or its employees, agents, sub-contractors in performance of the obligations under this RFP; and/or
- b)** material breach of any of the terms of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the service provider under this RFP; and/or,
- c)** Bank's authorized/ bona-fide use of the deliverables and/or the services provided by the service provider under this RFP; and/or
- d)** Infringement of any patent, trademarks, copyrights etc. Or such other statutory infringements in respect of all components provided to fulfill the scope of this project.

Vendor shall further indemnify the Bank against any loss or damage to the Bank premises or property, loss of life, solely attributable, due to the acts of the Vendor's employees or representatives. The Vendor shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the Bank for malfunctioning of the equipment or software or deliverables at all points of time, provided however,

- i.** the Bank notify the vendor in writing immediately on becoming aware of such claim,
- ii.** the Vendor has sole control of defence and all related settlement negotiations,
- iii.** the Bank provides the Vendor with the assistance, information and authority reasonably necessary to perform the above, and
- iv.** The Bank does not make any statement or comments or representations about the claim without prior written consent of the Vendor, except under due process of law or order of the court.

It is clarified that the vendor shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank (and/or its customers, users and service providers) rights, interest and reputation. Vendor shall be responsible for any loss of life, etc. due to acts of Vendor's representatives, and not just arising out of gross negligence or misconduct, etc. as such liabilities pose significant risk. Vendor should take full responsibility for its and its employee's actions.

The vendors should indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

- Non-compliance of the vendor with applicable Laws / Governmental Requirements, IP infringement ;
- Negligence or gross misconduct attributable to the Vendor, its employees, and agents
- Breach of any terms of RFP, Representation or Warranty
- Act or omission in performance of service.

Further,

- i. Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.
- ii. Vendor's liability in case of claims against the Bank resulting from Wilful Misconduct or Gross Negligence of Bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.
- iii. Bank shall not be held liable for any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Bidder as part of procurement under the RFP.
- iv. Under no circumstances bank shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if UCO Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.
- v. Subject to any law to the contrary, and to the maximum extent permitted by law Bank shall not be liable to vendor for any consequential/ incidental, or indirect damages arising out of this agreement.

Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity

would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.

The vendor shall not indemnify the Bank for

- i. Any loss of profits, revenue, contracts, or anticipated savings or
- ii. Any consequential or indirect loss or damage however caused,

provided that indemnity would cover damages, loss or liabilities suffered by the Bank arising out of Claim made by Regulatory Authorities for reasons attributable to breach of services provided/ obligation under this document and by the Service Provider.

## **27. 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. The Bidder shall not make or allow making a public announcement or media release about any aspect of the Contract unless The Bank first gives the Bidder its prior written consent.

## **28. 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.

## **29. 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.

## **30. Guarantees**

Selected bidder should guarantee that all the material as deemed suitable for the delivery and management for the RFP for Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for

Cyber Security Operation Centre (C-SOC). All hardware and software must be supplied with their original and complete printed documentation.

### **31. 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 Bank Guarantee within 30 days of receipt of purchase order;
- 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.

**Bank shall notify selected bidder with 90 days' notice period inclusive of 30 days cure period before cancellation of the Order. However, it is clarified that the notice should specifically contain that the 90 days period for cancellation is Inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days time the notice for cancellation will become absolute.**

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

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

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

As aforesaid the Bank would procure the equipment software from the third party only in the event that the software was available at more favourable terms in the

industry, and secondly, the software 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. However, during transitioning period payment will be made to vendor as per payment terms.

### **32. Termination**

UCO BANK reserves the right to cancel the work/purchase order/contract 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.

### **33. Termination for Convenience**

The Bank may, by written notice for a period of ninety (90) days sent to the Vendor, terminate the Contract/Service Level Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which the performance of work under the said Contract/Service Level Agreement is terminated and the date upon which such termination shall become effective.

### **34. Consequences of Termination**

In the event of termination of the Contract due to any cause whatsoever, (whether consequent to the stipulated term of the Contract or otherwise), UCO Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution / continued execution of the scope of the Contract.

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

Nothing herein shall restrict the right of UCO Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed 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.

### **35. 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.

### **36. Termination for Default**

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract.

**In case of Termination for Default Bank will provide notice period of 90 days inclusion cure period of 30 days. However, it is clarified that the notice should specifically contain that the 90 days period for cancellation is inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days' time the notice for cancellation will become absolute.**

### **37. Signing of Contract**

The selected bidder(s) shall be required to enter into a service level agreement (SLA) with UCO Bank, within 15 days of the award of the Bid through a Letter of Empanelment or within such extended period as may be specified.

The SLA shall be based on the requirements of this RFP, the terms and conditions of purchase order, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the proper performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.

The selected bidder will also sign a Non-Disclosure Agreement and Deed of Indemnity with the Bank on a format prescribed by the Bank.

### **38. Technical Inspection and Performance Evaluation**

UCO Bank reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of the offered item(s). Bank may instruct eligible bidders

to make technical presentation at Bank's Head Office, Kolkata for the proposed solution / service. Bidders will have to make such presentation at their own cost.

### **39. Verification**

UCO Bank reserves the right to verify any or all statements made by the vendor in the Bid document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job.

### **40. Compliance with Applicable Laws of India**

The selected bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

All the employees/operator deployed by the vendor for the digitization activity must comply with government's rules and regulations like minimum wages act, Provident fund and ESIC facility standard. (Proof of compliance and labour license needs to be submitted along with the quotation).

This indemnification is only a remedy for the Bank. The vendor is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.

The selected bidder confirms to Bank that it complies with all Central, State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify Bank about compliance with all laws in force including Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect Bank and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation /



Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate Bank and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.

#### **41. Dispute Resolution Mechanism**

- a. The 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:
  - i. 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.
  - ii. The matter will be referred for negotiation between Deputy General Manager of The Bank / Purchaser and the Authorised Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.
- b. In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.
- c. The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.
- d. The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and

expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

- e. 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 and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

#### **42. 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 on-going 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.

#### **43. 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).

#### **44. Limitation of Liability**

- i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event selected bidder shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total project cost/contract value.
- ii. Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss cause.
- iii. The limitations set forth in point no. 1 shall not apply with respect to:
  - a. Claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.

- b. Damages occasioned by the gross negligence or willful misconduct of Service Provider.
- c. Damages occasioned by Service Provider for breach of confidentiality obligations.
- d. Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.

**“Gross Negligence”** means an indifference to, and/or a blatant violation of a legal duty with respect of the rights of others, being a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. Gross negligence involves conduct that is extreme, when compared with ordinary negligence. A mere failure to exercise reasonable care shall not be a gross negligence.

**“Wilful Misconduct”** means any act or failure to act with an intentional disregard of any provision of this RFP/Contract, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

#### **45. Amendment(s) in the contract / service level agreement**

There shall be no variation(s) in or modification(s) in the terms of the Contract/ Service Level Agreement save and except by a written mutual consent signed by both the Parties i.e. the Bank and Vendor. Bank shall have the discretion/liberty to give effect to any amendment, modification etc. in the Contract/Service Level Agreement, if so required by Bank, sequel to any amendment(s)/ modification(s) etc. in the applicable Laws/Statutes including but not limited to amendment(s)/ modification(s) etc. in the existing Guidelines/ Instructions issued/to be issued by any Regulatory Authority.

#### **46. Severability**

If any provision of this Agreement is held to be illegal, invalid, or unenforceable under any Applicable Law, and if the rights or obligations of the Parties under this Contract/ Service Level Agreement will not be materially and adversely affected thereby (a) such provision will be fully severable; (b) this Contract/Service Level Agreement will be construed and enforced as if such illegal, invalid, or unenforceable provision had never been comprised a part hereof; and (c) the remaining provisions of this Contract/ Service Level Agreement will remain in full force and effect and will not be affected by the illegal, invalid, or unenforceable provision or by its severance here from.

#### **47. Right to Audit:**

- a) The bidder will be responsible of security breach for the services provided to the Bank.
  - b) The Bank reserves the right for audit from Bank and/or third party and/or regulatory body. It shall be responsibility of the bidder to co-operate and provide necessary information and support to the auditors. The bidder must ensure that the audit observation is closed on top priority and to the satisfaction of the Bank, regulator and its appointed auditors. Extreme care should be taken by the bidder to ensure that the observations do not get repeated in subsequent audits. Such non-compliance by bidder shall attract suitable action by the Bank.
- 48.** The bidder will ensure that the software/hardware provided by the bidder should not be announced end of life or end of support on the date of submission of the bid.
- 49.** The products & services offered to the Bank must be in compliance with all Laws, Regulations & Government guidelines of India. It also should not violate any of the provisions of the IT Act 2000 and all its subsequent addendums in anyway or any other legal provisions relating to such products or services in India. The bidder must ensure that application /solution is free from embedded Malicious/ fraudulent code being implemented by them in the Bank. The bank reserves the right for audit.

**Annexure – B : Tender offer forwarding letter**

**(Tender offer forwarding letter)**

Date: \_\_\_\_/\_\_\_\_/2020

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 the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020**

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 RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC)** and will be Providing Services as 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 for **the RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC)** and Provide Services as per the terms & conditions of your purchase orders.

In the event of our selection by the Bank for undertaking of **RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC)**, 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 in favour of UCO Bank.

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

We enclose the following Demand Drafts/Pay Orders:

1. DD No. \_\_\_\_\_ dated \_\_\_\_\_ for **Rs 20,000/- (Rupees Twenty Thousand Only)** as Cost of RFP Document &
2. BG No. \_\_\_\_\_ dated \_\_\_\_\_ for **Rs 30,00,000/- (Rupees Thirty Lacs only)** as EMD.

BG and DDs are issued in favour of **UCO BANK** by.....Bank  
..... Branch payable at Kolkata.

Dated this \_\_ day of \_\_\_\_ 2020

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

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

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

### Annexure – C : Eligibility Criteria Compliance

**RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020**

#### Eligibility Criteria Compliance

<b>SI No</b>	<b>Eligibility Criteria</b>	<b>Document to be submitted</b>	<b>Bidder's Compliance (Yes/No)</b>
<b>1</b>	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date.	Certificate of Incorporation or Certificate of Commencement of business (whichever is applicable), MSME Registration (if applicable), PAN, TAN, GSTIN Certificate and any other tax related document if applicable, long with the copies of Memorandum of Association and Articles of Association are required to be submitted along with the eligibility bid.	
<b>2</b>	The bidder should be an OEM / OSD or their authorized representative in India. In case OEM / OSD participates in the tender process directly, authorized representative will not be permitted to participate in the same tender process.	Undertaking / Power of Attorney (PoA) from the OEM / OSD mentioning a clause that OEM / OSD will provide support services during <b>Contract period</b> if the bidder authorized by them fails to perform.  In case of an authorized representative, a letter of authorization (MAF) / OSD Authorization Form from original manufacturer / solution developer must be furnished in original duly signed & stamped.	
<b>3</b>	The Bidder should have a minimum annual turnover of at least <b>Rs.100 Crores</b> in each of the <b>last three financial years (i.e. 2017-18, 2018-19 &amp; 2019-20)</b> .	Audited Balance Sheets for last 3 years, i.e., 2017-18, 2018-19 & 2019-20 and Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss <b>for last 3 financial years, i.e. 2017-18, 2018-19 &amp; 2019-20</b> are to be submitted.	

SI No	Eligibility Criteria	Document to be submitted	Bidder's Compliance (Yes/No)
4	The Bidder should have posted net profit in any two of the <b>last three financial years (i.e. 2017-18, 2018-19 &amp; 2019-20)</b> .	Audited Balance Sheets for last 3 years, i.e., 2017-18, 2018-19 & 2019-20 and Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss for last 3 financial years, <b>i.e. 2017-18, 2018-19 &amp; 2019-20</b> are to be submitted.	
5	The bidder should have experience in IT security services in India (i.e. in at least three solutions <b>including NAC &amp; DLP as mandatory and any other solutions from the following</b> area of implementation, monitoring and management of various types of security solutions, devices, Technologies and software viz. VAS, IT-GRC, APT, Network Policy Management Solution, Decoy Services, Anti-Phishing Anti-Rogue Services).	Proof of implementation to be submitted. The Bank reserves the right to inspect the information provided by the bidder.	
6	The bidder should be currently in the service of providing Security Operation Centre (SOC) <b>and facility management</b> services for Security solutions including at least two Government/Public/Private organizations in India out of which one should be a Scheduled Commercial Bank / RBI / NPCI (excluding RRBs and Co-operative Bank).	Proof of Client Certificate is to be submitted.	



SI No	Eligibility Criteria	Document to be submitted	Bidder's Compliance (Yes/No)
7	Any Sub-contractor / consortium partner / OEM / OSD / Service Provider of the bidder from a country which shares a land border with India will be eligible to bid in this tender only if that Sub-contractor / consortium partner / OEM / OSD / Service Provider of the bidder is registered with the competent authority in India.	Proof of registration of said Sub-contractor / consortium partner / OEM / OSD / Service Provider of the bidder with the competent authority in India is to be submitted.	
8	OEMs experience: The proposed solution <b>(NAC, DLP, various types of security solutions, devices, Technologies and software viz. VAS, IT-GRC, APT, Network Policy Management Solution, Decoy Services, Anti-Phishing Anti-Rogue Services)</b> under this RFP should have been implemented in any financial institutions / Government Organisation in India.	Proof of documents showing implementation of proposed solution <b>(NAC, DLP, various types of security solutions, devices, Technologies and software viz. VAS, IT-GRC, APT, Network Policy Management Solution, Decoy Services, Anti-Phishing Anti-Rogue Services)</b> to be submitted indicating the company is providing such services.	
9	Bidder and OEM should not have been debarred / black-listed by any Bank or RBI or any other regulatory authority or Financial Institutions in India as on date of RFP submission.	Self-declaration to that effect should be submitted on company letter head.	
10	The service provider should ensure that there are no legal proceedings / inquiries / investigations have been commenced / pending	Self-declaration to this effect on the company's letterhead should be submitted.	

SI No	Eligibility Criteria	Document to be submitted	Bidder's Compliance (Yes/No)
	against service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected / may get affected.		

**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.

**Please note that under this RFP either OEM or its authorised representative can bid but both cannot bid simultaneously.**

## Annexure – D : General Details of the Bidder

### 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**

	2017-18	2018-19	2019-20
Net Worth			
Turnover			
Net Profit (Profit after Tax)			

#### **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 banks in India specifying the number of Banks and branches
  - In PSU banks
  - In non-PSU banks
- Details of Experience in implementation of similar orders:

Sl. No.	Name of Organisation	Description of application	Period during which installed (last 5 Years)	
			From	To

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

Place:

Authorized Signatory

Date:

Name:

Designation:

**Annexure – E : Format of Bank Guarantee (EMD)**

**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, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020**

In response to your invitation to respond to your RFP for **Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC)** 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 **Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC)** and to provide related services as listed in the RFP document.

Whereas the 'Bidder' has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our Head Office \_\_\_\_\_ hereby irrevocably guarantee an amount of **Rs. 30,00,000/- (Rupees Thirty 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 30,00,000/- (Rupees Thirty 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. 30,00,000/- only (Rupees Thirty 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.

**Annexure – G : Manufacturers of all the products proposed**

**Manufacturers of all the products proposed**

The bidder must provide the following details for the manufacturers of the products proposed to be provided:

1. Name of the Manufacturer :
2. Address of the Manufacturer :
3. Contact details like phone, fax, email :
4. Description of manufacturing locations India:
5. Description of production facilities :
6. Any other information about the manufacturer :

**Annexure – H : Undertaking to abide by all by-laws / rules / regulations**

**Undertaking to abide by all by-laws / rules / regulations**

(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)

**To**  
**The Deputy General Manager**  
**DIT, BPR & BTD**  
**UCO Bank, Head Office – II,**  
**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, By-Laws, Guidelines, Notifications etc.

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the **RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020** including all annexure, addendum, corrigendum and amendments, if any. We certify that the services offered shall be in conformity with the terms & conditions and Scope of Work stipulated in the annexures of the said RFP.

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.

We also confirm that payment to the engaged employees shall be made in consonance with the Minimum Wages Act in vogue and their duty hours will also be as per applicable labour laws of country.

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

**Place:**

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

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

**Annexure – I : Undertaking for Central Minimum Wages Act & Labour Laws**

**Undertaking Letter on the selected 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 for RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020**

Further to our proposal dated ..... in response to the **RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020** 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 carryout 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 selected 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,

**Authorized Signatory**

**Designation**

**Bidder's corporate name**

**Place:**

**Date:**



**Annexure – J : Manufacturers' Authorization Form (MAF)**

**(Letter to be submitted by the Manufacturer on firm's official letter head)**

**MANUFACTURERS' AUTHORIZATION FORM (MAF)**

**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**

**Ref: RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020**

We..... (Name of the OEM) who are established and reputable manufacturers of ..... having Registered office at..... do hereby authorize M/s..... (Name and address of 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 equipment's manufactured by us against the Request for Proposal received from your bank by the Bidder and we have duly authorized the Bidder for this purpose.

We hereby extend our guarantee/ warranty and AMC as per terms and conditions of the RFP No .....and the contract for the equipment and services offered for supply against this RFP No..... By the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP No..... In respect of such equipments and services. 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 warranty as well as AMC/ATS period if the above bidder authorized by us fails to perform in terms of the RFP. We shall continue and ensure support services to Bank either directly or Bank appointed third party vendor, regarding this decision of bank will be final and binding upon us.

We also undertake to supply and upgrade of proposed hardware/ software over a period of five (5) years and support for period of minimum seven (7) years.

Yours Faithfully  
Authorized Signatory  
(Name:

Phone No.                      Fax                      E\_mail                      )

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

**Annexure – K : PROFORMA FOR PERFORMANCE GUARANTEE**

**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 UCO BANK's purchase order/ Letter of Intent bearing no. ....dated..... issued to the Selected bidder and an Agreement to be made between UCO Bank and the Selected bidder for a period of ..... In pursuance of Request For Proposal no.....dated....., as modified, (hereinafter called "the said Agreement"), of security deposit for the due fulfillment by the said SELECTED BIDDER of the Terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.....(Rupees.....Only).We,.....[indicate the name of the bank ISSUING THE BANK GUARANTEE] (hereinafter referred to as "the Bank") at the request of ..... [SELECTED BIDDER] do hereby undertake to pay to UCO BANK an amount not exceeding Rs.....against any loss or damage caused to or suffered or would be caused to or suffered by UCO BANK by reason of any breach by the said SELECTED BIDDER of any of the terms or conditions contained in the said Agreement.
2. We ..... [indicate the name of the bank ISSUING THE BANK GUARANTEE] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from UCO BANK stating that the amount claimed is due by way of loss or damage caused to or breach by the said SELECTED BIDDER of any of the terms or conditions contained in the said Agreement or by reason of the SELECTED BIDDER'S failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....
3. We undertake to pay to UCO BANK any money so demanded notwithstanding any dispute or disputes raised by the SELECTED BIDDER 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 SELECTED

BIDDER for payment there under and the SELECTED BIDDER shall have no claim against us for making such payment.

4. We, .....[indicate the name of the Bank ISSUING THE GUARANTEE] further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of BANK under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till UCO BANK certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said SELECTED BIDDER and accordingly discharged this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before ..... (Expiry of claim period), we shall be discharged from all liabilities under this guarantee thereafter.
5. We ..... [indicate the name of Bank ISSUING THE GUARANTEE] further agree with UCO BANK that UCO BANK shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said SELECTED BIDDER from time or to postpone for any time, or from time to time any of the powers exercisable by UCO BANK against the said SELECTED BIDDER 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 SELECTED BIDDER or for any forbearance, act or omission on the part of UCO BANK of any indulgence by UCO BANK to the said SELECTED BIDDER 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 SELECTED BIDDER.
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 UCO BANK in writing.

Notwithstanding anything contained herein:

- a.** Our liability under this Bank Guarantee shall not exceed Rs..... (Rupees.....) Only.
- b.** This Bank Guarantee shall be valid upto .....and
- c.** We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before .....(date of expiry of Guarantee including claim period).

8. Dated the ..... day of ..... for ..... [indicate the name of Bank]

Yours' faithfully,

For and on behalf of

\_\_\_\_\_ Bank

Authorized Official

**NOTE:**

1. Selected bidder should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bidder guarantee issued by banks located in India shall be on a Non-Judicial Stamp Paper of requisite value as applicable to the place of execution.

**Undertaking by the bidder**  
**(To be included in Technical & Commercial Bid Envelope)**

It is certified that the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with.

We have gone through all the conditions of bid and are liable to any punitive action for furnishing false information / documents.

Dated this \_\_\_\_ day of \_\_\_\_\_ 2020

Signature

(Company Seal)

\_\_\_\_\_

In the capacity of  
Duly authorized to sign bids for and on behalf of:

**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 **RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020** hereinafter referred to as Stores and / or Services.

And

M/s \_\_\_\_\_ represented by \_\_\_\_\_ Authorized 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 **RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020** 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.

**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 behaviour) 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. Independent External Monitor(s)**

- 10.1** 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).
- 10.2** 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.
- 10.3** The Bidder(s) / Seller(s) if they deem it necessary, May furnish any information as relevant to their bid to the Independent External Monitors.
- 10.4** 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.
- 10.5** 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.
- 10.6** 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.
- 10.7** The word "Monitor" would include both singular and plural.

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

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

## **12. 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.

## **13. Integrity Pact Duration.**

- 13.1** This Integrity Pact begins when both parties have legally signed it. It expires of order / finalization of contract.
- 13.2** 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 .
- 13.3** 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.

#### **14.Other Provisions**

- 14.1 Changes and supplements need to be made in writing. Side agreements have not been made.
- 14.2 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.
- 14.3 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.
- 14.4 Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or otherwise in the tendering process.
15. 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.
16. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
17. The Parties here by sign this Integrity Pact.

**BUYER**

**Signature:**

**Authorized Signatory**

**Department of IT**

**Place:**

**Date:**

**Witness:**

**(Name & Address)**

**BIDDER /SELLER**

**Signature:**

**Authorized Signatory**

**Witness:**

**(Name & Address)**

**Undertaking for Authorization**

**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 the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020**

We \_\_\_\_\_ (Name of the Manufacturer) who are established and reputable manufacturers of having factories at \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ do hereby authorize M/s \_\_\_\_\_ (Name and Address of Bidder) to offer their quotation, pursuant to the Request for Proposal issued by Bank on behalf, to submit a Bid, negotiate and conclude the contract with you for supply of link service provider provided by us against the above invitation for Bid offer from your Bank by the Bidder and we have duly authorized the Bidder for this purpose.

We hereby extend our guarantee and warranty and AMC / ATS as per terms and conditions of the RFP Ref No \_\_\_\_\_ and the contract for the scope of work offered against this invitation for Bid offer by the above firm. We undertake to provide back to back support for the services by the above mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP Ref. No. \_\_\_\_\_ in respect of such link providing services.

Yours Faithfully,

Authorized Signatory (Name: Phone No. Fax E-mail)

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

**Annexure – O : Certificate from Chartered Accountant**

**Certificate from Chartered Accountant (signed & stamped) showing company's financial position in last 3 years (annual turnover, profit / loss, networth etc.)**

	2017-18	2018-19	2019-20
Turnover			
Profit / Loss			
Networth			

**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, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020**

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:

**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, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020.**

- a. We M/s \_\_\_\_\_, the undersigned hereby confirm that we have read and understood the eligibility criteria and fulfil the same.
- b. We further confirm that all the information as per requirement of the Bank have been included in our bid.
- c. 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.
- d. We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.
- e. 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.
- f. (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)**

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

**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:

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



**Undertaking Letter on the vendor's letterhead for GST Law**

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

Dear Sir,

**Sub: RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020**

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, the bidder M/s ....., hereby agree to comply with all applicable GST Laws including GST Acts, Rules, Regulations, Procedures, Circulars & Instructions thereunder applicable in India from time to time and to ensure that such compliance is done.

Yours faithfully,

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:

**Undertaking for Price Validity & Acceptance of all terms & conditions of RFP**

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 the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020**

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 Work 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.

**We undertake to execute Deed of Indemnity, Non-disclosure Agreement & provide Performance Bank Guarantee as per the annexure enclosed in the RFP, in case of emergence as a successful bidder.**

Yours faithfully,

For.....

(Signature and seal of authorized person)

Place:

Date:

**NON-DISCLOSURE AGREEMENT**

**(To be executed on non-judicial stamp paper of requisite value)**

This Non-Disclosure Agreement is entered into on this .... day of..... 2020

**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 **RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC)** as per the terms and conditions specified in the **RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020**. 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 **RFP for the Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC)**.

**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 Three (3) 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 at city of Head Office of member Bank. 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/lack 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 three (3) 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 Assigns.** 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 at City of Head office of Individual member Bank in India.

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

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**

.....

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

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

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

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

**For and on behalf of**

.....

***(the selected bidder)***

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

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

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

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



**Annexure – V : Undertaking for Application Integrity Statement**

**Undertaking Letter on OEM's letterhead for Application Integrity Statement**

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, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) vide RFP Ref No.: DIT/BPR & BTD/OA/1201/2020-21 Date: 24/08/2020**

We assure the applications being implemented as part of Scope of Work of the RFP are free of any obvious bugs, malware and free of any covert channels in the code (of the version of the application being delivered) and also cover future update/upgrade/implemented during the contract period.

(Signature)

(Name of Authorized Signatory)

(Designation)

Date:

Place:

(Name and address of the OEM)

(Company Seal)

**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, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) 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 warranty period of **36 months** and also during the post warranty period 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, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC).
  - 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)