



The Panipat Urban Co-Operative Bank Ltd.

510/8 G.T Road, Panipat (Haryana)

TENDER/QUOTATIONS NOTICE

(TENDER/QUOTATIONS REFERENCE NUMBER: 01/20)

SEALED TENDERS FOR IMPLEMENTATION AND COMMISSIONING OF CBS, ATM SWITCH, INTERNET BANKING AND ALL OTHER BANKING UTILITIES FOR THE SMOOTH FUNCTIONING OF DAY TO DAY BANKING ACTIVITIES AND RBI REPORTING ON ASP MODULE SHALL BE CONSIDERED FOR THE BANK.

Bid Document and Commercial Terms

Date of issuing Tender Document	From 01-03-2020 To 31-03-2020
Last Date and Time of submission of tender offers	31-03-2020 upto 05:00 pm
Address for Communication	Managing Director & CEO, The Panipat Urban Co-op. Bank Ltd. 510/8, GT Road Panipat-132103 Haryana
Contact Telephone Number	0180-2642918, 2693922 Mobile:- 9728155055 (A.G.M) 9992200068 (System Engineer)
E mail address	mdpucb@gmail.com, headoffice@pucb.in
Website	www.pucb.in

Note: Bidders are instructed to submit their Technical and Commercial offers in two separate sealed envelope super scribing.

“TENDER FOR CORE BANKING SOLUTION-Technical Bid & Commercial Bid” on ASP Module Only

1. Supply and implementation of CBS Software along with all banking services on Outright Purchase Basis.
2. Supply and Implementation of Data Centre and Disaster Recovery Centre (On 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. Extraction and Upload of master data, History transactions, Signatures Specimen of the bank from the existing system to new CBS system.

1. Evaluation Procedure:

- 1.1 Bank committee/officials 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.
- 1.2 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.
- 1.3 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.
- 1.4 **Brief Description about the Tender is as follows:**
 - 1.4.1. The bidder must have experience for minimum three years in Banking Software Industry in India.
 - 1.4.2. The offered Centralized Core banking Solution software and must have been implemented and LIVE in minimum three Co-operative banks with minimum 5 branches in India. (List of Bank names and Services Installed should be enclosed for proof).
 - 1.4.3. The bidder must have capability to convert existing CBS data history including signatures, TDS Details and EMI of Advances into the new CBS system. (Please attach proof).
 - 1.4.4. CBS software quoted to bank must have provisions to offer all banking facilities working in India such as customer/branch Extension Counters ,Cheque truncation System(CTS), tele-banking, NFS/RUPAY Switch, KIOSK interface, C-KYC Module, RTGS/NEFT/IMPS/UPI/PFMS, Telegraphic Transfer, Internet Banking, NACH/ECS H2H interface, MMS Module, establishment of DATA CENTRE, Integration to Head Office computer system, Mobile Banking, Pre-validation of Bank Account with Income Tax Department, CERSAI Module, DEAF Module, PM Insurance Schemes Module, HR Module, TDS Module, Interest Calculation on G-Sec, GST Module etc.
 - 1.4.5. It should generate MIS reports and exceptional reports required in the branch, for controlling Govt. offices, Head Office & RBI. MIS should be according to our bank requirements.
 - 1.4.6. It should generate all other Reports as required by RBI or any statutory body (i.e: NPCI, Income Tax etc.) currently or in future.
 - 1.4.7. The software must be compatible to adopt updates/changes made by any regulatory body time to time.
 - 1.4.8. The bidder should not be black listed by any organization till date.
 - 1.4.9. The bidder must have its office in North India to provide support to the Bank on day to day basis. (Please attach Proof of address)
 - 1.4.10. Preference will be given to the vendor who is willing to provide the turnkey solution of banking to the Bank.
 - 1.4.11. What is the Background of this company? Who are the stakeholders/ promoters (please enclose the shareholding pattern as Annexure-1)

1.5 Security and Other requirements of the Network and System:

SR. NO.	REQUIREMENTS
1.	Network and security controls (Specify number of security levels).
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, as and when the need arises.
3.	The vendor shall provide for appropriate authentication mechanisms for the users, employees and equipment.
4.	Restricting network access by setting up separate logical domains.
5.	There shall be adequate protection from remote diagnostic ports.
6.	All information and data that traverses during electronic transmission shall be encrypted e.g MD5 / 3DES or likewise, to protect against unauthorized disclosure and alteration.
7.	Data Backup in regular Intervals.
8.	The application software must provide a facility to backup and restore in the following methods; a. Data backup only. b. Full backup (Application software, data, utilities and operating systems). c. Retrieval and restoration of backups.
9.	OS/Application security login and password.
10.	The user must not be able to login on multiple devices, and after a pre-defined span of time of non-operation on the terminal, the user is automatically logged out.
11.	Extensive audit trail of all transactions

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.

2. Payment Terms: -

The terms of payment will be decided by the bank at the time of Purchase Order.

3. 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 time mentioned in Purchase Order.

4. RFP Ownership: -

The RFP and all supporting documents 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 causes the vendors to be irrevocably disqualified. The afore mentioned material must be returned to The Panipat Urban Cooperative Bank Limited when submitting the proposal, or upon request however, vendors can retain one copy for reference.

5. 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.

6. 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.

Vendor Profile

SR. NO.	Description	Vendor's Response					
1.	Name of the Vendor						
2.	2.1. Name of Chair-Person						
	2.2. Phone / Mobile Number						
	2.3. Email id						
3.	3.1. Name of CEO						
	3.2. Phone / Mobile Number						
	3.3. Email id						
4.	Address for Communication						
5.	Contact Person 1						
	3.1. Phone / Mobile Number						
	3.2. Email id						
6.	Contact Person 2						
	4.1. Phone / Mobile Number						
	4.2. Email id						
7.	Date of Incorporation of Company– provide proof						
8.	Total number of Technical engineers/staffs, who is able to support the Hardware/software proposed to the bank.						
9.	Details of Location of Data Centre where your company places Data Centre of other Banks.						
10.	Details of offices in India (the following details should be given in separate sheets for each supporting center) Address: No. of qualified support staff reporting to that office: Name of the in-charge/contact person: Phone/mobile number: Email id:						
10.	Capacity to convert existing data to CBS format.	YES/NO					
11.	Services details in other Indian Banks using this Software (Atleast 3 Banks Data): (Yes/No)						
	Bank Name	CBS	NFS/RUPAY Switch	RTGS/ NEFT/ TT/ PFMS	Internet Banking/ Mobile Banking/	NACH/ ECS/ CTS/ MMS	RBI Reporting

Warranty Support Services and AMC Terms

1. VENDOR specifically warrants that everything to be supplied by the Vendor shall be:
 - Of latest version, Free from all defects, and faults
 - In full conformity with the specifications, if any
 - Operate properly in all respects satisfactorily.
2. 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.
3. VENDOR will ensure 99.9% uptime of the systems and provide regular preventive maintenance measures and make available technical field staff at vendor's cost during warranty period.
4. VENDOR shall fully be responsible for the manufacturer's warranty in respect of proper design. 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.
5. This warranty will be operative 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 date) 36 months from the date of printout of First GL.
6. The annual maintenance contract of the system will commence immediately after the expiry of warranty.
7. 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 all services including basic line software, update and support services. VENDOR shall maintain services 12 hours on call.
8. VENDOR will ensure 99.9% uptime of the system on yearly basis and the Software should not be down for a continuous period of one hour.
9. The AMC charges will be released at the beginning of every financial year in advance. The release of AMC charges for the subsequent years will only depend on satisfactory maintenance service system during the previous year.
10. During the warranty period and AMC, on-site Support must be available on demand at any other time, in case of problem, at no extra cost.
11. VENDOR shall furnish a preventive maintenance schedule and the list of jobs to be carried out under preventive maintenance subject to acceptance by BANK.
12. Bank solely reserves: -
 - All Right to replace/change/Modify/alter any software/hardware items other than mentioned in tender as the situation demands.
 - All Rights for alteration or change any terms & conditions and the decision of the Bank shall be considered as Final.

Note: The Vendor must ensure that controls and measures prescribed in RBI Circular No. DCBS.CO.PCB.CIR.NO.1/18.01.000/2018-19 Dated 19 October 2018, and RBI Circular No. DOS.CO./CSITE/BC.4083/31.01.052/2019-20 Dated 31 December 2019 have been incorporated in their CBS/DATA CENTRE/NETWORKING.