

Request for Proposal (RFP)
For
Redesigning, Hosting & Maintenance of Bank's Website



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

RFP REF NO: UCO/DIT/1414/2015-16 Date: 24/12/2015

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP Document and all amendments will be advised to the bidders and such amendments will be binding on them. The Bank also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason, whatsoever, and without any cost and / or compensation therefor.

This document is prepared by UCO Bank for its requirement of Selection of vendor for Redesigning, Hosting & Maintenance of Bank's Website . It should not be reused or copied or used either partially or fully in any form.

Disclaimer

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by UCO Bank or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The RFP is not an offer by UCO Bank, but an invitation for service provider'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 the duly authorized officials of UCO Bank and the selected Bidder.

INTRODUCTIONS & OBJECTIVES

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

UCO BANK is now pleased to invite Request for Proposal (RFP) from the competent vendors having proven experience in website designing and maintenance for Redesigning, Hosting & Maintenance of Bank's Website on hosted model basis. The proposal is invited from the prospective bidders having proven past experience and competence in the field for providing such type of services as per the scope given in this RFP document.

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Part – I (General Details)

1. Invitation for Tender Bids

UCO Bank invites sealed tenders from eligible bidders for selection of vendor for Redesigning, Hosting & Maintenance of Bank's Website.

The Bid details are given below:

Tender Reference	UCO/DIT/1414/2015-16
Cost of Tender Document	Rs. 10,000/- (Rupees Ten Thousand only)
Date of issue of RFP	24/12/2015
Earnest Money Deposit (EMD)	Rs. 5,00,000/- (Rupees Five Lakhs only, in the form of BG)
Date of commencement of sale of tender document	24/12/2015
Pre-bid Queries	On or Before 31/12/2015
Pre-Bid Meeting	02/01/2016 at 11:30 AM at address mentioned below: "Conference Room", 5th Floor, DIT, 3 & 4 DD Block, Sector -1, Salt Lake, Kolkata-700 064
Last Date and Time for receipt of tender bids	18/01/2016 at 3:00 pm
Opening of Eligibility and Functional and Technical bids	18/01/2016 at 3:30 pm
Opening of Commercial Bid	Will be informed subsequently to eligibility-wise / technically qualified bidders.
Address of Communication	UCO BANK, Head Office-2, Department of Information Technology, 7th Floor, 3 & 4 DD Block, Sector -1, Salt Lake, Kolkata-700 064.
Email Address	hocbs.calcutta@ucobank.co.in
Contact Telephone/Fax Numbers	Tel :033-44559758 / 45 Fax :033-23345013
Bids to be submitted	Tender box placed at: UCO BANK, Head Office-2, Department of Information Technology, 5th Floor, 3 & 4, DD Block, Sector -1, Salt Lake, Kolkata-700 064.

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

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. In case, the specified date of submission & opening of Bids is declared a holiday in West Bengal under NI Act, the bids will be received till the specified time on next working day and Eligibility / Technical Bid will be opened at specified time on that day.

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

The bid documents should be strictly as per the following terms and conditions:

2. Submission of Bids: General Terms and Conditions

Separate Eligibility / Techno functional and Commercial Bids, duly sealed and super-scribed as "Eligibility / Techno functional bid" and "Commercial bid" (as per the format prescribed in Annexure-IV & Annexure-V) respectively should be put in a single sealed outer cover, duly sealed and super-scribed "Selection of Vendor for Redesigning, Hosting & Maintenance of Bank's Website " as per bid details given in the RFP. If the outer cover / envelope are not sealed & super-scribed as required, the Bank shall not be responsible for the bid's misplacement or premature opening.

The bids shall be dropped / submitted at UCO Bank's address given in the above Bid Detail- 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 (Technical or Commercial)

The Eligibility / Technical Offer should be complete in all respects and contain all information asked for, in the exact format of eligibility / technical specifications given in the RFP, masked price bid (**except prices**). The Eligibility / Techno functional offer must not contain any price information. Tender Offer forwarding letter prescribed in Annexure - I should be submitted with the Eligibility / Technical Offer. UCO BANK, at its sole discretion, may not evaluate an Eligibility / Technical Offer in case of non-submission or partial submission of eligibility / technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

2.1 Any inner cover / envelope of a bid, if found to contain both of the eligibility / technical & the commercial bid, then that bid will be rejected.

2.2 Any outer envelope, if found to contain only the technical / eligibility bid or commercial bid, will be treated as incomplete and that bid will be liable for rejection.

2.3 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.

- 2.4 The Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all Bids at any point of time prior to the issuance of purchase order without assigning any reason, whatsoever, and without cost and / or compensation therefor.
- 2.5 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.
- 2.6 The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any, at any time prior to completion of evaluation of technical / eligibility bids from the participating bidders.
- 2.7 Canvassing of any kind will be a disqualification and the Bank may decide to cancel the bidder from its empanelment.

3. Eligibility Criteria

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

SI No	Clause	Documents required
A	The Bidder should be a Company / Firm registered under the relevant statute at least for the last 3 years as on RFP Submission date.	Registration certificate of the Firm along with the relevant documents or the Certificate of Incorporation issued by Registrar of Companies along with the copies of Memorandum and Articles of Association, as the case may be, are required to be submitted along with the technical bid.
B	The bidder should have taken over, restructured and maintained minimum one interactive / responsive and bi-lingual Live websites involving designing and migration as per WCAG 2.0 guidelines (Level 'A' & Level 'AA' or above) for Leading PSU / Private Bank/Central Government/State Government/Public Sector organizations in India since last two years and the same must be in operation as on date.	A copy of experience certificate / reference letter along with copy of Purchase Order (s) having executed the similar orders with clear mention about the migration experience to be enclosed along with Technical Bid. It will be mandatory on the part of the bidder to comply 100% against scope of work / requirement compliance (Response to be Yes) given under Part-II in RFP document, to be signed / stamped and submitted along with the

		Bid. Non-compliance of any of the line item will entail rejection of the bid.
C	The bidder submitting the offer should have registered annual turnover of minimum Rs 1 Crore per year during last 3 financial years i.e. 2012-2013, 2013-2014 and 2014-15. The turnover must be the individual Company's turnover and not that of any group of Companies.	Copy of the audited balance sheet and profit and loss statement of the company showing net-worth and turnover of the company for the last three years i.e. 2012-2013, 2013-2014 and 2014-15 should be submitted.
D	The bidder should have positive net-worth (capital + reserves – accumulated losses, if any) for the last three financial years (i.e. 2012-2013, 2013-2014 and 2014-15).	Copy of the audited balance sheet of the company showing positive networth of the company for the consecutive last three financial years should be submitted
E	The Data Centre DC/DR where the websites will be hosted should be within India and Tier III with ISO 27001 certification and should follow all the ISO process.	Self- Declaration to be submitted along with address of the DC and DR Sites.
F	Bidder should be ISO 9001:2008 / 2015 certified	The copy of the ISO 9001:2008/2015 to be enclosed.
G	The bidder submitting the offer should have Development Centre in India and Support Centre in Kolkata	Self- Declaration to be submitted
H	The bidder should not be currently blacklisted /debarred by any Central/State Govt. depts./Public Sector Banks / Financial Institutions in India.	Self- Declaration to be submitted

Note:-

Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. However, UCO BANK reserves the right to seek clarifications on the documents to be submitted.

4. Period of Validity of Bid

Bids shall remain valid for 180 (One Hundred and Eighty) days after the date of technical / eligibility bid opening prescribed by UCO BANK. UCO BANK holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence and without assigning any reason therefor. In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period.

5. Earnest Money Deposit

The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee issued by any scheduled commercial bank (other than Yes Bank) in favor of UCO Bank, payable at Kolkata (as per the format prescribed in Annexure-II) for an amount mentioned hereunder:

Particulars of Job to be undertaken	EMD
Selection of vendor for Redesigning, Hosting & Maintenance of Bank's Website	Rs. 5,00,000/-

Note: The EMD shall be valid for a period of 180 days.

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

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

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

6. Rejection of the Bid

The Bid is liable to be rejected if:

- 6.1 The document doesn't bear signature of the authorized person.
- 6.2 It is received through Telegram / Fax / E-mail.
- 6.3 It is received after expiry of the due date and time stipulated for Bid submission.
- 6.4 Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal (RFP) are liable for rejection by the Bank.
- 6.5 Any incorrect information provided by the Bidder.

7. Pre-Bid Meeting / Queries Clarifications

The prospective bidders can submit their queries atleast two days prior to the pre-bid meeting to the email ID of the Bank given above. These queries raised along with the

Bank's response in this context will be available at the Bank's website. The pre-bid meeting will be held at Bank's Head Office-2, Salt Kolkata Office on the date and time mentioned in the control sheet.

8. Performance Bank Guarantee

The successful bidder(s) shall be required to provide a Bank Guarantee for 10% of the Total Cost of Ownership issued by any scheduled commercial bank (other than Yes Bank) valid for the tenure of the contract period plus a claim period of 3 months, indemnifying any loss to the Bank. The bank guarantee shall be provided to the bank either before or the execution of the Master Contract. Bank has the right to invoke the BG for any non-compliance of the terms & conditions of this RFP or the Master Contract to be executed between the selected bidder and the Bank at any point of time.

9. 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 bidder, the EMD will be forfeited by the Bank.

10. For Recipient Only

The RFP document is intended solely for the information to the party to whom it is issued ("the Recipient") and no other person or organization.

11. Costs Borne by Recipient

All costs and expenses incurred by Recipients ("Bidder") 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.

12. 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.

13. Liquidated Damages

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

UCO BANK reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by UCO BANK to the bidder without prejudice to its rights or remedies available under the law(s) for the time being in force. Liquidated damages will be calculated on per week basis.

Liquidated damages is not applicable for delay, reasons whereof are attributable to the Bank and Force Majeure.

14. Price

- a.** The Price Bid must include all software, hardware, implementation, maintenance cost. The Price Bid should be inclusive of all applicable taxes such as Sales Tax / Service Tax / Octroi / Entry Tax / Way-bill etc.
- b.** The bidder shall keep the price valid till the date of expiry of the contract. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- c.** Prices quoted by the Bidder shall be in Indian Rupees and not subject to any price escalation, if the order is placed within the validity period.

15. Payment Terms

The financial bid submitted by the vendor must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted.

Payment will be made as follows:

- a) 100% of the migration cost will be paid after successful migration of the existing website.
- b) 90% would be paid upon successful delivery and installation (includes Initial Revamping/Redesigning /Hosting price/10 GB Storage and 10 TB Bandwidth).
- c) Remaining 10% installation cost (includes Initial Revamping/Redesigning /Hosting price/10 GB Storage and 10 TB Bandwidth) will be paid after the completion of first year AMC or on submission of BG for equivalent amount and time period.
- d) Additional Bandwidth Charges - The bandwidth charges beyond 10 TB shall be paid at the end of each quarter of the AMC period upon successful submission of bandwidth usage invoice.

- e) Additional storage space Charges - The storage space charges beyond 10 GB shall be paid at the end of each quarter of the AMC period upon successful submission of storage space usage invoice.
- f) Payment for annual maintenance including support charges: The annual maintenance including support cost shall be paid at the end of each quarter on submission of invoice.

16. Paying Authority

The payments as per the Payment terms given hereinabove at Sr. No. 15 shall be paid by Strategic Planning Department, Head Office-1, Kolkata. Payment of the Bills along with relevant reports would be payable, upon successful migration, revamping / re-designing of the website as per scope of work, availability of storage and Bandwidth and Annual Maintenance charges including support as per RFP terms.

17. Order Cancellation (Termination)

The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone:

- Delay in delivery of Software and preparation of site beyond the specified period.
- Discrepancy in the quality of service software / materials supplied for site development during the implementation, rollout and subsequent maintenance process.
- In case of cancellation of order, any payment made by the Bank to the Vendor would necessarily have to be returned to the Bank. Further, the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract / purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.
- In case, sum total of penalties and deliveries exceed 10% of the TCO.

18. 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 Vendor herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as UCO BANK may specify including training, where the successor(s) is a representative/personnel of UCO BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

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.

The termination of contract shall not restrict the right of UCO BANK to get the source code, Domain Access Control, Takeover of Hosting Control Panel, and DNS Panel from the selected vendor any time during the contract.

19. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or UCO BANK as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

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

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

20. Dispute Resolution Mechanism

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

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

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same shall be resolved exclusively by arbitration and such dispute shall 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 amendment thereof. Each Party to the dispute shall appoint one arbitrator of its own choice and the two appointed arbitrators shall appoint the third arbitrator who will act as the presiding arbitrator.

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

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

The selected Bidder shall not be entitled to suspend/terminate 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.

21. Period of Contract

The period of Contract shall initially be for a period of 03 (three) years between the Bank represented by Strategic Planning Department, Head Office-1 and selected vendor unless terminated by the Bank by serving 90 days prior notice in writing to the vendor / selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor. However, after the completion of initial period, the contract may be extended for such further period as would be decided by the Bank on the same terms and conditions as mentioned herein save and except the rate(s), which will be mutually determined by the parties.

22. Execution of Master Contract:

The selected bidder/vendor is required to enter into a Master Contract with the Bank represented by Bank's Strategic Planning Department Head Office-1 within 7 days from the date of its selection containing the following specific clauses amongst others:

- i) Vendor's Performance Guarantee by way of Bank Guarantee;
- ii) Indemnification by the Vendor for their acts, omission or misdeeds, etc.(selected bidder is required to execute a Letter of Indemnity/Deed of Indemnity as per Bank's format).;
- iii) The grounds of termination of the Master Contract including termination at Bank's convenience;
- iv) Effect of Termination;
- v) Liquidated Damages;
- vi) Confidentiality of the information;
- vii) Non-assignment of the work by the Vendor without written permission of the Bank;
- viii) Governing Laws;
- ix) Dispute Resolution; and
- x) Courts' Jurisdiction; etc.

23. Other Terms and Conditions of the RFP

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

- c. **Erasures OR Alterations:** The Bid should not contain alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.
- d. **Language of Bid:** The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in English language only.
- e. **Preliminary Scrutiny:** UCO BANK will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical / eligibility documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.
- f. The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part without assigning any reason and without any cost or compensation therefor.
- g. 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 without assigning any reason and without any cost or compensation therefor.
- h. **Clarification of Offers:** To assist in the scrutiny, evaluation and comparison of offers/bids, UCO BANK may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.
- i. **Audit by Third Party:** Bank at its discretion may appoint its officials/third party for auditing the activities of onsite services and operations of entire services provided to the Bank.

- j. **Jurisdiction:** The disputes or differences arising out of or in connection with the master contract to be executed between the Bank and the vendor/selected bidder shall be subject to the exclusive jurisdiction of the courts at Kolkata.
- k. **Publicity:** Any publicity by the bidder in which the name of UCO Bank is to be used should be done only with the prior explicit written permission of UCO Bank. The Vendor shall not make or allow making a public announcement or media release about any aspect of the Contract unless UCO BANK first gives the Vendor its prior written consent.
- l. **Non-Transferable Offer:** This Request for Proposal (RFP) is not transferable.
- m. **Address Of Communication:** Offers/bid should be addressed to the address given in page no: 5 (General Details-)
- n. **Confidentiality of the Bid Document:** The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.
- o. **Cancellation of tender process:** Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason and without any cost or compensation therefor.
- p. **Response of the Bid:** The Bidder should comply all the terms and conditions of RFP.
- q. The selected bidder/vendor shall ensure that the products provided by them for the aforesaid requirements / services must be in compliance with the laws, rules, regulations etc. 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.
- r. 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 without assigning any reason whatsoever and without any cost or compensation therefor. UCO BANK has the right to re-issue tender/bid. UCO BANK reserves the right to make any change in the terms and conditions of purchase during the bidding process 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.
- s. **Adherence to Standards**

The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities. Bank reserves the right to conduct an audit/ongoing audit of the services provided by the bidder.

Bank reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects.

t. Preventive Maintenance / Operational Support:

Problems related to the operational issues to be resolved by The Vendor. The Vendor shall follow the procedures for maintenance, backup, recovery, and overall change management.

u.Support Hours

The Vendor shall provide support to business user between 8.00 A.M. – 8:00 P.M, Monday to Sunday. However, website maintenance and monitoring should be available 24 X 7.

The website must be compliant as per the “Guidelines for Indian Government Websites (GIGW) should be compatible with the international standard for physically challenged persons.

- v. The selected vendor will be required to sign a Non Disclosure Agreement (NDA) with the Bank as per format given in this RFP document.**

Part –II

1. Scope of Work / Requirements

Sr. No.	Scope of Work
1	Bank intends to select a service provider for its existing website take over, designing / revamping, hosting and maintenance services. The selected bidder shall first take over Bank's existing website with all its contents, taxonomy and then redesign/revamp, host and manage it during the entire contract period.
2	The selected bidder shall take over and operationalize the Bank's existing website site (English and Hindi) (including its sub domain and Domain Access Control, DNS Panel, Takeover of Hosting Control Panel etc.) with all its contents and software, hosting and all other activities relating to its management. This needs to be completed within Three Months from the date of issuance of the Purchase Order.
3	The website must be available 24 x 7 x 365. Tolerance to down time for the website is zero. The security and integrity of the database and the website has to be maintained under all circumstances.
4	<p>The service provider is required to take over the management of the existing web site on an 'as is/ where is' basis and continue to improve facilities and functionalities identified below within a specific time line revamping the entire site for better user experience, features and functionalities.</p> <p>Responsive site design: Any new website design for this project should be easily viewable from a desktop, tablet or mobile device of any manufacture. The user experience should be similar across all devices, allowing for differences in device layouts or requirements. (i.e., many sites optimized for smartphones have the menu as a touchable icon, rather than immediately visible navigation links)The website should have mobile compatibility feature, auto adjusted based on its access across mobile devices, desktop / laptop and it should be interactive and responsive across all platforms without any limitations.</p>
5	Dynamic menus: Menus and submenus should be created based on the page-tree as pages are added and subtracted. These should be styled entirely through CSS. If required menu items should have conditional states (i.e., the menu item can be styled differently if it is the first item, if it is an even-numbered item, or if it is the last item, etc.)
6	The site should provide for Search engine optimization to allow the highest possible ranking of the individual pages with in the site from all major search

	<p>providers, including but not limited to Bing, Google, MSN Search, and Yahoo! The site should provide Meta title and Meta descriptions tags that are maintainable and able to auto correct and/or provide results that best match misspelled words or phrases.</p> <p>The search feature should be able to search both HTML pages and documents, such as PDF files and Microsoft Word documents</p>
7	Improvement in navigation and audio video streaming.
8	The website would be compatible with Internet Explorer 6.0 and above, Mozilla Firefox 1.5 and above, Safari 2 and above, Netscape 7 and above, Mobile Safari (IOS), Chrome OS, Default Android Browser for Android mobile device and default IE for Windows mobile device
9	Managed hosting of the website with at least 99.95% uptime of the site per month
10	24 x 7 technical support and maintenance of all the dynamic components of the website.
11	Bandwidth utilization as per actual requirements.
12	Monthly site usage reports of the entire site including page wise/content specific HIT report in text file with field separator as ' ' /spreadsheet format (based on geographic location, country / state / district / PIN Code wise), Server Space usage and Bandwidth utilization content specific, uptime, and downtime report, website response time. Apart from monthly frequency, these reports should also be made available to Bank as and when required on demand at no additional cost.
13	Server Management services to include Operating system & Data Base updates, Hardening of server & services, daily backup, regular service & bandwidth monitoring, configuring /modifications to web /ftp server, daily server health check.
14	The website needs to be in compliance with the CERT-IN, RBI, Ministry of Finance, IT Act 2008 including its amendments time to time.
15	Content management of the existing Site with domain control & access control to Bank.
16	The logo of the Bank should be at all the times during a person's visit.
17	The website should provide RSS feed facility.
18	The service provider has to provide domain access control, Hosting Control Panel and domain renewal service to the Bank.
19	The bidder should redesign/revamp the website and improve the look & feel and overall functionality of website with latest web technologies which should result in a secured website as per requirement given in Annexure-III (Table-1). All pages in the existing website also to be revamped and optimized by the bidder.
20	Web site will be hosted on a secured server in a data center which is at least

	of tier III category and situated in India and a secured DR site on a different seismic Zone. Both the sites will be of minimum configurations as mentioned in Annexure-V (Table-2).
21	The revamped website will have to be WCAG 2.00 Level AA compliant.
22	Any other software component / hardware required in connections with the work will be supplied and maintained by the service provider within the quoted cost during the entire period.
23	The Bandwidth allocation for Bank's website should be dynamic in nature and auto adjusted based on flow of user traffic so as to get optimum utilization of allocated bandwidth.
24	Vendor to adopt industrial standard methodology for Change Management and Content Change tracking for websites. This methodology to include work flow from Bank to the vendor and vice versa.
25	Any changes in the existing website modules (major or minor) including changes due to Regulatory Authorities /RBI / IBA/Govt. of India to be done at no additional cost to Bank. Development of new modules which require major efforts may be considered as enhancements for which cost estimation can be worked out separately through negotiation.
26	Database space management, Deletion of unwanted log files, Monitoring and management of Database space, all activities associated with database administration and performance tuning.
27	Complete backup of the website (all files in the website directory structure as well as database backup) will be shared by the vendor monthly or whenever requested for by Bank. Frequency Perform daily and weekly backups; <ul style="list-style-type: none"> • Option one: Full back-up once per month and daily incremental backups • Option two: Full back-up every week, and daily incremental backups • or Restore: Whatever the backup option selected, the proponent must have the ability to provide a full restore within 24 hours. • All incident (Server / Network) logs to be maintained and reported monthly along with resolution time.
28	Professional Graphic Design of website should load quickly and a pleasure to look at Overall design concept for the website, optimized in terms of brand identity, accessibility, usability and content distribution. Bidder shall submit 5 options of revamped website. Flexibility to add new minor specifications at no charge. Graphic User Interface & Aesthetics being the most tangible in defining the overall appeal of the website needs to be focused on. Buttons and navigation graphics will be standardized for all pages, where appropriate for the design.

29	Vendor to provide compliance for all Bank's AUDIT observations, related website content, modules and addressing of Audit gaps. The vendor is also expected to extend its support during audit of Bank's site
30	The website to be hosted using secured SSL Certificate (min 256 bit encryption) with extended validation during the entire contract period.
31	The website should be available in IPV4 & IPV6 address mode.
32	The website should be resilient to any types of cyber attacks including DOS / DDOS. The vendor will have ready infrastructure / mechanism to negate / counter any possible cyber attacks.
33	Website response time should not be more than 3000 milliseconds. <u>Documentary evidence in this regard to be submitted.</u>

Note: The Bidder has to Comply with "Yes" against each point and submit scope of work in separate sheet.

2. Uptime

The Bidder shall guarantee an uptime of 99.95% (except schedule maintenance time) during entire contract period, which shall be calculated on monthly basis. The "Uptime" is, for calculation purposes, equal to the Total number of hours of the day in a month, less downtime in number of hours. The maintenance downtime will be for a maximum of 2 hours in a month during 1 AM to 2 AM only. The uptime below 99.95% will attract penalty.

3. Penalty

- **For website uptime below 99.95%:** If Website downtime is within 1 hour Rs 2000 per occasion will be levied as penalty. For every hour thereafter Rs2000 per hour will be levied.
- **For content related problems / uploading, minor changes to WebPages:** If not attended to OR task not accomplished within 30 minutes of receipt of Information / request – Rs5000 per occasion will levied as penalty.
- **For Website Response time less than 3000 milliseconds:** If average website response time falls below 3000 milliseconds, Rs500 per day will be levied as penalty.
- **Late Migration / Revamping of website:** Delay in migration / revamping will attract penalty of 1% of TCO.

Penalty amount if applicable will be deducted from the Invoice submitted to Bank for payments.

Notwithstanding penalty condition mentioned above, if default continues Bank will be at liberty to terminate the contract by giving three months notice period.

4. Schedule of Implementation

Indicative Schedule – for website Re-Vamp and deployment

The bidder is required to stick to the agreed upon time-schedule given below

S. No	Milestone Deliverables	(Incremental Weeks)
1	Placement of Purchase Order	T+0
2	Submission of at least five alternative Wireframe designs of the existing website	T+1
3	Requirement Sign off by Technical Staff of Bank	T+3
4	Migration of Contents – English Version and Hindi Version	T+4
5	Revamping of existing web site	T+8
6	Approval of wireframe and any changes/ modifications thereof	T+9
7	Deployment & pilot run – English Version	T+10
8	Deployment & pilot run – Hindi Version	T+10
9	Hosting of New Website and Go Live	T+11
10	Post Implementation Evaluation of Website (Along with Complete Documentation)	T+12
11	Annual Maintenance of New Website	12 weeks from successful execution of no. 10 above

Note: T will remain constant, deliverables for subsequent milestone will work parallel.

Part – III

1. BID OPENING AND EVALUATION CRITERIA

1.1 Evaluation Methodology

The evaluation will be a two-stage process:-

Phase 1 – Techno Functional Compliance / Eligibility Evaluation

Phase 2 – Commercial Evaluation

TECHNICAL EVALUATION

The proposals will be evaluated in two stages. In the first stage, i.e. Techno Functional Compliance/ Eligibility Evaluation, the bidders will be shortlisted, based on bidder's responses. In the second stage, the commercial bids would be evaluated.

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.

COMMERCIAL EVALUATION

Commercial Bids of bidders, who qualified in the Eligibility Evaluation/ Techno Functional Compliance stage, will be considered for participation in commercial Bidding. After opening Commercial Offers of the short-listed Bidders, if any discrepancy is noticed between words and figures, the amount indicated in words shall prevail.

1.2 Selection Methodology

Techno-functionally complied bidder with lowest quote based on Total Cost of Ownership (TCO) will be considered as successful bidder.

Tender Offer Forwarding Letter

RFP Ref. No.: UCO/DIT/1414/2015-16

Date: XX/XX/2016

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

Dear Sir,

Sub: Your RFP for “Redesigning, Hosting & Maintenance of Bank’s Website” RFP Ref No. UCO/DIT/1414/2015-16 Dated 24/12/2015.

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for “**Redesigning, Hosting & Maintenance of Bank’s Website**” mentioned in the RFP document forming Eligibility / Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Eligibility / Technical as well as Commercial Bids by the Bank we undertake to Redesigning, Hosting & Maintenance of Bank's Website as per your purchase orders.

We will submit Earnest Money Deposit in the form of Bank Guarantee (issued by any scheduled commercial bank (other than Yes Bank)) valid for a period of 180 days in favour of UCO Bank, payable at Kolkata (as per the format prescribed in Annexure-II) for an amount of **Rs. 5,00,000/-**.

We will submit a Performance Guarantee issued by any scheduled commercial bank (other than Yes Bank) for a sum equivalent to 10% of the TCO (Total Cost of Ownership), valid for a period of 39 (36+3) months plus claim period of 3 months.

We agree to abide by the terms and conditions of this tender offer till 180 days from the date of eligibility / technical 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 Master Contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding

contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

We enclose the following:

1. BG No. _____ dated for **Rs.5,00,000/- (Rupees Five Lacs only)** / BG No. _____ dated _____ as EMD.
2. DD No. _____ dated for **Rs.10,000/- (Rupees Ten Thousand only)** dated _____ as cost of RFP document.

DD in favour of UCO Bank by..... Bank, Branch payable at Kolkata / BG issued by ----- Bank ----- branch.

Dated this __day of ____2015

Signature: _____

(In the Capacity of) _____

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

Format of Bank Guarantee (EMD)

To,

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

Dear Sirs,

In reference to your RFP for Redesigning, Hosting & Maintenance of Bank's Website , M/s _____ having their registered office at (hereinafter called the 'Vendor') wish to respond to the said Request for Proposal (RFP) for self and other associated vendors and submit the proposal for Redesigning, Hosting & Maintenance of Bank's Website as listed in the RFP document. Whereas the 'Vendor' has submitted the proposal in response to RFP, we, the _____ Bank having our Head office _____ hereby irrevocably guarantee an amount of ₹ _____/- (Rupees _____ only) as bid security as required to be submitted by the 'Vendor' 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 Vendor withdraws his proposal during the period of the proposal validity; or
2. If the Vendor, 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 _____ 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 vendor.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed Rs. _____ (Rupees _____ only).

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

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this ____day of _____at _____.

Yours' faithfully,

For and on behalf of

_____ Bank

Authorised official

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

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

	2012-13	2013-14	2014-15
Net Worth			
Turnover			

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

C. Proposed Service details in brief

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

Details of Experience in implementation of similar orders like Redesigning, Hosting & Maintenance of Bank's Website.

PSU organization		
Name of Organisation	Period	
	From	To

N.B. Enclose copies of Purchase Orders as references

Signature of Bidder: _____

Place: Name: _____

Date: Business Address: _____

Eligibility Criteria Compliance

Sl No	Clause	Documents required	Compliance (Yes/No)
A	The Bidder should be a Company / Firm registered under the relevant statute at least for the last 3 years as on RFP Submission date.	Registration certificate of the Firm along with the relevant documents or the Certificate of Incorporation issued by Registrar of Companies along with the copies of Memorandum and Articles of Association, as the case may be, are required to be submitted along with the technical bid.	
B	The bidder should have taken over, restructured and maintained minimum one interactive / responsive and bi-lingual Live websites involving designing and migration as per WCAG 2.0 guidelines (Level 'A' & Level 'AA' or above) for Leading PSU / Private Bank/Central Government/State Government/Public Sector organizations in India since last two years and the same must be in operation as on date.	<p>A copy of experience certificate / reference letter along with copy of Purchase Order (s) having executed the similar orders with clear mention about the migration experience to be enclosed along with Technical Bid. Copy of the website ranking / rating certificate evidence to be enclosed.</p> <p>It will be mandatory on the part of the bidder to comply 100% against scope of work / requirement compliance (Response to be Yes) given under Part-II in RFP document, to be signed / stamped and submitted along with the Bid. Non-compliance of any of the line item will entail rejection of the bid.</p>	
C	The bidder submitting the offer should have registered annual turnover of minimum Rs 1 Crore per year during last 3 financial	Copy of the audited balance sheet and profit and loss statement of the company showing net-worth and turnover	

	years i.e. 2012-2013, 2013-2014 and 2014-15. The turnover must be the individual Company's turnover and not that of any group of Companies.	of the company for the last three years i.e. 2012-2013, 2013-2014 and 2014-15 should be submitted.	
D	The bidder should have positive net-worth (capital + reserves – accumulated losses, if any) for the last three financial years (i.e. 2012-2013, 2013-2014 and 2014-15).	Copy of the audited balance sheet of the company showing positive networth of the company for the consecutive last three financial years should be submitted	
E	The Data Centre DC/DR where the websites will be hosted should be within India and Tier III with ISO 27001 Certification and should follow all the ISO process.	Self- Declaration to be submitted along with address of the DC and DR Sites.	
F	Bidder should be ISO 9001:2008 / 2015 certified	The copy of the ISO 9001:2008/2015 to be enclosed.	
G	The bidder submitting the offer should have Development Centre in India and Support Centre in Kolkata	Self- Declaration to be submitted	
H	The bidder should not be currently blacklisted /debarred by any Central/State Govt. depts./Public Sector Banks / Financial Institutions in India.	Self- Declaration to be submitted	

Note:-

Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. However, UCO BANK reserves the right to seek clarifications on the documents to be submitted.

Scope of Work / Requirements

Sr. No.	Scope of Work	Compliance (Yes)
1	Bank intends to select a service provider for its existing website take over, designing / revamping, hosting and maintenance services. The selected bidder shall first take over Bank's existing website with all its contents, taxonomy and then redesign/revamp, host and manage it during the entire contract period.	
2	The selected bidder shall take over and operationalize the Bank's existing website site (English and Hindi) (including its sub domain and Domain Access Control, DNS Panel, Takeover of Hosting Control Panel etc.) with all its contents and software, hosting and all other activities relating to its management. This needs to be completed within Three Months from the date of issuance of the Purchase Order.	
3	The website must be available 24 x 7 x 365. Tolerance to down time for the website is zero. The security and integrity of the database and the website has to be maintained under all circumstances.	
4	<p>The service provider is required to take over the management of the existing web site on an 'as is/ where is' basis and continue to improve facilities and functionalities identified below within a specific time line revamping the entire site for better user experience, features and functionalities.</p> <p>Responsive site design: Any new website design for this project should be easily viewable from a desktop, tablet or mobile device of any manufacture. The user experience should be similar across all devices, allowing for differences in device layouts or requirements. (i.e., many sites optimized for smartphones have the menu as a touchable icon, rather than immediately visible navigation links)The website should have mobile compatibility feature, auto adjusted based on its access across mobile devices, desktop / laptop and it should be interactive and responsive across all platforms without any limitations.</p>	
5	Dynamic menus: Menus and submenus should be created based on the page-tree as pages are added and subtracted. These should be styled entirely through CSS. If required menu	

	items should have conditional states (i.e., the menu item can be styled differently if it is the first item, if it is an even-numbered item, or if it is the last item, etc.)	
6	<p>The site should provide for Search engine optimization to allow the highest possible ranking of the individual pages with in the site from all major search providers, including but not limited to Bing, Google, MSN Search, and Yahoo! The site should provide Meta title and Meta descriptions tags that are maintainable and able to auto correct and/or provide results that best match misspelled words or phrases.</p> <p>The search feature should be able to search both HTML pages and documents, such as PDF files and Microsoft Word documents</p>	
7	Improvement in navigation and audio video streaming.	
8	The website would be compatible with Internet Explorer 6.0 and above, Mozilla Firefox 1.5 and above, Safari 2 and above, Netscape 7 and above, Mobile Safari (IOS), Chrome OS, Default Android Browser for Android mobile device and default IE for Windows mobile device	
9	Managed hosting of the website with at least 99.95% uptime of the site per month	
10	24 x 7 technical support and maintenance of all the dynamic components of the website.	
11	Bandwidth utilization as per actual requirements.	
12	Monthly site usage reports of the entire site including page wise/content specific HIT report in text file with field separator as ' ' /spreadsheet format (based on geographic location, country / state / district / PIN Code wise), Server Space usage and Bandwidth utilization content specific, uptime, and downtime report, website response time. Apart from monthly frequency, these reports should also be made available to Bank as and when required on demand at no additional cost.	
13	Server Management services to include Operating system & Data Base updates, Hardening of server & services, daily backup, regular service & bandwidth monitoring, configuring /modifications to web /ftp server, daily server health check.	
14	The website needs to be in compliance with the CERT-IN, RBI, Ministry of Finance, IT Act 2008 including its amendments time to time.	
15	Content management of the existing Site with domain control & access control to Bank. The rights for change in contents other	

	than design should be given to Bank also.	
16	The logo of the Bank should be at all the times during a person's visit.	
17	The website should provide RSS feed facility.	
18	The service provider has to provide domain access control, Hosting Control Panel and domain renewal service to the Bank.	
19	The bidder should redesign/revamp the website and improve the look & feel and overall functionality of website with latest web technologies which should result in a secured website as per requirement given in Annexure-III (Table-1). All pages in the existing website also to be revamped and optimized by the bidder.	
20	Web site will be hosted on a secured server in a data center which is at least of tier III category and situated in India and a secured DR site on a different seismic Zone. Both the sites will be of minimum configurations as mentioned in Annexure-V (Table-2).	
21	The revamped website will have to be WCAG 2.00 Level AA compliant.	
22	Any other software component / hardware required in connections with the work will be supplied and maintained by the service provider within the quoted cost during the entire period.	
23	The Bandwidth allocation for Bank's website should be dynamic in nature and auto adjusted based on flow of user traffic so as to get optimum utilization of allocated bandwidth.	
24	Vendor to adopt industrial standard methodology for Change Management and Content Change tracking for websites. This methodology to include work flow from Bank to the vendor and vice versa.	
25	Any changes in the existing website modules (major or minor) including changes due to Regulatory Authorities /RBI / IBA/Govt. of India to be done at no additional cost to Bank. Development of new modules which require major efforts may be considered as enhancements for which cost estimation can be worked out separately through negotiation.	
26	Database space management, Deletion of unwanted log files, Monitoring and management of Database space, all activities associated with database administration and performance	

	tuning.	
27	<p>Complete backup of the website (all files in the website directory structure as well as database backup) will be shared by the vendor monthly or whenever requested for by Bank.</p> <p>Frequency Perform daily and weekly backups;</p> <ul style="list-style-type: none"> • Option one: Full back-up once per month and daily incremental backups • Option two: Full back-up every week, and daily incremental backups • or Restore: Whatever the backup option selected, the proponent must have the ability to provide a full restore within 24 hours • All incident (Server / Network) logs to be maintained and reported monthly along with resolution time. 	
28	<p>Professional Graphic Design of website should load quickly and a pleasure to look at Overall design concept for the website, optimized in terms of brand identity, accessibility, usability and content distribution. Bidder shall submit 5 options of revamped website.</p> <p>Flexibility to add new minor specifications at no charge. Graphic User Interface & Aesthetics being the most tangible in defining the overall appeal of the website needs to be focused on. Buttons and navigation graphics will be standardized for all pages, where appropriate for the design.</p>	
29	Vendor to provide compliance for all Bank's AUDIT observations, related website content, modules and addressing of Audit gaps. The vendor is also expected to extend its support during audit of Bank's site	
30	The website to be hosted using secured SSL Certificate (min 256 bit encryption) with extended validation during the entire contract period.	
31	The website should be compatible with IPV4 & IPV6 both.	
32	The website should be resilient to any types of cyber attacks including DOS / DDOS. The vendor will have ready infrastructure / mechanism to negate / counter any possible cyber attacks.	
33	Website response time should not be more than 3000 milliseconds. <u>Documentary evidence in this regard to be submitted.</u>	

Part-I
Technical Compliance

SI No	Features	Offered Specification	Compliance (Yes)
1	The website must be available 24 x 7 x 365. Tolerance to down time for the website is zero. The security and integrity of the database and the website has to be maintained under all circumstances. Web site should Bilingual (English, & Hindi)		
2	Web site to be re-optimized as the latest technology platform available for website designing.		
3	Site should be Optimized for faster and secured access. Response time should be minimum and comparable to industry standards.		
4	All Security Requirements like HTML / SQL Injections, application of Stored Procedures etc. should be taken care off		
5	<p>Site must have a well-defined Content Management System (CMS) to support the creation, management, distribution and publishing of corporate information. All pages, including new pages (English & Hindi) should necessarily be developed and maintained in the CMS and static HTML pages are to be avoided. All static pages presently available in Bank's website should necessarily form part of the CMS design. CMS must manage complete life cycle of the pages on the site, the appearance of the published pages and the navigation provided to the users.</p> <p>1 Should have workflow capabilities with regard to the content approval/publishing process.</p> <p>2. Should support editions (versions/rollback)of the website managed.</p> <p>3. Users should be able to upload documents in multiple formats.</p> <p>4. Should support standard browser technologies</p>		

	<p>(i.e. What is supported by IE7/8/9/10, Firefox, and safari. Google chrome etc.)This includes HTML JavaScript and CSS. It should support future upgrades of these technologies.</p> <p>5. Should support version control, change tracking and comments in the documents.</p> <p>6. Should support administrator control of access permissions to shared repositories.</p> <p>7. Should support document and text indexing capabilities.</p> <p>8. Should support features for caching and prefetching of images.</p> <p>9. Should support content archiving capabilities.</p>		
6	Vendor will have to undertake updating of certain contents as and when required by the bank and will implement suggestions as will be observed by Bank from time to time (through periodical VAPT)		
7	<p>Search engine</p> <p>1.Intelligent Search Suggestions</p> <p>2.Show Non-Product Results</p> <p>3.Handle SEO Keyword Searches</p> <p>4.Filter by Department ,Size and color</p> <p>Sorting by Price ,Age and Rating</p> <p>5.Handle Misspelled Search terms</p> <p>6.Eliminate Expired Page Errors.</p> <p>7.Search by Item Number</p> <p>8.Show last search query in Search Box</p> <p>9.Focus on Short Tail Searches</p>		
8	All modules as required by the Bank some of which are already operational in our existing site and new modules as required by the bank should be made available, (list of the modules is given separately)		
9	There are few modules like Do Not call registry, Calculators, Suggestions, Branch Locator & foreign exchange rates etc. Service provider is expected to improve the modules after mutual discussions with bank.		

Part-II

Technical Compliance

SI No	Minimum Requirements	Offered Specification	Compliance (Yes / No)
1	Data Centre (DC) should be tier III and situated in India and must be operational for more than 5 years.		
2	24x7x365 days Network Operation Center for monitoring and management of systems including database and web server and compliant with ISO 27001		
3	Data Centre should be BS 7799(ISO27001) and should be focused on DC business and strong Managed Services and should have planned power distribution and in position to handle any power outages. Also should be well planned and structured escalation procedures.		
4	Should have expertise in Configuring, Installing and maintaining of Licensed software required for proper hosting of website with Latest Antivirus with all critical updates to be installed in the server		
5	<p>Minimum Server Configuration:</p> <p>Hexa-core Intel Xeon, 64bit,32 GB (8x4GB)RAM, 3 x 300 GB SAS HDD, RAID 5, Dual NIC, RPS With latest OS - Windows server 2008 standard, Database Server - MS-SQL server 2008 R2, Services - Web, FTP and SMTP. If the bidder is proposing Server Configuration of any other make /model/specification, same may be specified. (Please specify the anti-virus proposed to be deployed)</p> <p style="text-align: center;">OR</p> <p>Equivalent or Higher Server Hardware Configuration including DBMS</p>		
6	Disaster Recovery Server at different Seismic Zone - a dedicated server with same configuration as per primary server, as above with suitable replication tool license (Max 2 CPU Server and replication management)		

	Recovery Time Objective - 90 minutes Recovery Point Objective - 30 minutes Dedicated Fire wall as detailed below DR Drill in every Quarter. 2 Mbps Capped Ethernet Bandwidth at DR Server		
7	Dedicated Firewall Service with IPS both primary and DR servers. Following are the bare minimum specifications: 1 .Firewall with min throughput of 650 mbps 2. Max Connections - 400,000 3. Max connections/per second -25000 4. Max packets per second - 500,000 5. Ports- integrated 4 10/100/1000 6. IPS performance throughout-650 mbps 7.should support application layer security		
8	Data Transfer/Bandwidth - 8 MBPS minimum (100 mbps burstability)		
9	Bidder should have a governance structure in place to report to UCO team on daily, weekly and monthly basis and the solution should allow downloading of standard and custom reports on the monitoring status.		
10	Bidder should perform proactive patch management for the systems, database and web servers in scope and should also be able to perform capacity planning and suggest upgrade to the infrastructure as		
11	Service provider should do 24X7 securities monitoring of the bank's website to detect attacks and raise alerts for any suspicious events that may lead to security breach and should provide monitoring alerts in real time on web based console via SMS and via email for firewall /Bandwidth usage.		
12	Service Provider should provide weekly reports of identified and mitigate attacks classified by server, attack, website source.		
13	Service Provider should conduct and monitor Internal VA& PT on quarterly basis.		

Existing Modules/Functionality

In the following table, brief details have been given about the existing modules/features in bank's present website.

List of Modules/Pages/Features:

SI No	Module/Page/Features	Existing/new
1	<p>All existing pages as is in our existing website to be revamped and optimized (For Hindi and Bengali websites, contents are to be uploaded in Unicode)</p> <p>Total no of pages:-</p> <ul style="list-style-type: none"> • 520 (static) & 118(dynamic) pages in English corporate site (www.ucobank.com) • 360 (static) & 80 (dynamic) in Hindi corporate site (www.hindi.ucobank.com). <p>Total no of files and folders:</p> <ul style="list-style-type: none"> • 3880 files & 259 folders approximately in English site • 2476 files & 112 folders approximately in Hindi site 	Existing
2	Branch/ATM locator admin module	Existing
3	Improving and optimizing Branch and ATM locator with a facility of map locator to provide physical location roadmaps like Google MAPS (Service Provider will find out lat/log for Branches/ATMs)	Existing
4	RSS Feed-to be implemented as per recommendation from service provider	Existing
5	Revamping/designing web site with Feedback & suggestion module with ADMIN Module for centralized control.	Existing
6	Tender and Recruitment admin module with centralized uploading of tenders	Existing
7	Improving and optimizing tender uploading module[decentralized uploading from Zones)	Existing
8	BOD, Lead generation System along with MIS for handling customer queries by different authorities and offices	Existing

9	On Line Loan Application Management Module for all Retail products of the bank along with MIS required by various offices/authorities.	Existing
10	Gold Coin selling rate module Foreign exchange module, Retail Credit Products module etc which are managed through admin user of bank.	Existing
11	Online Customer Grievance handling admin Module with inbuilt escalation procedure and MIS required by various offices/authorities. Branch/ Departments will be able to reply online and HO/Zones will close the grievances).	Existing
12	<p>Hardware/Software configuration:</p> <ul style="list-style-type: none"> • OS version-Windows Server 2012 standard 64 bit • RAM-16 GB • Processor- Intel (R) Xeon (R) CPU E5-24400@2.40 GHz, 2.39 GHz (2 Processors) • NIC- 1000 mbps • Bandwidth connection burstable to 100 mbps • Hardware Firewall – FortigGate 60C Firewall Bundled with AV, AS, IPS, CF service • Storage- 9 GB • Bandwidth- 10 TB 	Existing

Commercial Bid

SL	Description	Remark	Total Amount	Taxes if any	Total Amount with applicable taxes
1	Bank Website Maintenance and Support both (English & Hindi) till the new revamped site is accepted.	Please quote the One-Time fixed amount That will be payable towards maintaining the existing site till the new site is accepted.			
2	Revamping, Redesigning, Development including AMC and support cost for 1 st year (1 st year AMC to commence after Migration)	Please Quote the Total amount of the entire work as per the scope.			
3	Required Cloud Storage Space	Storage Space should be minimum 10 GB and should be expendable approx 30 GB in three year period.			
3.I	Cost of 10 GB	One time storage space cost for 10 GB usage of migration, hosting & database etc			
3.II	Cost per GB calculated beyond 10 GB	Evaluation of storage space calculated in quarterly basis.			
4	Bandwidth required	The bandwidth should minimum 10 TB and it should be dynamically allocated as per increase in number of hits of the bank's website. The cost will be calculated on quarterly average per MB usage beyond 10 TB.			
4.I	Cost of 10 TB	Cost of 10 TB for Initial hosting of existing website			
4.II	Average cost per MB calculated beyond based on hits per day	Cost of Bandwidth utilized will be done on quarterly basis.			
5.	Migration Cost of existing website	Pl quote effort cost of migration			
6.	AMC and support for 2 nd year	Pl quote AMC & support Cost			

7.	AMC and support for 3 rd year	Pl quote AMC & support Cost			
	Total Cost of Ownership (TCO)				

Total Amount in Words:

- (A) The bidder has to submit the commercial bid only in the above format. Any other format would be summarily rejected at the time of opening the bid.
- (B) The price should be mentioned in Words also. In case of any difference between amount mentioned in words and number, the amount mentioned in words will prevail.
- (C) The L1 (lowest one) bidder will be determined based on the lowest cost quoted by the bidder i.e. Total Cost of Ownership (TCO).
- (D) The Sales Tax/Service Tax /VAT etc. to be quoted in column "Taxes if any".

Date: _____

Place: _____

Yours faithfully,

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company:

Format of Performance Bank Guarantee (PBG)

1. In consideration of UCO BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970, having its head office at 10, BIPLABI TRILOKYA MAHARAJ SARANI (BRABOURNE ROAD), Kolkata - 700001 (hereinafter called UCO BANK) having agreed to exempt M/s (Name of the vendor Company), a Company incorporated under the Companies Act, 1956 having its registered office at (Address of the vendor company) (hereinafter called –the said VENDOR) from the demand, under the terms and conditions of the Master Contract to be made between UCO BANK and the Vendor for a period of In pursuance of Request For Proposal no.....dated....., as modified, (hereinafter called –the said AgreementII), of security deposit for the due fulfilment by the said VENDOR of the Terms and conditions contained in the said Contract, 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 BankII) at the request of [VENDOR] do hereby undertake to pay to UCO BANK an amount not exceeding Rs.....against any loss or damage caused to or suffered or would be caused to or suffered by UCO BANK by reason of any breach by the said VENDOR of any of the terms or conditions contained in the said Contract.

2. We [indicate the name of the bank ISSUING THE BANK GUARANTEE] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from UCO BANK stating that the amount claimed is due by way of loss or damage caused to or breach by the said VENDOR of any of the terms or conditions contained in the said Contract or by reason of the VENDOR'S failure to perform the said Contract. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....
3. We undertake to pay to UCO BANK any money so demanded notwithstanding any dispute or disputes raised by the VENDOR in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment made by us under this Guarantee shall be a valid discharge of our liability for payment there under and the VENDOR for payment there under and the VENDOR shall have no claim against us for making such payment.

4. We, [indicate the name of the bank ISSUING THE GUARANTEE] further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of BANK under or by virtue of the said Contract have been fully paid and its claims satisfied or discharged or till UCO BANK certifies that the terms and conditions of the said Contract have been fully and properly carried out by the said VENDOR and accordingly discharged this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before(Expiry of claim period), we shall be discharged from all liabilities under this guarantee thereafter.
5. We [indicate the name of bank ISSUING THE GUARANTEE] further agree with UCO BANK that UCO BANK shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the said VENDOR from time or to postpone for any time, or from time to time any of the powers exercisable by UCO BANK against the said VENDOR and to forebear or enforce any of the terms and conditions relating to the said Contract and we shall not be relieved from our liability by reason of any variation, or extension being granted to the said VENDOR or for any forbearance, act or omission on the part of UCO BANK of any indulgence by UCO BANK to the said VENDOR or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the VENDOR.
7. We, [Indicate the name of Bank ISSUING THE GUARANTEE] lastly undertake not to revoke this guarantee during its currency except with the previous consent of UCO BANK in writing.

Notwithstanding anything contained herein:

- i. Our liability under this Bank Guarantee shall not exceed Rs..... (Rupees.....) only.
 - ii. This Bank Guarantee shall be valid upto and
 - iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before(date of expiry of Guarantee including claim period).
8. Dated the day of for..... [Indicate the name of Bank]

Yours faithfully,

For and on behalf of

_____ Bank

Authorised Official

Note:

1. Selected vendor should ensure that the Seal and Employee 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.