

The Sonapat Urban Co-Op. Bank Ltd.

Head Office: NEW SUBZI MANDI, SONEPAT (HARYANA)

TENDER DOCUMENT/NOTICE (TENDER REFERENCE NUMBER: 01/18)

SEALED TENDERS FOR IMPLEMENTATION AND COMMISSIONING OF CORE BANKING SYSTEM (OWN DATA CENTRE) OR ASP MODEL SHALL ALSO BE CONSIDERED FOR ITS BANK HEAD OFFICE AND BRANCHES AUTOMATION .

Bid Document and Commercial Terms

Date of issuing tender document	From 28-08-2018 To 01-10-2018
Last Date and Time of submission of tender offers	05-11-2018 _____ up to 05.00 pm
Cost of Tender Documents (non – refundable)	Rs. 8000/- (Rupees Eight thousand only) through DD/Banker's Cheque in favour of "The Sonapat Urban Co-operative Bank Limited" payable at Sonapat. Tender document will be available from our Website or head office during office hours on all working days.
Earnest Money Deposit	Rs. 100000/- (Rupees One Lakh only) in the form of DD/ Banker's Cheque
Address for Communication	Chief Executive Officer, The Sonapat Urban Co-op. Bank Ltd. New Subzi Mandi, Sonapat-131001 Haryana
Contact Telephone Number	0130-2242170, 2249614 Mobile :- 9466000874 (C.E.O.) 9466000875
E mail address	sucbsnp@yahoo.com
Website	www.sucbs.com

Note: 1. The Tender Document is also available on our Bank Website . However it should be accompanied with the cost of Tender Document i.e. Rs. 8000/- (Non-Refundable) in the form of any Bank Instrument .

2. You are requested to submit your Technical and Commercial offer in two separate sealed envelopes super scribing

"TENDER FOR CORE BANKING SOLUTION (Technical Bid)" (ASP & OWN DATA CENTRE)

- 1) Supply and implementation of CBS Software on Outright Purchase Basis (Capex only)
- 2) Supply and Implementation of Data Centre and Disaster Recovery Centre **(On Premise or Cloud Basis)** - Hardware/Networking components and other services like installation, warranty, annual maintenance (if contracted) and training of Bank's personnel at different centers and other obligations as mentioned in the RFP.
- 3) Supply and Implementation of Hardware, Networking Components, Printers and other Peripherals at branch Level **(On Outright Purchase Basis)**
- 4) Extraction and Upload of master data and History transactions of bank from the existing system to new CBS system.

"TENDER FOR CORE BANKING SOLUTION (Commercial Bid) (ASP & OWN DATA CENTRE)

- 1) Supply and implementation of CBS Software on Outright Purchase Basis (Capex only)
- 2) Supply and Implementation of Data Centre and Disaster Recovery Centre **(On Premise or Cloud Basis)** - Hardware/Networking components and other services like installation, warranty, annual maintenance (if contracted) and training of Bank's personnel at different centers and other obligations as mentioned in the RFP.
- 3) Supply and Implementation of Hardware, Networking Components, Printers and other Peripherals at branch Level **(On Outright Purchase Basis)**
- 4) Extraction and Upload of master data and History transactions of bank from the existing system to new CBS system.

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Section1. Introduction of Bank: **The Sonapat Urban Co-operative Bank** has been reigning over other UCBs in northern region particularly in Haryana State since its inception in August 1961. The Bank has been a light house to UCBs emerged on the scene after 1961. Facing and averting the adverse conditions, especially dense fog of doubt and shaking faith, it has not only emerged out shinningly but also amassed enormous faith of general public. The far sighted vision of two stalwart's legends of the society founder Chairman LATE BABU MANOHAR LAL JAIN & founder patron LATE BABU MAHABIR PARSAD JAIN turned into reality with the formidable assistance of 78 founder members.

The Sonapat Urban Co-operative Bank is a fast growing Bank. Number of Members, Share Capital, Deposit and working capital are increasing day by day. Bank does not borrow any type of loan from any government or financial institution. The audit of the Bank is done by the Chartered Accountant from the panel approved by Co-operative Department of Haryana Government. Audit Department has granted "**A**" category to the bank which reflects the excellent work of the bank.

Requirements & Future Plan of Bank:

Keeping in view the changing scenario in Banking Industry and upgradation of information technology at different level, we want to replace the current Core Banking Solution, which could support single database concept and multiple service outlets at various branches. It will provide and strengthen our MIS systems, will provide us qualitative analytical tool and also enable us to compete effectively with our competitors in the market with the available resources/ manpower at our branch.

Section 2: **Eligibility criteria of the bidder:**

1. The bidder must be in existence for **minimum three years** as on 31.03.2018 in Banking Software in India **(As a proof , Please attach purchase orders secured from Indian banks in the last 3 financial years)**
2. The Bidder must be a minimum CMMi Level 3 & ISO 27001:2013 and/or ISO 9001:2015 /2008 certified company **(Please attach proof)**
3. The offered Centralized Core banking software and must have been implemented in minimum 3 Coop. banks in India. **As a proof of same copy of purchase order from the Banks should be enclosed.**
4. The bidder must have capability of conversion of existing CBS data history including signatures into the new CBS system. **(Please attach proof)**
5. The turnover of the bidder must be minimum **30 crores** as per the balance sheet of 31.03.2018. The bidder must be a continuously profit making organization, for the past three financial years. **(Please attach Audited balance sheet)**
6. CBS software quoted to bank must have provisions to offer facilities such as customer Extension Counters, Cheque truncation System(CTS) enabled, tele-banking interface, ATM interface, KIOSK interface, RTGS/NEFT, internet banking, establishment of DATA CENTER,IMPS, integration to Head Office computer system, Mobile Banking. GST Module etc.
7. It should generate MIS report required within the branch, for controlling offices, Head Office & RBI. MIS should be according to our bank requirements.
8. The bidder should not be black listed by any organization till date.
9. The bidder must have its presence in North India to give support to bank on day to day basis. **(Please attach proof) .**

10. Only the rightful owners and original developers of the application software are eligible to quote in the bid directly. Third party / dealers of banking software are not allowed. (As a proof of ownership, please attach the copyright certificate issued by govt. of India in favour of prime bidder for the software quoted to the bank). Also give indemnity certificate signed by the authorized signatory on a stamp paper of Rs 100/- that software being quoted is owned by the bidder and is originally developed by the prime bidder only.
11. Preference will be given to the vendor who is willing to provide the turnkey solution to the Bank.

Notes:

1. All the above eligibility criteria either for experience or for turnover etc are applicable for the prime bidder only.
2. Only prime bidder has to have all the above criteria met by him.

It is responsibility of the bidder to provide technical bid along with all the details / information supporting the minimum essential qualification within stipulated time and date. Any information submitted after the due date will not be entertained. Any delay in submission of required information or any false information / claim provided in respect to minimum essential qualification criteria, will be at the full risk of bidder only, Which, if found, WILL LEAD TO DIS-QUALIFICATION OF BID SUBMITTED by him.

Bids received after due date or incomplete shall not be accepted under any circumstances.

Section 3: Requirement Description

1. Objectives:

- To provide a Core banking solution to the bank which is capable to carry out all the Banking Transactions
- To provide the necessary MIS required for day to day functioning of the Bank
- To provide customer convenience
- To Introduce more value added products in the Bank
- To provide ease of operations

2. Scope:

The Vendor's scope of work as per the conditions of RFP and technical specifications shall include:

- 2.1 Supply and implementation of CBS Software on **Outright Purchase Basis (Capex only)**
- 2.2 Supply and Implementation of Data Centre and Disaster Recovery Centre (**On Premise or Cloud Basis**) - Hardware/Networking components and other services like installation, warranty, annual maintenance (if contracted) and training of Bank's personnel at different centers and other obligations as mentioned in the RFP.
- 2.3 Supply and Implementation of Hardware, Networking Components, Printers and other Peripherals at branch Level (**On Outright Purchase Basis**)
- 2.4 Extract and Upload of master data and History transactions of bank from the existing system to new CBS system.

3. Terms of Execution of work:

- 3.1 All the Application software, OS, RDBMS and other required software with its licenses, media, manual (soft copy / embedded in the software itself) must be delivered at the Bank HO within four (4) weeks from the date of receipt of purchase order.
- 3.2 Installation, parameterization and testing must be taken up immediately on delivery of software and hardware, so as to ensure that Data conversion / upload of MASTER data inclusive of history transactions into the proposed software are ready for operations as per the Bank's requirements.

4. Documentation:

- 4.1 The vendor should provide operation manual for the software (hard / soft copy) at no extra cost.

5. Training:

- 5.1 The vendor must undertake to provide comprehensive training to the personnel of the Bank to enable them to independently operate the application software.
- 5.2 Classroom training should be completed even before migration of the branch. In addition to above said training, post migration hands on training should be start from first day of live operation in CBS.

5.3 Detailed training schedule should be submitted within a week after the award of the work order. Training should be planned in such a manner that it will not in any way hamper the process of installation and commissioning of the project.

6. Guarantees:

6.1 The vendor should guarantee that application software, OS, RDBMS and other required software supplied by the vendor is licensed and legally obtained.

7. Warranty Software & Hardware:

7.1 On-site comprehensive warranty for CBS application software will be minimum 36 months from the date of live run of pilot branch. **(One dedicated resource will be required at bank datacenter during the implementation period)**

7.2 On-site comprehensive warranty for hardware/OS/RDBMS/networking components and other required software will be minimum 36 months from the date of installation

7.3 During the warranty period the vendor should ensure trouble free operation of the Software/hardware.

8. Annual Maintenance Contract (AMC):

8.1 The vendor will have to support the application software as per Bank's requirement after the warranty period of 36 months.

8.2 The vendor will be required to submit a written undertaking, explicitly stating their commitment and liability to provide full technical, operational and maintenance support to the Bank.

8.3 The vendor will be expected to provide comprehensive support for a period of 36 months during the warranty period and for subsequent years during the AMC period. The AMC charges will be paid advance once in a year.

8.4 In case Bank wants to terminate services of the vendor, vendor has to provide all the required data in the format as desired by the Bank, Details of all table, script, cross references etc.

Section 4: Bid Guidelines

1. EMD:

- 1.1. Vendor will have to provide a EMD of Rs.1,00,000/- (Rupees One Lakh only) by way of demand draft/ Banker's Cheque issued in favour of The Sonapat Urban CO-OP Bank Ltd., payable at Sonapat.
- 1.2. The Bank reserves its right to reject the proposal, in the event of non-submission of the bid-security money of Rs. 1,00,000/-
- 1.3. No interest will be payable on the EMD amount.
- 1.4. The EMD amount will be forfeited after the acceptance of the purchase order, if vendor fails to commence the project within 6 months.

- 1.5. The EMD will be refunded to the unsuccessful bidders only after completion of the bid process.

2. Clarifications on the RFP:

- 2.1. Queries/clarifications would not be entertained telephonically.

3. Two Part Offers:

Offers (Technical & Commercial) must be submitted at the same time, giving full particulars **in separate sealed envelopes** addressed to the

**Chief Executive Officer,
The Sonapat Urban Co-operative Bank Limited
New Subzi Mandi, Sonapat-131001
Haryana**

- 3.1. The offers should either be hand delivered or delivered by post at the given address on or before **5.00 PM on 3rd October , 2018** . Bank is not responsible for late / not delivery.
- 3.2. Tender fee and EMD should be submitted alongwith technical bid. Bids without Tender fee and EMD will be rejected.

4. No Erasures or Alterations

- 4.1. The original offer (Technical and Commercial Offer) shall be prepared in indelible ink.
- 4.2. Correct technical information of the product being offered must be clearly filled in. Filling up of the forms using terms such as "OK", "accepted", "noted", "as given in brochure/manual" are not acceptable to the Bank.
- 4.3. All the pages of the offer must be initialed by an authorized representative with a round stamp of the bidding firm.

5. Validity

- 5.1. The offer should remain valid for a period of 90 days from date of the proposal.

Technical Proposal:

6. At the option of the Bank, the vendor should extend the validity of offers for such required period (s), as the Bank may require during the evaluation process.

- 6.1. The Technical Proposal should be complete in all respects and contain all the information asked for in this RFP document in an organized and structured manner. All the details sought must be submitted in the prescribed pro-forma only (as per the attached formats). Additional/supporting documents, write-ups, etc., if any should be furnished as separate files.
- 6.2. The Technical Proposal should not contain any price information.
- 6.3. Relevant information like product user manuals, technical specifications, software(s) which will be supplied free of cost.

- 6.4. The Bank, at its discretion, may not evaluate a proposal in case of non-submission or partial submission of details sought.
- 6.5. The Technical Proposal should comprise of following (as per the formats):
- 6.5.1. Compliance sheet and necessary proofs/evidence for the pre-qualification criteria.
 - 6.5.2. Filled Technical Bid Evaluation Sheet
 - 6.5.3. Letter in the prescribed format confirming compliance to the Bank's terms and conditions (Format – I).
 - 6.5.4. Vendor Profile (Format – II, II A)
 - 6.5.5. Technical Details of proposed CBS software, datacenter hardware, DR, RDBMS, OS or any other software (Format – III)
 - 6.5.6. Conformity of the software solution to the System Requirement specifications as per Format – IV to VII
 - 6.5.7. Hardware sizing suggested for Data centre & branches as per Format – VIII TO IX.
 - 6.5.8. Bid Price in the form of DD and EMD by way of DD/Banker's Cheque drawn in favour of "**The Sonapat Urban Co-operative Bank Limited**", payable at Sonapat.
 - 6.5.9. All Supporting documents required to full fill the eligibility criteria.

7. Commercial Proposal:

- 7.1. The Commercial Proposal should provide all relevant price information and in Indian Rupees only.
- 7.2. The responses should be strictly as per the terms and conditions of this RFP. Vendors are advised not to attach or specify any terms and conditions. The Bank reserves its right to reject the proposals received with any additional terms and conditions specified by the vendor.
- 7.3. The Commercial Proposal should comprise of the following:
- 7.3.1. Covering letter in the prescribed format (Format I) confirming that the offer is in compliance with the Bank's terms and conditions.
 - 7.3.2. Commercial Version of Bill of Material (as per Format X to XII), which must contain all price information.
- 7.4. The prices mentioned in the commercial proposal should strictly be in conformity with the price composition specified in clause no. 8.
- 7.5. Comprehensive on-site maintenance charges, for the post warranty period, must be quoted as specified in the Commercial Offer.
- 7.6. Unit prices must be mentioned for all items, including optional items.

- 7.7. In case of any discrepancy and also it is decided by the Bank to do normalization of the proposals, the unit prices quoted will be taken into consideration and the TCO would be computed accordingly. Cost comparison will be on the basis of TCO calculated as above.
- 7.8. The sub-totals, grand total as well as TCO must be quoted in WORDS AND FIGURES. In case of discrepancy between the words and figures, lower of the two would be considered as the price quoted and the same will be binding on the vendor.

7.9 Only those Commercial Bids will be considered and opened by the bank, whose Technical Bid is strictly compliance as per pre-qualification criteria of RFP .

8. Price Composition:

- 8.1. The price quoted should be inclusive of following:
- 8.1.1. Cost of the application software/OS/RDBMS/other software /hardware/networking components.
 - 8.1.2. Installation, Commissioning, Implementation & training charges.
 - 8.1.3. Three-year comprehensive warranty maintenance (including applying of patches and upgrades for all software components) at site covering all service, visits to the concerned office(s).
 - 8.1.4. Transportation and Forwarding charges to the site.
 - 8.1.5. However, applicable taxes like GST will be paid extra on actual.
- 8.2. Octroi /entry tax, if applicable shall be extra, which will be reimbursed at actual, against the production of the original receipt evidence payment of Octroi.
- 8.2.1. The prices quoted should be exclusive of GST.
 - 8.2.2. If GST component is increased, the additional amount as a difference will be payable by the Bank.
 - 8.2.3. If GST component is decreased, the benefit should be passed on to the Bank by way of reduction in the price.
- 8.3. The commercial offer shall be on a fixed price basis and in Indian Rupees. No price variation should be asked for relating to increases in customs duty, excise and/or any taxes, foreign currency price variation etc., subject to taxes as explained above. However, if there is any reduction in government levies/taxes, during the validity of offer, the same shall be passed on to the Bank.
- 8.4. The costs of preparing the offer and of negotiating the contract will not be borne by the Bank and, are not reimbursable.

9. Evaluation Procedure:

- 9.1. The evaluation of technical proposals will be done by a team of officials of the Bank and / Or external consultant hired by the bank.
- 9.2. Bank committee will do the technical evaluation of all the bids on the basis of pre-qualification criteria and other parameters of technology and profile of the bidder, and presentation given by the bidder .
- 9.3. Bank management has all the rights to evaluate, select/reject and negotiate with the best and technically suitable vendor in the interest of the its stakeholders, customers and regulators.
- 9.4. No Commitment to Accept Lowest bid or Any Tender.
- 9.5. The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all tenders without assigning any reason whatsoever.**

S.No.	Criteria	Documentary Evidence attached (Yes/No)	Remarks
1	The bidder must be in existence for minimum three years as on 31.03.2018 in Banking Software in India (As a proof , Please attach purchase orders secured from Indian banks in the last 3 financial years)		
2	The Bidder must be a minimum CMMi Level 3 & ISO 27001:2013 & ISO 9001:2015/2008 certified company(Please attach proof)		

<p>3</p>	<p>The offered Centralized Core banking software and must have been implemented and LIVE in minimum 3 Coop. banks in India. As a proof of same copy of purchase order from the Banks should be enclosed</p>		
<p>4</p>	<p>The bidder must have capability of conversion of existing CBS data history including signatures into the new CBS system. (Please attach proof)</p>		
<p>5</p>	<p>The turnover of the bidder must be minimum 30 crores as per the balance sheet of 31.03.2018. The bidder must be a continuously profit making organization, for the past three financial years. (Please attach Audited balance sheet)</p>		

<p>6</p>	<p>CBS software quoted to bank must have provisions to offer facilities such as customer Extension Counters ,Cheque truncation System(CTS) enabled , tele-banking interface , ATM interface , KIOSK interface , RTGS/NEFT/IMPS, internet banking , establishment of DATA CENTER , integration to Head Office computer system, Mobile Banking .GST Module etc.</p>		
<p>7</p>	<p>It should generate MIS report required within the branch, for controlling offices, Head Office & RBI. MIS should be according to our bank requirements</p>		
<p>8</p>	<p>The bidder should not be black listed by any organization till date.</p>		

<p>9</p>	<p>The bidder must have its office in North India to give support to bank on day to day basis. (Please attach Proof)</p>		
<p>10</p>	<p>Only the rightful owners and original developers of the application software are eligible to quote in the bid directly. Third party / dealers of banking software are not allowed. (As a proof of ownership, please attach the copyright certificate issued by govt. of India in favour of prime bidder for the software quoted to the bank) .Also give indemnity certificate signed by the authorized signatory on a stamp paper of Rs 100/- that software being quoted is owned by the bidder and is originally developed by the prime bidder only.</p>		
<p>11</p>	<p>Preference will be given to the vendor who is</p>		

The Sonapat Urban Cooperative Bank Limited

	willing to provide the turnkey solution to the Bank.		
12	What is the Background of this company ? Who are the stakeholders/ promoters (please share the shareholding pattern) ?		
13	In which year this company was Established?		
14	What is the Core Area of Business ?		
15	How many banking Customer are there with this company in India ?		
16	How many total Customer Numbers in India ?		
17	What is the Technical Team expertise ?		

18	What is the size of Technical Team in india ?		
19	What is the Future of the company in banking software domain ?		
20	What is the Focus of the company in India ?		
21	How many IPRs / copyright certificates are owned by the company		
22	How many co-operative banks are using the software from this company in 2018		
23	Collectively in how many bank branches the software of this company is live in 2018?		
24	Does the company has the capability to migrate the data from the		

	existing core banking solution to their solution ?		
25	What is the level of risk , if bank decide to go alongwith this vendor ?		

10. Price freezing:

- 10.1. The final prices stated above, shall remain frozen for a minimum period of 180 days from the date of the purchase order.
- 10.2. Bank reserves its right to place repeat orders at the same price. However, any reduction in prices due to the principal reducing the prices, reduction in duties, taxes etc., by the Govt., shall be passed on to the Bank.

11. Payment Terms:

The terms of payment will be as follows:-

11.1 For Application software license

- 20% advance payment will be made along with the Purchase order.
- 30% of the order value will be payable after delivery of software license
- 50% of the order value will be payable after printout of first GL in the first branch.

11.2 Hardware /OS/RDBMS/other software/networking Components

- 40% advance payment will be made along with the Purchase order.
- 40% of the order value will be payable after delivery
- 20% will be paid after the installation of the ordered items.

12. Order Cancellation

The Bank reserves its right to cancel the order in the event of one or more of the following conditions:

- Delay in delivery beyond the time specified in the purchase order.
- Delay in installation & commissioning beyond four weeks after delivery.

13. Liquidated Damages

Notwithstanding the Bank's right to cancel the order, 1.0% of the order value per week or part thereof per machine would be payable to the Bank for delay in the execution of the purchase order beyond specified delivery schedule subject to a maximum of 5% of the value of the purchase order. Bank reserves the right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company.

14. RFP Ownership

The RFP and all supporting documentation are the sole property of the Bank and should NOT be redistributed without prior written consent of the Bank. Violation of this would be a breach of trust and may, inter-alia cause the vendors to be irrevocably disqualified. The aforementioned material must be returned to The Sonapat Urban Cooperative Bank Limited when submitting the proposal, or upon request however, vendors can retain one copy for reference.

15. Proposal Ownership

The proposal and all supporting documentation submitted by the vendors shall become the property of the Bank. The proposal and documentation may be retained, returned or destroyed as the Bank decides.

16. Confidentiality

This document contains information confidential and proprietary to the Bank. Additionally, the vendors will be exposed by virtue of the contracted activities to the internal business information of the Bank. Disclosures of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the vendors, premature termination of the contract, or legal action against the vendors for breach of trust.

17. Security and Other requirements of the Network and System

Sr. No.	Requirements
1	Network and security controls
2	The vendor shall provide appropriate interfaces between the bank's network and public network with adequate security controls such as firewalls, intrusion detection systems,, when the need arises.
3	The vendor shall provide for appropriate authentication mechanisms for the users and equipment
4	Restricting network access by setting up separate logical domains.
5	There shall be adequate protection from remote diagnostic ports.
6	Encryption
7	All information that traverses during electronic transmission shall be encrypted e.g MD5 / 3DES or likewise , to protect against unauthorized disclosure and alteration.
8	Passwords shall be encrypted with MD5 / 3DES during transmission
9	Backup
10	The application software shall provide for a facility to backup and restore in the following methods; a. Data backup only b. Incremental backup c. Full backup (Application software, data, utilities and operating systems,) d. Retrieval and restoration of backups
	Security & Audit trails

The Sonapat Urban Cooperative Bank Limited

11	OS security login and password
12	Application password
13	Specify number of security levels
14	After a pre-defined span of time of non-operation on the terminal, the user is automatically logged out
15	Extensive audit trail of all transactions

18 Dispute Resolution

In the event of any dispute or difference arising between the Successful Vendor and BANK out of or in connection with the Contract or TENDER DOCUMENT or any of the terms and conditions contained therein or as to the interpretation or any other matter, both the parties shall resolve such dispute or difference first by mutual discussions. If, such dispute or difference remains unresolved by mutual discussions beyond a period of 30 (Thirty) days from the day on which mutual discussions began, such dispute or difference shall be referred to Arbitration to be conducted in accordance with the Indian Arbitration and Conciliation Act, 1996. The Arbitrator shall be appointed by the mutual consent of BANK and the Bidder and the decision of the Arbitrator shall be final and binding on both parties. In the event of the Successful Vendor or BANK seeking reference of any dispute or difference for Arbitration, the Successful Vendor or BANK shall give notice to BANK or Successful vendor in writing and both BANK and Successful vendor shall, within 60 days from the date of receipt of such notice, jointly appoint the Arbitrator. The parties to the dispute shall endeavor to assist the Arbitrator to render a decision within 60 days from the date of appointment of the Arbitrator. The language of the Arbitration proceedings shall be English.

18.1 Governing Law and Jurisdiction

18.1.1 This TENDER DOCUMENT and the Contract shall, in all respects, be governed by and construed in accordance with the laws of the Republic of India.

18.1.2 Without prejudice to the right of the parties to refer any dispute to Arbitration, in respect of any legal action or proceedings to enforce the Contract, the parties to the Contract irrevocably submit to the jurisdiction of the Courts in Sonapat, Haryana, India.

The Sonapat Urban Cooperative Bank Limited

Format – I: Letter to the Bank on the vendor's letterhead

**Chief Executive Officer,
The Sonapat Urban Co-operative Bank Limited
New Subzi Mandi, Sonapat-131001
Haryana**

Dear Sir,

Sub: **Response to RFP in connection with CBS Solution**

With reference to the above RFP, having examined and understood the instructions, terms and conditions, we hereby enclose our offer for CBS Application /Hardware, OS & RDBMS/networking components.

We confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred RFP. We further confirm that the information furnished in the proposal, annexure, formats, is correct. Bank may make its own inquiries for verification and we understand that the Bank has the right to disqualify and reject the proposal, if any of the information furnished in the proposal is not correct.

We also confirm that the prices offered shall remain unchanged for a period of Ninety days (90) days from the date of offer.

We accept and also understand that the Bank is not bound to accept the lowest offer either in part or in full. Bank committee / consultant will do the evaluation of the technical bids, bank will reject or accept the bids. Bank is free to accept or entrust the entire contract to one vendor or divide the work to more than one vendor. If Bank rejects the offer in full or in part the Bank may do so without assigning any reasons therefore.

Yours faithfully,

Authorized Signatories
(Name, Designation and Seal of the Company)

Date:

The Sonapat Urban Cooperative Bank Limited

Format – II: **Vendor Profile**

Sr.	Particulars	Vendor's Response		
1	Name of the Vendor			
2	Address for Communication			
3	Contact Person 1			
	3.1 Phone / Mobile Number			
	3.2 Email id			
4	Contact Person 2			
	4.1 Phone / Mobile Number			
	4.2 Email id			
5	Date of Incorporation of Company – provide proof			
6	Experience of CBS implementation in banks (In India only) –Provide proof			
	6.1 Name of the Banks			
7	Total number of Technical engineers / staff, who is able to support the Hardware/software proposed to the bank.			
8	Details of office/ s in India (the following details should be given in separate sheets for each supporting centre) Address: No. of qualified support staff reporting to that office : Name of the in-charge/contact person: Phone/mobile number: Email id:			
9	Capacity to convert existing data to CBS format.	Yes /No		
10	Business details in India for the last three financial years (copies of the published audited financial statements should be annexed)			
	Year	Sales Turnover	Operating profit	Net Profit after Tax
	2015-16			
	2016-17			
	2017-18			

Format II A

S.No.	Description	Response by the bidder
1	what is the Background of this company? Who are the stakeholders/ promoters (please share the shareholding pattern) ?	

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2	In which year this company was Established?	
3	what is the Core Area of Business ?	
4	how many banking Customer are there with this company in India ?	
5	how many total Customer Numbers in India ?	
6	what is the Technical Team expertise ?	
7	what is the size of Technical Team in india ?	
8	what is the Future of the company in banking software domain ?	
9	what is the Focus of the company in India ?	
10	How many IPRs / copyright certificates are owned by the company	
11	how many co-operative banks are using the software from this company in 2018	
12	collectively in how many bank branches the software of this company is live in 2018?	
13	List of CBS/Banking Software customers in India?	
14	Does the company has the capability to migrate the data from the existing core banking solution to their solution ?	
15	What is the level of risk , if bank decide to go alongwith this vendor ?	

Format – III: Proposed details of Hardware /RDBMS /OS/OTHER SOFTWARE

1. Servers:

Make	
Model of the Servers	
Number of Servers	
Processor speed	
Memory	
Hard Disc Capacity	
Backup device	
RDBMS/Other Software	
Operating System	

2. Terminals:

Make	
Model	
Processor speed	
Memory	
Hard Disc Capacity	
RDBMS/Other Software	
Operating System	

3. Dummy Terminals

4. Passbook printer

Make	
Model	
Speed	

5. High Speed printer

Make	
Model	
Speed	

6. 132 - Column printer

Make	
Model	
Speed	

7. Signature Scanner

Make	
Model	
Speed	

7. (a) UPS (For Data centre)

Make	
Model	
Capacity	

(b) UPS (For Branch)

Make	
Model	
Capacity	

Note: Details of additional Software Utilities, if any Required:

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Format IV: Software Specifications of CBS Application S/W
A-Available, B - Not Available

Sr. No.	Module Name	Vendor Response A or B	Remarks
1.	Current Deposits		
2.	Saving Bank		
3.	Term Deposits		
4.	Recurring/Cumulative Deposits		
5.	Flexi Recurring/ Flexi Term Deposits or Saving		
6.	Option for Auto Renewal of Term Deposits		
7.	Renewal of FD with Back Dated / today rate of Interest		
8.	TDS Module		
9.	Signature Capturing & Photograph Scanning, Storage and Retrieval		
10.	Passbook Printing with configuration & Designing for various Passbook/ FD,DD,PO etc		
11.	Cheque Book Maintenance System (Stock, Issue, Lost, Stop etc.)		
12.	Standing Instructions for transfer within the Branch and outside the Branch – Fixed Amount, Multiple Amount, Variable with retained amount		
13.	Clearing – Inward & Outward(CTS Enabled)		
14.	All type of Bills – Collection, Purchase & Discount		
15.	Over Draft & Temporary Overdraft - (Simple Interest, Compound Interest, Multiple Interest slab Limit wise and EMI)		
16.	Cash Credit - (Simple Interest, Compound Interest, Multiple Interest slab Limit wise and EMI)		
17.	Co-operative Loans (Simple Interest, Compound Interest, Multiple Interest slab Limit wise and EMI, moratorium period)		
18.	Loan process management		
19.	Term Loan (Simple Interest, Compound Interest, Multiple Interest slab Limit wise & EMI)		
20.	Education Loan (Simple and Compound, with moratorium period)		
21.	Demand Loan (Against Banks own Deposits)		
22.	NPA Classification by system -latest RBI Norms		
23.	Recovery Notices		
24.	NPA Recovery		
25.	Locker management		
26.	Assets management		
27.	Remittances (DD/PO/MT) & Revalidate		
28.	Cashier Operation (Cash Module)		
29.	Government Business		
30.	Sundry Suspense		
31.	Bank Guarantee		

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32.	Day Book, General Ledger, Trial Balance, P&L,		
33.	User Management with access rights		
34.	Enquiry System at Branches for Users		
35.	MIS, closing statements at branch with hard and soft copy		
36.	Reconciliation		
37.	KYC Norms		
38.	Share Accounting		
39.	RBI OSS Reports		
40.	Cost of Fund Reports		
41.	RBI Statements monthly/ quarterly / half yearly/yearly		
42.	NPA Movement Register		
43.	Recovery and Legal Modules		
44.	STR/CTR Reports		
45.	SFT Report and other Report required by Income TAX Department		
46.	ALM Reports		
47.	GST and other Tax Module		
48.	Investment Module		
49.	Personnel Information System		
50.	Leave Accounting		
51.	Payroll, PF, Gratuity & TDS		
52.	Intt on Loans /Penal Intt.		
53.	ATM Facility		
54.	SMS Facility		
55.	NPCI Module		
56.	CKYC MODULE		
57.	RTGS MODULE /H2H System		
58.	MOBILE BANKING , INTERNET BANKING AND OTHER LATEST MODULES		
56.	CIC,S REPORT		
57.	INCOME TAX REPORTS		
58.	DUAL CONNECTIVITY		

Software having all the latest technology at the time of purchase will be considered and on the suggestion by the Company.

Format V: Generation and Designing of Reports in CBS S/W

A-Available, B - Not Available

Sr. No	System requirement/ Technical specification	Vendor Response (A or B)	Vendors Remarks
1	Generation of MIS reports		
2	Generation of Regulatory / statutory reports (please share the list and formats of the reports available in your software)		
3	Generation of Exceptional reports		
4	Generation of Daily reports		

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Format VI: Security and Administration Features

Area	Functionality Expected	Vendor Response (A or B)	Vendor Remarks
User Maintenance	1. The S&A module must provide facility to create, maintain users and assign them with specific roles and visibility controls to the applications		
	2. S&A module should provide the ability to temporarily disable the user for specified time period or disable the user permanently or make him disabled after specified date		
	3. The administrators should be able to assign initial password and also reset passwords when required		
	4. Module would be able to transfer the User Id from "A" branch to "B" branch		
Role Maintenance	5. The S&A module must facilitate the user to configure roles with predefined functionalities as per the organization requirement and map them to users.		
	6. Should support the hierarchy of Organization, Groups, Roles and Users		
Password Management	7. Should allow administrator to set Minimum and Maximum password lengths		
	8. Should allow for administrators to force users to set strong password using combination of upper case and lower case characters, alphanumeric,		
	9. Should allow for administrators to set Inactivity period, no of retries for login failures, session timeout		
	10. Should allow for administrators to set forbidden password list		
	11. Should maintain history of passwords used by the user and should not permit re-use of any of the "N" immediately preceding passwords		

Format VII: Interface and Integration

A-Available, B - Not Available

Sr. No	Delivery Channels	Vendor Response (A or B)	Remarks
1.	ATM interface		
2.	Tele Banking Interface		
3.	Internet Banking ,Mobile Banking		
4.	SMS Banking		
5.	KIOSK interface		
6.	SWITCH interface		
7.	Integration with CTS		

Format VIII: Hardware Sizing recommended for **Data Centre**

(a) Server

S. No.	Component	Description	Part No
1	Make		
2	Model		
3	Chipset		
4	CPU/ Microprocessor/ cache		
5	Memory & page file		
6	Display controller		
7	Hard Disk		
8	Hard Disk controller		
9	Backup Device		
10	DVD-RW Drive		
11	Ports		
12	Adapters		
13	Slots		
14	Redundant Power Supply		
15	Ethernet card		
16	Operating System		
17	Monitor/TFT		
18	Raid Controller		
19	Others (If any)		

b) Terminals

S. No.	Component	Description	Part No
1	Make		
2	Model		
3	Chipset		
4	CPU/ Microprocessor/ cache		
5	Memory & page file		
6	Display controller		
7	Hard Disk		
8	Hard Disk controller		
9	Ports		
10	Adopters		
11	Slots		
12	Power supply		
13	Ethernet card		
14	Operating System		
15	Monitor		

c) Other Peripherals

Sr. No	Item	Description/Brand name/Model Number	Part No.
1	High speed printer		
2	132 - column DMP printer		
3	UPS 10KVA with 6 hours battery backup		
4	Batteries		

d) Networking components

Sr. No	Item	Description/Brand name/Model Number	Part No.
Router			
1	Cisco		
2	Support Pack		
3	Redundant AC Power Supply		
4	AC Power cord		
5	E1 ISDN PRI Cable		
6	Serial Interface Card		
7	ISDN Interface Card		
8	Standard Cable		
9	Channelized E1 at data centre		
10	ISDN PRI for backup		
Switch			
1	Manageable Switch (32 port)		
2	USB/PS2 KVM Switch(8 port)		
Firewall			
1	Firewall		
Structured Cabling at Data Centre			
1	Cables		
2	I-O box		
3	Jack Panel		
4	Casing		
OS, RDBMS & Anti Virus			
1	Operating System		
2	RDBMS/Other Software		
3	Anti Virus		

Format –IX: Hardware Sizing recommended for **Branches**

a) Terminals

S. No.	Component	Description	Part No
1	Make		
2	Model		
3	Chipset		
4	CPU/ Microprocessor/ cache		
5	Memory & page file		
6	Display controller		
7	Hard Disk		
8	Hard Disk controller		
9	Ports		
10	Slots		
11	Power supply		
12	Ethernet card		
13	Operating System		
14	Monitor		

b) Other Peripherals

Sr. No	Item	Description/Brand name/Model Number	Part No.
1	Signature Scanner		
2	Passbook Printer		
3	Laser Duplex Printer		
4	UPS 2 kVA with 2 hours battery backup		
5	Batteries		
Switch			
1	Manageable Switch (8 port)		
Router			
1	Cisco		
2	Support Pack		
3	Serial WAN Interface card		
4	ISDN WAN Interface card		
5	Supporting cables		
OS, RDBMS & Anti Virus			
1	Operating System		
2	RDBMS/Other Software		
3	Anti Virus		

Format – X: Commercial Offer software- (A)

Sr. No	Requirement	Amount in Rupees			
		No of days	No. of participants	Place	Cost
1	System Study and Site Visit charges				
2	Development of data extraction/Migration tool				
3	Software Installation & configuration at Data centre				
4.	Training Charges for Software to Head Office /Branch office staff 4.1 Training for the Bank's Core IT team 4.2 Training for the End users 4.3 Others (if any)				
	Total Cost of 4 (1:4)				
5	Master Data conversion Charges from existing Software to New CBS per branch				
6	Existing Data conversion Charges (Transaction history & signatures) to New CBS per branch				
7	Post Migration Hand holding Support charges (1 person for one week per branch)				
8	Cost of other utilities				
9	License fee for the application software per branch.				
10	License fee for the application software at Data centre				
11	License fee for the application software at disaster recovery (DR) site.				
12	CTS application software <ul style="list-style-type: none"> • Inward Clearing • Outward Clearing • Integration with CBS 				

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13	Storage & Archival application charges for CTS instruments	
14	Warranty support charges for 36 months from the date of print-out of first GL in the first branch	
15	Any Other Items	
	Grand Total of Software commercial offer (A)	
	Optional – Per Man Month Charges for Technical Manpower for Onsite support/customization/development.	

Format XI: Commercial Offer (Please Quote for On Premise and On Cloud for DC & DR) Hardware/OS/RDBMS/Antivirus - (B)

Sno	Item	Description	Unit Price	Quantity	Total
1	Server				
2	Terminals				
3	High speed printer				
4	Laser Printer Duplex				
5	Signature Scanner				
6	Passbook Printer				
7	Online UPS 10 KVA with 6 hours battery backup				
8	Online UPS 2 KVA with 2 hours battery backup				
9	Operating System Client				
10	Operating System Server				
11	RDBMS Client				
12	RDBMS Server				
13	Anti Virus				
14	Any Other Items				

Note: For Cloud Commercials for DC & DR, Bidder can Quote for pricing in his format on Per month basis inclusive of all above items to successfully run the software as per Bank requirement. Three Years TCO for DC & DR on cloud basis for the bank should be mentioned.

Format – XII: Commercial Offer Networking Components - (C)

Sno.	Item	Description	Unit Price	Quantity	Total
1	Cisco Router (Data Center)				
2	Cisco Router (Branches)				
3	Manageable Switch (32 port)				
4	Manageable Switch (8 port)				
5	USB/PS2 KVM Switch(8 port)				
6	Firewall				
7	Any Other items				

Annexure – I: Warranty Support Services and AMC Terms

- 1) VENDOR specifically warrants that everything to be supplied by the Vendor shall be:
 - a. Of latest version
 - b. Free from all defects, and faults
 - c. In full conformity with the specifications, if any, and,
 - d. Operate properly in all respects satisfactorily.
- 2) VENDOR shall fully be responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all the goods for a period of not less than 36 months.
- 3) VENDOR shall also be fully responsible for proper repairs, service, software/Hardware provided or required, including any other software utility and packages, delivered or deliverable under this agreement.
- 4) VENDOR will ensure 99% uptime of the systems and provide regular preventive maintenance measures and make available technical field staff at vendor's cost during warranty period.
- 5) The obligations under the warranty expressed above, shall include all costs relating to labor, maintenance (preventive and scheduled) and transport charges from site to manufacturer's work place and back for repair/adjustment or replacement at site or any part of the equipment which under normal and proper use and maintenance proves defective in design, material or workmanship or fails to conform to the specifications.
- 6) This warranty will be operative continuously during inspection of, and payment for, and acceptance of the goods, but shall expire (except in respect of the complaints VENDOR has notified prior to such date) 36 months from the date of printout of First GL.
- 7) The annual maintenance contract of the system will commence immediately after the expiry of warranty.
- 8) VENDOR shall maintain the system as per Bank's requirement after the date of expiry of warranty. VENDOR shall maintain and support the software supplied by him in respect of

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all services including basic line software, update and support services. VENDOR shall maintain services 12 hours on call.

- 9) VENDOR will ensure 99% uptime of the system on yearly basis.
- 10) The software should not be down for a continuous period of one hour.
- 11) The AMC charges will be released at the beginning of every year in advance. The release of AMC charges for the subsequent years will only depend on satisfactory maintenance service system during the previous year.
- 12) During the warranty period and AMC, on-site Support should be available on demand at any other time, in case of problem, at no extra cost.
- 13) VENDOR shall furnish a preventive maintenance schedule (indicating periodicity of preventive maintenance) and the list of jobs to be carried out under preventive maintenance subject to acceptance by BANK.
- 14) Bank solely reserves
 - i) All Right to replace/change/Modify/alter any hardware items other than mentioned in tender as the situation demands.
 - ii) Right to replace software items other than mentioned in the tender if /as and when the bank finds cheaper and more suitable software from other source .
 - iii) All Rights for alteration or change any terms & conditions and the decision of the Bank shall be considered as Final.