CENTRAL BANK OF INDIA

Tender Reference No.

CO:DIT:PUR:2016-17: 235

Request for Proposal (RFP)

For

Appointment of Consultant

For

Core Banking Advisory

17/01/2017

TABLE OF CONTENTS

I. SECTION - I 3
1. Introduction and Disclaimer 3
2. Information Provided 3
3. For Respondent Only 3
4. Confidentiality 3
5. Disclaimer 3
6. Costs Borne by Respondents 4
7. No Legal Relationship 4
8. Recipient Obligation to Inform Itself 4
9. Evaluation of Offers 4
10. Errors and Omissions 4
11. Acceptance of Terms 4
12. Lodgment of RFP Response 4
13. Notification 6
14. Disqualification 6
15. Process 6
II. SECTION - II 8
III. SECTION - III 10
1. Current RFP Objectives: 10
2. Service Provider Eligibility Criteria 19
3. Earnest Money Deposit 20
4. Application Money 20
5. Submission of Bids 20
6. General Terms and Conditions (Please also refer to Section – I) 22
7. Other terms and conditions: 22
8. Terms of Payment: 24
9. Authorized Signatory: 25
10. Applicable Law and Jurisdiction of court: 26
11. Cancellation of Contract and Compensation: 26
12. Non-payment of professional Fees: 26
13. Assignment: 26
14. Subcontracting: 27
15. Limitation of Liability: 27
16. Indemnity: 27
17. Penalty- 27
18. Arbitration: 27
19. FORCE MAJEURE 27
20. Survival of Clauses 28
21. SP Selection/Evaluation Process: 28
22. Evaluation Criteria 29
23. Commercial Bid Evaluation Criteria 31
IV. PROPOSAL AND OTHER FORMATS 32
ANNEXURE A 32
ANNEXURE B 34
ANNEXURE C 37
ANNEXURE D 38
ANNEXURE E 39
ANNEXURE F 40

I. SECTION - I

1. Introduction and Disclaimer

This Request for Proposal document ("**RFP**") has been prepared solely to enable Central Bank of India ("**Bank**") in defining the requirements for appointment of consultant for various technology initiatives and projects that the Bank plans to undertake.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or other arrangement in respect of the services.

2. Information Provided

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document. Neither Bank nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification or due diligence exercise in relation to the contents of any part of the RFP document.

3. For Respondent Only

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

4. Confidentiality

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Bank or any of its customers, suppliers, or agents without the prior written consent of Bank.

5. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Bank or any of its officers, employees, contractors, agents, or advisers.

6. Costs Borne by Respondents

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the Recipient / Respondent.

7. No Legal Relationship

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

8. Recipient Obligation to Inform Itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

9. Evaluation of Offers

Each Recipient acknowledges and accepts that Bank may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this RFP document.

The RFP document will not be construed as any contract or arrangement which may result from the issue of this RFP document or any investigation or review carried out by a Recipient. The Recipient acknowledges by submitting its response to this RFP document that it has not relied on any information, representation, or warranty given in this RFP document.

10. Errors and Omissions

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

11. Acceptance of Terms

A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated above from Para 1 through Para 10.

12. Lodgment of RFP Response

12.1 RFP Closing Date

RFP Response may be received by the officials indicated below no later than 15.00 Hrs. (Indian Time) by –7th February 2017.

Bids Submission – Bank RFP Evaluation Team

Two (2) paper copies and one (1) electronic copy (Power Point or Microsoft Word and Excel, on CD ROM) of all submissions must be supplied to Bank RFP Evaluation Team and addressed to "Central Bank of India – RFP Evaluation Team" at 1st floor, DIT, Central Bank Building, Sector-11, CBD Belapur, Navi Mumbai-400614

Bids Submission will be valid if:

- Copies of the RFP are submitted before the aforementioned closing time.
- Submission is not by Fax transmission.
- Response is submitted in two separate sealed envelopes with separate marking "Technical Proposal" & "Commercial Proposal"
- All separate copies of RFP and attachments must be provided in a **sealed** envelope or sachet ".
- Only one submission of response to RFP by each Vendor / Service Provider will be permitted. The Bank is not open to alliances / partnerships and consortiums to deliver the scope of this RFP. The Bank expects experienced consultants who have the capability to serve the Bank only to quote for the services as per the scope of this RFP.

12.2 Registration of RFP

Registration will be effected upon Bank receiving the RFP response in the above manner (Para 12.1). The registration must contain all documents, information, and details required by this RFP. If the submission to this RFP does not include all the information required or is incomplete or submission is through Fax mode, the RFP is liable to be rejected.

All submissions, including any Banking documents, 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.

12.3 Late RFP Policy

Respondents are to provide detailed evidence to substantiate the reasons for a late RFP submission.

RFPs lodged after the deadline for lodgment of RFPs may be registered by Bank and may be considered and evaluated by the evaluation team at the absolute discretion of Bank. It should be clearly noted that Bank has no obligation to accept or act on any reason for a late submitted response to RFP.

Bank has no liability to any person who lodges a late RFP for any reason whatsoever, including RFPs taken to be late only because of another condition of responding.

12.4 RFP Validity Period

RFP will remain valid and open for evaluation according to their terms for a period of at least six (6) months from the time the RFP submission process closes on the deadline for lodgment of RFPs.

12.5. Requests for Information

Recipients are required to direct all communications related to this RFP submission, including notification of late RFP submission, through Deputy General Manager (IT).

All questions relating to the RFP, technical or otherwise, must be in writing only to the Nominated Point of Contact, Asst. General Manager IT and specified email addresses.

Bank will not answer any communication initiated by Respondents later than five business days prior to the due date for lodgment of RFPs. However, Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.

Respondents should invariably provide details of their email address/es as responses to queries will only be provided to the Respondent via email.

If Bank in its absolute discretion deems that the originator of the question will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.

Bank may in its absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.

13. Notification

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

14. Disqualification

Any form of canvassing/lobbying/influence/query regarding short listing, status etc will be a disqualification.

15. Process

Selection of a successful consultant will involve a five (5) stage approach. The approach follows the Indian Government's Central Vigilance Commission (CVC) guidelines.

1. Issue of RFP document
2. Receipt of RFP document
3. Opening of the RFP
4. Technical & Commercial Evaluation including Reverse Auction of offers
5. Negotiation and finalization with the successful bidder

15.1 Process & Timeframe

The following is an indicative timeframe for the overall selection process. Bank reserves the right to vary this timeframe at its absolute and sole discretion should the need arise. Changes to the timeframe will be relayed to the affected Respondents during the process.

Description	Due Date & Time
Price of Tender copy / Application money	Rs.5,000/-
Earnest Money Deposit (EMD)	Rs. 1,00,000
Issue Tender Notification	17.01.2017
Submission of Queries, Error & Omission in respect of RFP	23.01.2017 at 15.00 Hrs.
Pre Bid Meeting	25.01.2017 at 15.00 Hrs. at Central Bank Of India, Central Bank Building, 1st Floor, DIT, Sector 11, CBD Belapur, Navi Mumbai - 400614
Bid Submission Date	07.02.2017 at 15.00 Hrs. at Deputy General Manager -IT, Central Bank Of India, Central Bank Building, DIT, Sector 11, CBD Belapur, Navi Mumbai - 400614
Bid (Technical) Opening Date	07.02.2017 at 15.30 Hrs.
Address for communication	Asst. General Manager -IT Central Bank Of India, Central Bank Building, DIT, Sector 11, CBD Belapur, Navi Mumbai - 400614
Contact Numbers	022 - 6712 3669/3510/ 3508
Email IDs	smitpurchase@centralbank.co.in agmitd@centralbank.co.in cmitd@centralbank.co.in smsunteam@centralbank.co.in
Website	www.centralbankofindia.co.in

* All dates mentioned above are tentative dates and the bidder acknowledges that it cannot hold the Bank responsible for breach of any of the dates. Queries need to be submitted before the specified date and time. The copy of tender document may be down loaded from Bank's website www.centralbankofindia.co.in and cost of the same be remitted on or before the pre-bid meeting. Queries, error & omission in respect of RFP, to be submitted on or before the date mentioned above. Those who has submitted Document fee of only will be allowed to participate in the pre-bid meeting. However, Bank may clarify the queries of those who choose not to attend the pre-bid meeting also.

II. SECTION - II

1. Background

Bank Profile

Central Bank of India, established in 1911, was nationalized in the year 1969 and today is a leading public sector undertaking, listed in BSE/NSE.

The organizational structure of the Bank consists of four tiers viz., Central Office (CO), Zonal Offices (ZO), Regional Offices (RO) and Branches. CO, consisting of various functional departments deals with mainly policy formulation, setting of targets and monitoring of performance. The Bank has set up 13 Zonal Offices to exercise immediate supervision and control over the 59 Regional Offices, which in turn supervise the branches under their jurisdiction. The Bank has a network of 4700 plus branches spread across the length and breadth of the country with presence in all the States and Union Territories. The Bank has also established its Wide Area Network at all locations all over India covering administrative and branch offices.

The Bank also has specialized branches catering to the specific needs of Retail customers, Industrial units, corporate clients, Forex dealers, Exporters and Importers, Small Scale Industries and Agricultural sector. Bank has implemented Core banking Solution B@ncs-24, from Tata Consultancy Services Limited, in all branches.

The Bank has sponsorship in 3 Regional Rural Banks (RRB) which are also on CBS platform having Finacle application through M/S Wipro as System Integrator.

Presently bank is using the following systems / applications:

S.No	Name	Particulars
1	B@ncs24	CBS solution from TCS- Unix / Oracle based. This include other integrated applications- Oracle Applications for General Ledger, e-Credit for credit appraisal system and EXIMBILLS solution for Forex / LC / BG.,
2	Call Center	Call Center Interface
3	Biometric	Biometric login for CBS Systems
4	Finacle	RRB CBS solution from Infosys and SI being Wipro.
5	Payment Systems	RTGS, NEFT, SWIFT systems
6	e-Treasury	E Treasury Solution
7	CAS	Centralised Accounting system (CAS) for Accounts & Balance sheet department
8	IBR	Inter-branch Reconciliation System
9	HRMS	HRMS solution from PeopleSoft
10	CMS	Cash Management System
11	Credit Card	Unix/Oracle (ISG)
12	Credit rating	Credit rating Tool by CRISIL
13	AML	AMLock
11.	NPA	Credit Monitoring & NPA Management, NPA Tracker
12.	Treasury	Treasury systems
13.	CO/ZO/RO /Branches	In-house developed software is functional at Central Office, Zonal Offices, Regional Offices and other Administrative Offices & branches. This include Public Provident Fund System, Government Tax collection

		Processing, Pension System, Link Office Pension Payment System, Quick Collection Centre systems, Printing & stationery, ID-FCNR, Nostro Reconciliation, NBO system, General administration-Premises & Depreciation, Central card, form111 etc.
14.	ATM	Bank has a total of 5000 plus ATM on Outsourced and Owned Model.
15	Alternate Delivery Channels	Alternate Delivery Channels like ATM, SMS Banking, Mobile Banking, Internet Banking etc.
16	FTM	Financial Transaction Management Solution from IBM
17	SDR	Single Data Repository project with IBM
18	LAPS	Lending Automation Processing System
19	CTS	Cheque Truncation System
20	Financial Inclusion	Financial Inclusion Project with various agencies and FI switch integration
21	UIDAI	UIDAI with various UIDAI approved empanelled agencies
22	Demat	Demat services with CDSL
23	Call Centre	Bank Call Centre in outsourced model.

In addition to above Bank is also in the process of implementing following systems / applications shortly:

S.No	Name	Particulars
1	PIM	Privileged Identity Management
2.	DMS	Document Management Solution
3	EXIM	New Browser based EXIM application replacing existing client based EXIM application

III. SECTION - III

1. Current RFP Objectives:

a. Project Objective

The Bank wishes to appoint competent Service Provider (SP) or consultant for the scope of work detailed below.

- Assess the current Architecture of the CBS Solution with other solutions available. Assist the Bank in the end-to-end contract renewal with the System Integrator/s including coordination with different Bank Departments for finalizing the sizing.
- Manage the project implementation of the contract renewal including Infrastructure and Hardware augmentation / refresh, AMC / ATS renewals, Acceptance Testing and Signoff.
- Near Site co-hosting renewal and project management of implementation

b. Consultancy Project Scope

The Bank expressly stipulates that the SP's selection under this RFP is on the understanding that this RFP contains only the principal provisions for the entire assignment. The SP shall be required to undertake to perform all such tasks, render requisite services and make available such resources as may be required from time to time and requirements made known by the bank during the period of the contract.

Based on the defined scope, the SP shall be required to independently arrive at the Methodology, based on globally acceptable standards and best practices, suitable and acceptable for the Bank, after taking into consideration the effort estimate for completion of the same and the resource requirements.

The scope of work specified is a fixed price contract and no additional fees other than what have been quoted by the SP would be payable by the Bank.

The Bank expects the SP to complete the entire assignment across **a period of 15(fifteen) months** from the date of execution of the contract. The scope to be undertaken by the SP for entire consultancy assignment during the contract period is detailed as below:

1.2.1 Assist the Bank in the end-to-end contract renewal with the System Integrator

The Consultant / SP is expected to provide on-site management assistance to the Bank for end –to end contract renewal with the System Integrator. This phase of the project is anticipated to last over a period of 9 to 12 months till the time the renewal contract is signed with the System Integrator. The scope of work expected to be performed by the SP is as follows:

1.2.1.1 Contract Renewal with System Integrator

- Understand the contractual formalities between the Bank and the System Integrator.
- Understand the current contractual obligations of the system integrator.
- Benchmark the performance of the system integrator and key deliverables with the contract and provide a report on the gaps in the contractual obligations and key deliverables of the system integrator vis-a-vis the contractual obligations.
- Assist the Bank in closing the gaps identified above with the system integrator. The consultants will be expected to provide senior resources at Partner / Director Levels along with their team who have experience in dealing with similar work to participate in the meetings and discussions with the Bank.
- Define the strategy for contract renewal taking into consideration the Bank's requirements and Business Projections, CVC guidelines, various RBI guidelines, Cyber security requirements and other statutory and regulatory guidelines. The bidder should co-ordinate with different Bank Departments for finalizing the sizing.
- Re-define the strategy for data replication and current near site architecture. Assess the feasibility of 3-way DR Solution considering all aspects including Bandwidth requirements. Identify the components that are required by the Bank to be procured.
- Draw up a comprehensive strategy / plan on how the components would be upgraded, replaced, enhanced at the data centre, disaster recovery site, near site and Branches.
- Define scope documents with the SI as per the defined and agreed strategy with the Bank
- Perform a detailed technical and commercial evaluation for the scope of work to be renewed with the existing system integrator.
- Participate in price negotiations and discussions with the vendors
- Review existing Escrow mechanism and formulate new Escrow arrangement.
- Review the facilities management deployment at the Bank across the PMO, Zonal offices, regional offices, other locations etc. And suggest a suitable model taking into consideration the Bank's future plans and ambitions and also the contract renewal with the system integrator
- Work back with the Bank's legal team in formulating the complete contract for the system integrator.

1.2.1.2 AMC / ATS Renewal, Hardware / Software augmentation and Infrastructure assessment

- Identify the components that would require upgrade, replacement, enhancement at the data centre, disaster recovery site and near site for hardware, software, network, bandwidth, ATS, AMC, Facilities management, security, data centre and disaster recovery site infrastructure across all applications and infrastructure components. This includes Electrical Infrastructure, Data Centre Space and Software Licenses which are part of the system integrators scope. Implementation of EoD automation and Production Application Load Balancer and Application monitoring solution.
- Assess Other Infrastructure requirements including Electrical Infrastructure which is part of Data Centre Infrastructure and do not come under the scope of System Integrator.

- Draw up a comprehensive strategy / plan on how the components would be upgraded, replaced, enhanced at the data centre, disaster recovery site near site and Branches.
- Perform a detailed technical and commercial evaluation of the bill of materials or tender documents for the items that need to be upgraded, replaced, enhanced at the data centre and disaster recovery site, Near site and Branches.
- Define and prepare single / multiple RFP's or scope documents (in case of direct orders with the SI's) as per the defined and agreed strategy with the Bank.
- Optimizing Branch server / gateway PC architecture.
- Assess existing Server virtualization for inclusion of more servers. Assist Bank in implementation of the same through RFPs, Vendor / Solution evaluation, contract finalization, project implementation if found beneficial and acceptable to Bank.
- Gap assessment of EMS Solution including Asset Management, APM Solution and its upgradation as per best practices and regulatory requirements. Provide Bank end to end support for upgrading / revamping the solution, if required, including RFPs, contract finalization, project implementation, project implementation monitoring and acceptance.
- Finalising vendor for frontend UI / UX screen design for the TCS Bancs Solution.
- End to End version upgrade and migration of TCS B@NCS solution.
- Assist Bank in Implementation of Syslog Server for log monitoring including encryption.
- Assist Bank in the procurement of Active Directory User Management Solution and Active Directory Integration of various applications. Assist bank in implementation of the same through RFPs, Vendor / Solution evaluation, contract finalization, project implementation if found beneficial and acceptable to Bank.
- Evaluate viable options along with cost estimates for each of the Data centre, disaster recovery site and near site :
  - Build
  - Co-host
  - Re-locate
- Data Center Space assessment and assist bank in the Expansion of Data Center including RFPs, contract finalization, project implementation, project implementation monitoring and acceptance.
- Consultant to study and suggest the applications which can be ported to cloud and Consultant should study the option of mobility and app based CBS system.
- Assist Bank in implementing Data Center Energy Saving initiatives.
- Prepare a Framework which will include review of various options depending on best fit option and prepare RFPs and assist bank in implementation.
  - Owned vs. Outsourced opex model vs Hybrid model
  - Single Vendor vs. multiple Vendors
  - Single solution stack vs. best of breed solutions
  - In case of Data Center / Disaster Recovery Center / Near Site shifting is required to co-hosted environment, Assist bank in RFPs, Vendor / Solution

evaluation, contract finalization, project implementation, project implementation monitoring and acceptance.

- Assist Bank in pre-bid meetings, Vendor evaluations and selection process.
- Perform Price Discovery and Participate in price negotiations and discussions with the vendors
- Assist Bank in implementing Policies as per best practices in existing DLP Solution in Bank.
- Assist Bank in finalizing the cloud policy for the Bank. Assist Bank in finding the applications that can be hosted in Cloud.
- Define and renew Service Levels and assist bank for Service Level Agreements for all projects under the scope of this RFP.
- Renewal of ULA for Oracle.

1.2.1.3 RFP Preparation, Vendor Evaluation and Selection

The Consultant is required to assist the Bank in RFP formulation, price discovery vendor evaluation and selection for the following initiatives. Single / multiple RFPs may be prepared and RFPs may be clubbed based on the nature and scope of the initiatives. The initiative for which core-banking SI need to be engaged directly will become part of core-banking contract renewal.

1. Facilities management renewal including FMS Engineer scope
2. Hardware and Software augmentation / refresh at Data Centre, NAP's, Near Site and DR
3. Network and Security augmentation / refresh at Data Centre, NAP's, Near Site and DR
4. Optimizing Branch server / gateway PC architecture.
5. CBS and Internet Banking front end revamp
6. ATS, AMC renewals for Existing Hardware / Software
7. Expansion of Data Center / Disaster Recovery Center / Near Site including Space Expansion, BMS and possible relocation or co-hosted environment / shifting
8. Data Center Energy Saving initiatives
9. Assess Other Infrastructure requirements including Electrical Infrastructure which do not come under the scope of System Integrator.
10. Upgradation / revamp of existing EMS Solution and Application performance monitoring solution (APM)
11. Renewal of ULA for Oracle if required
12. Finalising the vendor for front end UI / UX screen design for the TCS Bancs solution
13. Implementation of EoD automation and Production Application monitoring solution.
14. Migration of existing application to cloud If required
15. Mobility and app based CBS system If required
16. Upgradation of BMS and other infrastructure at DC, DRC and Near Site
17. Optimizing Branch server / gateway PC architecture.
18. Expansion of existing Server Virtualization at DC and DRC
19. Implementation of Syslog Server for log monitoring including encryption for all critical servers and applications
20. Active Directory User Management Solution and Active Directory Integration of applications
21. Data Archival solution for CBS

In addition to the scope listed in sections mentioned above, following are the scope of the consultant for RFP Preparation

The consultant is required to understand the Bank's functional application modules, operations, services and Infrastructure from an IT standpoint for all points mentioned above under phase 3.

RFP Preparation

The Consultant will be required to formulate separate RFP's for each of the items mentioned above under phase 4. As part of the RFP formulation the consultant would need to perform the following scope:

- Define the strategy for contract renewal taking into consideration the Bank's requirements and Business Projections, CVC guidelines, various RBI guidelines and other statutory and regulatory guidelines.
- Define procurement plan based on the outcomes of section 1.2.1.1 and 1.2.1.2
- Prepare a Framework which will include review of various options depending on best fit option.
    - Owned vs. Outsourced opex model
    - Single Vendor vs. multiple Vendors
    - Single solution stack vs. best of breed solutions
- Define the functional and technical requirements / specifications for the technology components
- Discuss the drafted functional and technical specifications with the IT department and obtain sign off.
- Define Service Levels and the method of measuring and evaluating the service levels
- Prepare the RFP document/s which would be floated to vendors.
- Discuss the defined service levels and SLA parameters with the bank's management and obtain consensus
- Discuss the formulated request for proposal with the bank

Vendor Evaluation & Selection

The Consultant will assist the Bank in conducting the Vendor evaluation and selection and perform the tasks mentioned below for each of the RFP's floated:

- Assist the bank in publishing the RFP
- Respond to the pre–bid technical and functional queries of the bidders
- Assist the bank in conducting the eligibility evaluation and short-listing
- Conduct a detailed technical and functional evaluation of the eligible bidders
- Assist the Bank in performing product demonstrations and functional product evaluations
- Perform technical Bill of Material evaluation
- Present the technical and functional evaluation to the Bank's Senior Management
- Assist the Bank in the technical and functional short-listing
- Conduct a commercial bid evaluation of the technically short-listed vendors
- Assist the bank in short-listing the final vendor

- Conduct an independent price discovery
- Work with bank's legal team for defining the Service Level Agreements
- Adhering to relevant Procurement guidelines as defined and shared by the Bank

1.2.1.4 End to end version upgrade and migration

- Evaluate the new version proposed by TCS
- Evaluate the fitment of the new version in terms of functional and technical fitment in the overall architecture of the Bank
- Identify the technical and functional upgrade requirements across all components
- Define the new solution architecture for the upgraded version including the technical enterprise architecture
- Define the business case for version migration and obtain concurrence from the Bank for the version upgrade
- Review the version migration plan proposed by TCS
- Review the version migration strategy and approach proposed by TCS
- Assist the Bank in defining the requirements for the version migration
- Assist the Bank in finalising the scope, service levels and pricing for the version migration
- Assist the Bank in obtaining approval for the version upgrade scope, service levels and pricing
- Manage the end to end version upgrade and migration project life cycle including but not limited to :
    - Project management office setup
    - Version migration plan
    - Current state assessment
    - Customisation identification, base lining and porting approach
    - Integration
    - Testing
    - Data migration
    - Training
    - Rollout
    - Stabilisation

1.2.2 Manage the project implementation of the contract renewal:

The SP will be expected to provide senior experienced resourced to project manage the complete acceptance and implementation of the components at the data centre and disaster recovery site. This phase of the project is likely to last anywhere between 3 to 6 months from the date of contract signing with the system integrator. The Bank clearly expects that for all steering committee and management meetings a partner / director level representative having experience of executing similar projects from the SP should be made available to the Bank. The initiative for which core-banking SI need to be engaged directly will become part of core-banking contract renewal.

The scope of work expected to be performed by the SP is as follows:

- Define the implementation plan along with the system integrator/s
- Design the acceptance criteria for each application and component that needs to be deployed / upgraded at the data centre or disaster recovery site
- Finalize the acceptance criteria with the system integrator or OEM's. Perform the acceptance of the equipment at the data centre, disaster recovery site and Near Site for all applications covered under the scope of the system integrator for the following :
    - Hardware / Software Implementation at DC, DRC and Near Site
    - Network and security equipments Implementation at DC, DRC and Near Site
    - Infrastructure components including BMS etc..
    - Data Centre / Disaster Recovery Centre Space expansion / migration.
    - Facilities management
    - Upgradation / revamp of existing EMS Solution and Application performance monitoring solution (APM)
    - Optimizing Branch server / gateway PC architecture.
    - Data Center Energy Saving initiatives implementation
    - Infrastructure requirements including Electrical Infrastructure which do not come under the scope of System Integrator.
    - Implementation of EoD automation and CBS Application monitoring solution.
    - Implementation of Migration of existing application to cloud
    - Implementation of Mobility and app based CBS system
    - Expansion of existing Server Virtualization at DC and DRC
    - Implementation of Syslog Server for log monitoring including encryption of all critical servers and applications
    - Data Archival solution for CBS
    - Active Directory User Management Solution and Active Directory Integration of applications
- Provide an acceptance report to the Bank
- Assist the Bank in resolving the gaps observed during the course of acceptance testing
- Re-validate the closure of the gaps and provide a compliance report
- Data centre / DR infrastructure assessment and upgradation including BMS and other infrastructure.
- CBS Process review and suggest improvements for the processes
- Implementation of EoD automation and Production Application Load Balancer and Application monitoring solution.
- Data centre, Near site and DR co-hosting and shifting if required.
- AMC / ATS Renewals including price discovery and contract finalization.

- Define and renew Service Levels and assist bank for Service Level Agreements for all projects under the scope.

1.2.2.1 Provide Project Management Assistance for end to end version upgrade and migration (Envisaged timeline is 12 – 15 months)

The consultant will be expected to provide senior experienced resourced to project manage the end to end version upgrade and migration across the lifecycle of the project. This phase of the project is likely to last anywhere between 12- 15 months from the commencement of the activity. The Bank clearly expects that for all steering committee and management meetings a partner / director level representative having experience of executing similar projects from the consultant should be made available to the Bank.

The scope of work expected to be performed by the consultant is as follows:

A. Setup the project management office and framework comprising of :

- Project plan formulation
- Project risk analysis
- Assistance in project management and project delivery team identification and resourcing
- Change management procedures
- Project risk management and detailing
- Project quality management procedures
- Employ a formal project methodology on all projects undertaken with the level of detail and control scaled appropriately to the magnitude of the project effort and adhere to all project management processes and procedures
- Provide assistance to the Bank throughout the entire life cycle of the project implementation by managing and reviewing the following phases of the project :

  a. Current state assessment
     - Review the documents drafted by TCS and provide comments on the documentation and assist the Bank in the sign-off of the documents

  b. Customisation identification, base lining and porting approach
     - Review the documents drafted by TCS and provide comments on the documentation and assist the Bank in the sign-off of the documents
     - Assist the Bank in closure of issues pending for resolution
     - Review the resolution provided by the vendor and offer the solutions to the Bank based on the industry best practices.
     - Manage and monitor the customisation porting and resolutions

  c. Integration
     - Review the integration strategy proposed by the vendor
     - Assist the Bank in finalising and accepting the integration plan and strategy
     - Manage and monitor the complete integration

  d. Testing – UAT, SIT, Data Migration testing
     - Review the test strategy and test plan prepared by the vendor

- Assist the Bank in defining the process for test case review and sign off
- Review the test cases prepared by the teams
- Assist the Bank monitoring the complete testing
- Assist the bank in vendor evaluation for the testing agency if required
- Assist the Bank in obtaining the final sign-off for testing
- Manage and monitor the end to end testing

e. Data migration

- Review the data migration strategy and plan drafted by the vendor
- Project manage the complete data migration and testing
- Assist the Bank in data migration sign-off
- Manage and monitor the data migration exercise

f. Training

- Review the training plan prepared by the vendor for core team, end users, technical training
- Review the training content and material provided by the vendor
- Monitor and manage the training programs including training feedback and corrective actions if any

g. Rollout

- Review the rollout strategy proposed by the vendor
- Manage and monitor the rollout

h. Stabilisation

- Assist the Bank in putting in place processes and framework for smooth cut-over and stabilisation
- Manage and monitor the stabilisation of the version upgrade and migration

B. Independently review the progress made in the implementation of the project and provide status updates and reporting

C. Provide regular updates to the steering committee and board as required by the Bank

D. Participate in all technical and functional discussions relating to the projects

1.2.3 Near Site co-hosting renewal

The SP will be expected to provide senior experienced resource for Renewal of co-hosting agreement with Hosting Service Provider. In case co-hosting location shifting is required SP is expected to assist Bank in shifting to new Service Provider.

2. Service Provider Eligibility Criteria

Sl	ELIGIBILITY CRITERIA	Supporting Document to be submitted
1	Should be a Government Organization/PSU/PSE/ partnership firm or a limited Company under Indian Laws. Should have existence in India.	Certificate of Incorporation.
2	Should be in existence for five years as on 31.03.2016. (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account).	Certificate of Incorporation and relevant supporting documents
3	Should have a minimum annual turnover of at least Rs. 50(fifty) crores in the past two years from Indian operations.	Copy of the audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding two years and copy of the PAN card issued by the IT department FY 2015-2016 FY 2014-2015 FY 2013-2014
4	Should have made net profits in any 2 of the last 3 years. Profits before taxes will also be considered.	Copy of the audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding three years FY 2015-2016 FY 2014-2015 FY 2013-2014
5	The Bidder or its parent company or its subsidiary should not be existing System integrator maintaining IT infrastructure at Data Centre and Disaster Recovery site of the Bank.	Self-Declaration / An undertaking to this effect is to be submitted by the bidder
6	The firm should not be blacklisted / barred / disqualified by any regulator / statutory body in India as on date of the RFP.	Self-Declaration / An undertaking to this effect is to be submitted by the bidder
7	Vendor must not be a NPA in any Bank/Financial Institution.	Self-Declaration / An undertaking to this effect is to be submitted by the bidder
8	Should have prior experience in performing consultancy services comprising of IT strategy formulation, vendor evaluation and selection and project management for Banks.	Successful completion certificates or Credential Letters or Copy of Contract/Purchase order from the Bank
9	Should have prior experience in performing engagements for core banking Implementation / up-gradation / core banking contract renewal/ replacement in at least one scheduled commercial bank in India.	Successful completion certificates or Credential Letters or Copy of Contract/Purchase order from the Bank

Note:

- Banks mean Commercial Banks in India only.

3. Earnest Money Deposit

Subject to compliance of Response Submission Process as elucidated in Section – I, the intending bidders should pay along with bids an Earnest Money Deposit of Rs.1,00,000/- (Rupees One Lakhs only). The EMD shall be paid by Demand Draft / Banker's Cheque / Pay Order drawn in favor of '**Central Bank Of India-Tender No. CO:DIT:PUR:2016-17:235** ' payable at Mumbai. The EMD will not carry any interest.

The EMD made by the bidder will be forfeited if:

- The bidder withdraws his tender before processing of the same.
- The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" issued by Bank.
- The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.
- The EMD will be refunded to
  - The successful bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee for 10% of the contract value (valid till the end of assignment period) with 3 (three) months claim period.
  - The unsuccessful bidders, only after acceptance of the "Letter of Appointment" by the selected bidder.

4. Application Money

The intending bidders should pay along with bids an Application Money of Rs.5, 000/- (Rupees Five thousand only). The application money shall be paid by Demand Draft / Banker's Cheque / Pay Order drawn in favor of '**Central Bank of India- Tender No. CO:DIT:PUR:2016-17:235 '** payable at Mumbai. The application money is non-refundable.

5. Submission of Bids

The bids shall be in two parts viz. Technical Proposal and Commercial Proposal. **<u>Both Technical and Commercial Proposals shall be submitted in separate sealed envelopes</u>** super scribing **"TECHNICAL PROPOSAL FOR Appointment of Technical Consultant: TENDER REFERENCE NO.CO:DIT:PUR:2016-17:235** on top of the envelope containing the technical bid and **"Commercial Proposal for Consultancy for Core Banking Renewal: TENDER REFERENCE NO. CO:DIT:PUR:2016-17:235"** on top of the envelope containing commercial bid. These two separate sealed envelopes should be put together in the sealed master envelope super scribing **"Proposal for Consultancy for Core Banking Renewal": TENDER REFERENCE NO. CO:DIT:PUR:2016-17:235"**

The Technical Proposal will be evaluated first for technical suitability. Commercial Proposal shall be opened only for the short-listed bidders who have qualified in the Technical Proposal evaluation.

The Technical Proposal shall contain the technical proposal to the requirement of the Bank as along with Annexure–A, C, D and E.

A copy of the Commercial Proposal masking the prices is to be submitted along with the Technical Proposal.

The EMD as mentioned in clause 19 is to be submitted along with the Technical Proposal.

Application money of Rs.5000/- (Rupees Five thousand only) as mentioned as clause 20 is to be submitted along with the technical proposal.

The Commercial Proposal shall be submitted as per Annexure B.

The bidder shall submit the Proposals properly filed so that the papers are not loose. The Bidder shall submit the proposal in suitable capacity of the file such that the papers do not bulge out and tear during scrutiny.

The technical proposal shall be organized and submitted as per the following sequence:
a) Table of Contents (list of documents enclosed)
b) EMD (Earnest Money Deposit)
c) Application money
d) Technical proposal detailing the scope, approach and deliverables for the scope of work specified in the document **and manpower estimated to be deployed** along with annexure D
e) Compliance certificate for all the terms and conditions as per Annexure-C
f) All copies of certificates, documentary proofs etc.
g) A CD containing soft copy of the proposal
h) Application money if not already remitted
i) Annexure A
j) Masked Annexure B

All the relevant pages of the proposals (except literatures, datasheets and brochures) are to be numbered and be signed by authorized signatory on behalf of the Bidder. The number should be a unique running serial no. across the entire document.

The bidder has to submit a soft copy of the entire proposal in a CD. It should be noted that in case of any discrepancy in information submitted by the bidder in hard-copy and soft-copy, the hard-copy will be given precedence. However, in case of non-submission of any hard copy document, if the same is found submitted in the soft-copy, Bank reserves right to accept the same at its discretion.

The Bids shall be addressed and submitted to:
Deputy General Manager (IT)
Central Bank of India
Central Bank Building
1st floor, DIT, Sector-11
CBD Belapur, Navi Mumbai-400614

The bids (arranged as mentioned above) are to be submitted at the above address, marked with the tender number before the due date & time as specified. The bid submitted anywhere else is liable to be rejected.

It may be noted that all queries, clarifications, questions etc., relating to this RFP, technical or otherwise, must be in writing only and should be to the nominated point of contact.

Bidders should provide their E-mail address in their queries without fail.

The bidder will submit an undertaking specifying that the bidder has obtained all necessary statutory and obligatory permission to carry out project works, if any.

The proposal should be prepared in English. The e-mail address and phone/fax numbers of the bidder should also be indicated on the sealed cover.

FORMATS OF BIDS: The bidders should use the formats prescribed by the Bank in the RFP for submitting both technical and commercial bids.

6. General Terms and Conditions (Please also refer to Section – I)

1. Adherence to Terms and Conditions:
The bidders who wish to submit responses to this RFP should note that they should abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process.

2. Execution of SLA/NDA:
The SP Bank should execute (a) a Service Level Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank and (b) Non-disclosure Agreement. The SP should execute the SLA and NDA within one month from the date of acceptance of Letter of Appointment.

7. Other terms and conditions:

1. Bank reserves the right to :

- Reject any and all responses received in response to the RFP.
- Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery
- To negotiate any aspect of proposal with any bidder and negotiate with more than one bidder at a time
- Extend the time for submission of all proposals.
- Select the most responsive bidder (in case no bidder satisfies the eligibility criteria in totality)
- Select the next most responsive bidder if negotiations with the bidder of choice fail to result in an agreement within a specified time frame.
- Share the information/ clarifications provided in response to RFP by any bidder, with any other bidder(s) /others, in any form.
- Cancel the RFP/Tender at any stage, without assigning any reason whatsoever.
- Bank reserves right to proceed and award the tender to single bidder in case only one bidder participates in the tender / qualifies in the technical bid evaluation.

- The Bank reserves the right to float the RFP again. The Bank shall not incur any liability to the bidder(s) on account of reissue of RFP. Bank shall not be obliged to inform the bidder(s) of the grounds for the Bank's rejection. The Bank reserves the right to modify any items of the scope of the RFP. The RFP may be reissued on account of following;
  - If none of the bidders qualify in the technical bid evaluation.
  - If selected bidder fails to execute the Consultancy Agreement within the time limit stipulated. Any decision in this regard by Bank shall be final, conclusive and binding on the bidders.
  - Bank may call upon the ultimate short-listed bidder to make presentation before Executives of the Bank.
  - Interview of the personnel being deployed on the project

2. Substitution of Project Team Members: During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the vendor can do so only with the concurrence of the Bank by providing other staff of same level of qualifications and expertise.

3. Professionalism: The SP should provide professional, objective and impartial advice at all times and hold the Bank's interests paramount and should observe the highest standard of ethics while executing the assignment.

4. Adherence to Standards: The SP should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities

5. The Bank / Regulators reserves the right to conduct an audit/ongoing audit of the consulting services provided by the SP either directly or through third party.

6. The 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.

7. **EXPENSES :** It may be noted that Bank will not pay any amount/expenses / charges / fees / travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses other than the "Agreed Professional Fee". The project will be executed out of the project offices at Mumbai and Hyderabad. However, travelling, boarding and lodging expenses, if any, for site visit outside Mumbai / Hyderabad for project related work will be borne by the Bank at the level of a Asst. General Manager at Bank upon submission of the relevant bills depending on the duration, number of personnel involved, etc., and will have to be cleared by the Bank in advance in writing. Settlement of bills in such cases will be at rates mutually agreed and reimbursable against production of tickets and bills. Mumbai will be considered as the base station for the purpose of traveling.

8. The bidder cannot change the people assigned to a particular piece of work till such work is complete unless consented in written by the Bank.

9. The bid should contain the resource planning proposed to be deployed for the project which includes, inter-alia, the number of personnel, skill profile of each personnel, duration etc.

10. Existing CBS System Integrator or Group companies are not eligible to participate in this tender process.

11. Successful Bidder / its subsidiaries / Group companies shall not participate in any of the Tender / RFPs related to this project.

12. The bidder is expected to quote for the prices of the services with the applicable taxes (except service tax) as on the date of bid submission. Any upward / downward revision in the tax rates from the date of the bid submission will be to the account of the Bank

8. Terms of Payment:

The SP is expected to quote for a fixed price for the project based on the line items specified under scope of work defined by the Bank. The payment terms and fees quoted in the Commercial Proposal (Annexure B) would be taken as the base for arriving the total cost for each project. No payment will be made against any line item for which the services have not been availed by the Bank.
The payment terms for each project shall be released by the Bank as per the following payment schedule:-

Contract Renewal	
Fee percentage	**Payment Milestone**
20%	On completion of the contract review and submission of Report on the status of SI vis –a- vis the contract deliverables.
20%	On defining the strategy for contract renewal and identifying the components that needs to replaced / upgraded or enhanced at the data centre, near site and disaster recovery site
20%	On Preparation of Scope documents and Bill of materials (for direct orders with the SI) to the existing SI for contract renewal
20%	On completion of the price discovery and negotiations
20%	On contract finalization and contract signing with the System integrator and completion of all defined activities for contract renewal

End to end version upgrade and migration	
Fee percentage	**Payment Milestone**
10%	On completion of the fitment and business case for version upgrade
20%	On completion of finalizing the scope document for the version upgrade
20%	On completion of the technical evaluation of the vendor for the version upgrade
20%	On completion of the financial evaluation
30%	on finalizing the contract for the version upgrade with the vendor and other defined activities

RFP Preparation, Vendor Evaluation & Selection for each of the RFPs	
Fee percentage	**Payment Milestone**
25%	On defining the technical and functional specifications and floating the RFP
25%	On Completion of eligibility and technical evaluation
25%	On Completion of Commercial Evaluation
25%	On SLA Signing with the vendor/s and completion of all defined activities

Project Management	
Fee percentage	**Payment Milestone**
25%	On defining the implementation plan
25%	On completion of the acceptance testing for components at DC and DRC
25%	On identification and rectification of gaps and complete implementation
25%	On completion of four months of successful installation and completion of all defined activities

Near Site contract renewal	
Fee percentage	**Payment Milestone**
100%	On near site contract renewal

9. Authorized Signatory:

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the bank, with regard to the obligations under the contract.

The selected bidder shall submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Bank Secretary, authorizing an official or officials of the Bank or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The bidder shall furnish proof of signature identification for above purposes as required by the Bank.

10. Applicable Law and Jurisdiction of court:

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

11. Cancellation of Contract and Compensation:

The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the Bank on the following circumstances:

- The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- The bidder goes into liquidation voluntarily or otherwise.
- An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.
- The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
- If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.

12. Non-payment of professional Fees:

If any of the items/activities as mentioned in the price bid and as mentioned in Annexure B are not taken up by the Bank during the course of this assignment, the Bank will not pay the professional fees quoted by the vendor in the Price Bid against such activity/item.

13. Assignment:

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.

14. Subcontracting:

The vendor shall not subcontract or permit anyone other than its personnel or related firms / entities to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank. The Vendor shall also have the responsibility for payment of all dues and contributions, as applicable, towards statutory benefits including labour laws for its employees and sub-contractors(if any).

15. Limitation of Liability:

The aggregate liability of the SP in connection with this Agreement, the consultancy services provided by the Consultant for the specific scope of work document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including any and all liability shall be the actual limited to the extent of the value paid to the consultant in the contract for the specific scope of work document.

16. Indemnity:

Service Provider shall indemnify and hold harmless the Bank and its personnel from and against any loss, cost, damage and expense (including but not limited to attorney's fees) incurred relating to any claims arising out of or in any way relating to the Services or this Agreement. This provision shall survive the termination of this agreement for any reason.

17. Penalty-

All reports need to be submitted within 15 days from the actual deliverable date / completion of the activity. A penalty will be imposed on delay on account of the Bidder on submitting the necessary reports @ 2.5% of order value per month and part thereof subject to maximum 10% of order value.

18. Arbitration:

In case of any dispute, Bank may appoint an arbitrator, which would be accepted by the Bidder. The decision of the arbitrator would be final and binding on both the parties. The jurisdiction of the court would be Mumbai.

19. FORCE MAJEURE

i. For the purpose of this contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action(except where such strikes, lockouts or other industrial action are within the power of the party invoking Force majeure to prevent), confiscation or any other action by Government agencies.

ii. Force Majeure shall not include (a) any event which is caused by the negligence or intentional action of a Party or by or of such Party's sub-consultants or agents or employees, nor (b) any event which is a diligent party could reasonably have been expected both to take into account at the time of the conclusion of this contract, an avoid or overcome in the carrying out of its obligations hereunder.

iii. Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.

iv. A party affected by an event of force majeure shall continue to perform its obligations under the contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of force majeure.

v. A party affected by an event of force majeure shall notify the other party of such event as soon as possible, and in any case not later than 14 days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of restoration of normal conditions as soon as possible.

This provision shall survive the termination of this agreement for any reason.

20. Survival of Clauses

Any provision or covenant of this RFP or subsequent Agreement, which expressly, or by its nature, imposes obligations beyond the expiration, or termination of this Agreement, shall survive such expiration or termination.

21. SP Selection/Evaluation Process:

The evaluation of technical proposals, among other things, will be based on the following:

1. Bidder's financial stability
2. Methodology/Approach proposed for accomplishing the proposed project.
3. Professional qualifications and experience of the key staff proposed/ identified for this assignment.
4. Prior experience of the bidder in undertaking projects of similar nature.
5. Activities / tasks, project planning, resource planning, effort estimate etc.

Various stages of technical evaluation are presented below:

1. Matching the clear eligibility criteria as indicated under Para 2.3 above (Service Provider Eligibility Criteria)
2. Short-listing of the bidders based on the fully matched criteria
3. Paper evaluation based on response
4. Arriving at the final score on technical proposal

At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.

The technical qualification cut – off for opening of the commercial bid opening would be 70% (70 marks out of 100). However Bank may at its discretion be able to reduce the qualifying score but not less than 50%.

Bank may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.

22. Evaluation Criteria

Technical Bid Evaluation Criteria

The table below highlights the parameters under the technical criteria and scoring methodology.

Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
Credentials	Should have provided consultancy services for core banking upgradation/ renewal/ replacement projects	25	▪ 25 marks- if the criteria are met for 2 or more Scheduled Commercial Banks. ▪ 20 marks – if the criterion is met for 1 Scheduled Commercial Bank.
	Should have prior experience in performing consultancy services comprising of IT strategy formulation or vendor evaluation and selection	25	▪ 25 marks – If the SP has a done similar work in 2 or more Scheduled Commercial Bank or public sector financial institutions in India ▪ 20 marks – If the SP has done similar work in 1 Scheduled Commercial Bank or public sector financial institutions in India
	Should have prior experience in performing consultancy services for project management for Banks.	10	▪ 10 marks – If the SP has a done similar work in 2 PSB or Scheduled Commercial Bank in India ▪ 5 marks – If the SP has done similar work in 1 PSB or Scheduled Commercial Bank in India
	Sub-Total	**60**	
People			
	The SP should have a pool of resources in the below mentioned areas. (Self-declaration to be provided) The areas of expertise are :		
	IT strategy formulation	5	▪ 5 marks – 2 resources who have experience in 2 or more Banks / public sector financial institutions in India ▪ 3 marks – 2 resources who have experience in 1 Bank / public sector financial institution in India ▪ Nil – Others
	Core Banking implementation / upgradation RFP Preparation, Vendor evaluation and project management	5	▪ 5 marks – 2 resources who have experience in 3 or more Banks / public sector financial institutions in India. ▪ 3 marks – 2 resources who have experience in 2 Banks / public sector financial institutions in India ▪ 2 marks - 2 resources who have

Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
			experience in 1 Bank / public sector financial institution in India ▪ Nil – Others
	Network and Security Strategy, Hardware sizing and acceptance testing	5	▪ 5 marks – 2 resources who have experience in 2 or more Banks / public sector financial institutions in India ▪ 3 marks – 2 resources who have experience in 1 Bank / public sector financial institution in India ▪ Nil – Others
	Project management of core banking solution implementation / upgradation	5	▪ 5 marks – 2 resources who have experience in 3 or more Banks / public sector financial institutions in India. ▪ 3 marks – 2 resources who have experience in 2 Banks / public sector financial institutions in India ▪ 2 marks - 2 resources who have experience in 1 Bank / public sector financial institution in India ▪ Nil – Others
	Sub-Total	**20**	
Quality of proposal	The quality of the proposal as per presentation	20	Subjective Evaluation based on the Banks perception of the quality and applicability of the proposal and interactions held during presentation.
	Sub-Total	**20**	
	Total Marks	**100**	**Total score out of hundred**

Minimum Qualifying Score will be 70%. However Bank may at its discretion, may reduce the qualifying score but not less than 50%.

Note :

1. Banks exclude Cooperative Banks. PSB means Public Sector Banks.
2. Public sector and commercial banks mean public sector and commercial banks in India only
3. The SP is required to provide documentary evidence for each of the above criteria and the same would be required on the client's letter head in case of credentials

23. Commercial Bid Evaluation Criteria

It may be noted that commercial bids will be subjected to following evaluation process.

Only those bidders meeting the eligibility criteria will be considered for further stages of evaluation only those bidders scoring 70% (70 marks out of 100) or above in the technical evaluation will be short-listed for commercial evaluation.

35.1 Reverse Auction

The Bank shall conduct the reverse auction on total cost of project and the price so obtained after closure of Reverse Auction shall be taken into account for Techno-Commercial Evaluation. Bidders have to submit final itemised price to the Bank within 24 hours of closure of Reverse Auction process. In case only one vendor participates in the tender process, reverse auction will not be conducted and the commercial bid submitted by the bidder will be considered.

All bidders have to sign Annexure-F., Guidelines, Terms & Conditions and Process Flow for E-procurement Auction

35.2 Techno-Commercial Evaluation:

The score(s) will be calculated for all technically qualified bidders using the formula:-

$$S = (0.3 \times \frac{C_{minimum}}{C_{quoted}}) + (0.7 \times \frac{T_{obtained}}{T_{highest}})$$

(Minimum Commercial Quote/Quoted Price) x 30% + (Technical Score/Highest Technical Score) x 70%
(Technical will carry 70% weightage and Commercial will carry weightage of 30%)
Highest scores so obtained using the above method shall be declared L-1.

In case of tie-up in Techno-Commercial evaluation score, the bidder scoring highest technical score will be declared L-1 bidder. The bidders will submit itemized price against Vendor Evaluation, Project Management and additional man-days rate within 24 hours after closure of Reverse Auction.

Bidder whose is declared L1 will be called for negotiation before awarding the contract. It may be noted that Bank will not entertain any price negotiations with any other bidder.

IV. PROPOSAL AND OTHER FORMATS

ANNEXURE A

Technical Proposal format :

Particulars to be provided by the bidder in the technical proposal –

Tender Ref. No. CO:DIT:PUR:2016-17:235

No	Particulars	Details to be furnished by the bidder
1	Name of the bidder.	
2	Year of establishment and constitution Certified copy of "Certificate of Incorporation" should be submitted as the case may be.	
3	Location of Registered office /Corporate office and address	
4	Mailing address of the bidder	
5	Names and designations of the persons authorized to make commitments to the Bank	
6	Telephone and fax numbers of contact persons	
7	E-mail addresses of contact persons	
8	Details of : Description of business and business background Service Profile & client profile Domestic & International presence Alliance and joint ventures	
9	Annual Turnover of the bidder (not of the group) Year 2013 – 04 Year 2014 – 15 Year 2015 – 16	
10	Net Profit of the bidder (not of the group) Year 2013 – 14 Year 2014 – 15 Year 2015 – 16 Documentary proofs to be enclosed	
11	Approach and methodology for the proposed scope of work along with Illustrative deliverables	

No	Particulars	Details to be furnished by the bidder
12	Details of the similar assignments executed by the bidder during the last two years (Name of the Bank, time taken for execution of the assignment and documentary proofs from the Bank are to be furnished)	
13	Details of inputs, infrastructure requirements required by the bidder to execute this assignment.	
14	Details of the bidder's proposed methodology/approach for providing services to the Bank with specific reference to the scope of work.	

Declaration:

1. We confirm that we will abide by all the terms and conditions contained in the RFP.

2. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.

3. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.

4. We confirm that this response, for the purpose of short-listing, is valid for a period of six months, from the date of expiry of the last date for submission of response to RFP.

5. We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

Place :
Date :

Seal & Signature of the bidder

ANNEXURE B

Commercial Bid Format

The SP has to quote for the fees based on the scope of work outlined in Section 1.2 “Consultancy Project Scope”. The SP is required to give the Breakup of costs in the given format ‘Breakup of costs’.

Sr. No.	**Project Scope**	**Fees (A)**	**Tax (B)**	**Total Fees (C) (A+B)**
1.	Assist the Bank in the end-to-end contract renewal with the System Integrator			
2.	Manage the project implementation of the contract renewal			
3.	Near Site Contract Renewal			
	Total Estimated Fees for the project	Total 1 to 3	Total 1 to 3	**(A+B)**

Breakup of Costs:

Section 1 Assist the Bank in the contract renewal with the System Integrator

SL	**SCOPE**	**Amount**
Contract Renewal		
1	Contract renewal with System Integrator	
End to end version upgrade and migration		
2	End to End Version upgrade of CBS System	
RFP Preparation, Vendor Evaluation & Selection for each of the RFPs		
3	Facilities management renewal	
4	Hardware and Software augmentation / refresh	
5	Network and Security augmentation / refresh at Data Centre, NAPs, Near Site and DR	
6	Optimizing Branch server / gateway PC architecture	
7	CBS and Internet Banking front end revamp	
8	ATS, AMC renewals for Existing Hardware / Software	
9	Expansion of Data Center / Disaster Recovery Center / Near Site including Space Expansion, BMS and possible relocation or co-hosted environment / shifting	
10	Data Center Energy Saving initiatives	
11	Assess Other Infrastructure requirements including Electrical Infrastructure which do not come under the scope of System Integrator.	
12	Upgradation / revamp of existing EMS Solution and Application performance monitoring solution (APM)	
13	Renewal of ULA for Oracle	

14	Finalising the vendor for front end UI / UX screen design for the TCS Bancs solution if requried	
15	Implementation of EoD automation and Production Application monitoring solution.	
16	Migration of existing application to cloud If required	
17	Mobility and app based CBS system If required	
18	Upgradation of BMS and other infrastructure at DC, DRC and Near Site	
19	Branch Server consolidation and Desktop virtualization if required	
20	Expansion of existing Server Virtualization at DC and DRC	
21	Implementation of Syslog Server for log monitoring and encryption for all critical servers and applications	
22	Active Directory User Management Solution and Active Directory Integration of applications	
23	Data Archival solution for CBS	
24	Any other item (Please Specify)	
	Total Section: 1	

Section 2 Manage the project implementation of the contract renewal

Section 2 Manage the project implementation of the contract renewal			
Sl	**Scope**	**Expected Timeline (Months)**	**Cost**
1	Hardware and Software at DC, DR and Near Site (One Resource)	2	
2	Network and security components at DC, DR and near site (One Resource)	2	
3	Infrastructure components including BMS at DC, DR and near site (One Resource)	3	
4	Data center, DR and near site space expansion /migration and validation (One Resource)	4	
5	Optimizing Branch server / gateway PC architecture. (One Resource)	3	
6	Project management for front end UI / UX screen design for the TCS Bancs solution (Two Resources)	6	
7	Project management for end to end CBS version upgrade and migration (Three Resources)	12	
8	Data Center Energy Saving initiatives implementation	2	
9	Implementation of Infrastructure requirements including Electrical Infrastructure which do not come under the scope of System Integrator. (One Resource)	3	

10	Upgradation / revamp of existing EMS Solution and Application performance monitoring solution (APM) (One Resource)	4	
11	Implementation of EoD automation and CBS Application monitoring solution. (One Resource)	3	
12	Implementation of Migration of existing application to cloud (One Resource)	6	
13	Implementation of Mobility and app based CBS system (One Resource)	6	
14	Upgradation of BMS and other infrastructure at DC, DRC and Near Site (One Resource)	6	
15	Implementation of Expansion of existing Server Virtualization at DC and DRC(One Resource)	4	
16	Implementation of Syslog Server for log monitoring and encryption for all critical servers and applications (One Resource)	3	
17	Active Directory User Management Solution and Active Directory Integration of applications (One Resource)	4	
18	Data Archival solution for CBS (One Resource)	3	
19	Any other item (Please specify)		
	Total Section 2		

Section 3 Near Site Strategy / Architecture change evaluation.

SL	SCOPE	Amount
1	Near Site contract renewal	
2	Any other item (Please specify)	
	Total Section 3	

Note:

- The price quoted for the project should be inclusive of taxes and charges except service tax. Service tax will be payable actual and on submission of original invoice / receipt.
- The base location for the project execution would be Mumbai and Hyderabad. No Travel expenditure will be paid by Bank.
- Any travel outside of Mumbai / Hyderabad for field work would have to be agreed with the Bank.
- The SP will have to work as per the timing of the Bank
- All prices to be valid for a period of 2 years from the date of contract execution / signing
- Bank will be paying for the Services availed by the Bank.

Additional per Man-day rates

- The SP is expected to provide a single additional per man-day rate in the table specified below.
- The rate provided would be a blended rate and should be valid for 24 months from the date of contract with the SP.
- The rate quoted would be used by the bank for allotting additional related work beyond the scope of the project if the need arises
- The rate quoted by the SP will not be a part of the TCO computation
- The rate quoted should be inclusive of taxes and charges except service tax. Service tax will be payable actual and on submission of original invoice / receipt.
- The rate quoted should include all expenses, lodging and boarding for work to be executed out of Mumbai and Hyderabad

Sr. No	Additional per man-day rate

ANNEXURE C

Compliance Certificate

To, Date :

Dy. General Manager -IT
Central Bank Of India
DIT, Central Office,
CBD Belapur

Dear Sir,

Ref: -

1. Having examined the Tender Documents including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide consultancy in conformity with the said Tender Documents and in accordance with our proposal and the schedule of Prices indicated in the Price Bid and made part of this Tender.
2. We confirm that this offer is valid for six months from the last date for submission of Tender Documents to the Bank.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
6. We agree that the Bank is not bound to accept the lowest or any Bid that the Bank may receive.
7. We have never been barred/black-listed by any regulatory / statutory authority in India.

Signed Dated

Seal & Signature of the bidder

Phone No.:
Fax:
E-mail:

ANNEXURE D

Proposed Team Profile

Sl No	Major Deliverables	Name of the team member	Qualifications and certifications	Previous Banks where team member was associated	Duration of team member association	No. of years of experience
1.	Assist the Bank in the end-to-end contract renewal with the System Integrator					
2.	Manage the project implementation of the contract renewal					
3.	Near Site contract renewal and project management of implementation					

We hereby acknowledge that the information provided by us is true and to the Best of our Knowledge

Place:
Date: Seal and signature of the bidder

ANNEXURE E

Comments on the Terms & Conditions, Services and Facilities provided:

Please provide your comments on the Terms & conditions in this section. You are requested to categorize your comments under appropriate headings such as those pertaining to the Scope of work, Approach, Work plan, Personnel schedule, Terms & Conditions etc. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.]

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation
1				
2				
3				
4				
5				
6				
7				
8				
9				

ANNEXURE F

Guidelines, Terms & Conditions and Process Flow for E-procurement Auction

E-Procurement Rules for Reverse Auction

1. The Bidder is required to submit the indicative price exclusive of taxes, Octroi & Entry tax; in a separate sealed cover envelope. Any Bidder, whose technical bid has not been found acceptable, will be entitled to take back the unopened envelope containing indicative price. For the purpose of arriving at Start Bid price the Bank will take into cognizance the indicative rates offered by the Technically Qualified Bidders in which process the Bidder will not be involved. There would however be no compulsion on the part of the Bank to accept the indicative prices as Bench Mark for determining the Start Bid price and the Bank may at its discretion use any other process / methodology to determine the Start Bid Price without having to disclose the basis to the Bidders.

2. A reverse auction event will be carried out by an agency appointed by the Bank, among the Technically Qualified Bidders, for providing opportunities to the Bidders to bid dynamically. At the end of reverse auction process, the lowest bidder (L1) in reverse auction process will be identified.

3. In case the lowest bidder fails to honour their commitment given during reverse auction event, action as deemed fit shall be taken.

Reverse Auction Event Information

The short listed Bidders after the technical evaluation stage will participate in the reverse auction conducted by an agency appointed by the Bank.

Date for Reverse Auction training: Will be informed after Technical Evaluation of bids.

Date and time of reverse auction: Will be informed after Technical Evaluation of bids.

Terms & Conditions of Reverse Auction

1. TRAINING: An agency appointed by the Bank will conduct adequate training to the technically qualified Bidders on the bidding process. The Bidder has to participate in the training at their own cost.
2. LOG IN NAME & PASSWORD: Each technically qualified Bidder will be assigned a Unique User Name & Password by the agency appointed by the Bank. The Bidders are requested to change the Password and edit the information in the Registration Page after the receipt of initial Password from the agency appointed by the Bank. All bids made from the Login ID given to the Bidder will be deemed to have been made by the Bidder.
3. BIDS PLACED BY BIDDER: The bid of the Bidder will be taken to be an offer to sell. Bids once made by the Bidder cannot be cancelled. The Bidder is bound to sell the material as mentioned above at the price that they bid.
4. LOWEST BID OF BIDDER: In case the Bidder submits more than one bid, the lowest bid will be considered as the Bidder's final offer to sell
5. AUCTION TYPE: The Bidders will be able to view the rank of different Bidders. The Bidder will not be able to view the current lowest price on the portal.
6. VISIBLITY TO BIDDER: The Bidder shall be able to view the following on his screen along with the necessary fields:
   - Rank of other Bidders
   - Rank of the Bidder
7. MASKED NAMES: The original names of the Bidders shall be masked in the Reverse Auction and they shall be given dummy names. After the completion of the Reverse Auction event, the agency appointed by the Bank shall submit the Report to CBI with the original names displayed.
8. GENERAL TERMS & CONDITIONS: Bidders are required to read the "Terms and Conditions" section of the auctions site (of the agency concerned, using the Login IDs and passwords given to them.
9. OTHER TERMS & CONDITIONS:
   - The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other Bidders
   - The Bidder shall not divulge either his Bids or any other exclusive details of CBI to any other party.
   - CBI's decision on award of Contract shall be final and binding on all the Bidders.
   - CBI can decide to extend, reschedule or cancel any Auction. Any changes made by CBI after the first posting will have to be accepted if the Bidder continues to access the site after that time.

- CBI and the agency shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
- CBI and the agency are not responsible for any damages, including damages that result from, but are not limited to negligence. The agency will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

N.B.

- All the Bidders are required to submit the Reverse auction process compliance Form after the training program duly signed to CBI. After the receipt of the Agreement Form, Log in ID & Password shall be allotted to the Technically Qualified Bidders.
-

Auction Format	ENGLISH REVERSE NO TIES AUCTION There is only 1 Bidder at a particular position / rank, which means 1 L1, 1 L2 & so on. The criteria followed here is of Price only. So, the Bidder who quotes the lowest Price is declared as the winner of the Auction. A Bidder here can revise his bids. The revised price should be lower than the L-1 price at that point of time.
Bidding Process and Timeline	You should complete the following steps: Participate in the training Program for bidding by the agency appointed by the Bank on the dates mentioned in this document You should be prepared with competitive price quotes on the day of the bidding event. Participate in the online bidding event.
Start bid price	Start bid price is the upper/ ceiling price of the contract value fixed by CBI for the reverse auction event. Bidders can bid only lower than the start bid price. Start bid price shall be available to the Bidders during the start of the auction on the auction site.
Bid Decrement	Bid Decrement is the fixed amount by which, or by multiples of which, the next bid value can be decreased. Bid Decrement shall be available to the Bidders during the start of the auction on the auction site.
Bid Price in reverse auction	Kindly mention the bid price basis i.e. the price quoted in the reverse Auction shall be lump sum exclusive of all taxes.
Auto Bids:	Auto Bid function shall be disabled during the e- procurement auction
Auction Duration	The auction will be of 1 hour duration. In case there is a bid by any Bidder within 5 minutes of closing of the auction, the auction will be extended by another 5 minutes. Such extension will be allowed to continue till no quote is placed within 5 minutes of the last quote or 30 minutes whichever is lower. In any event the auction process deems to have concluded by 90 minutes from the start of the auction. Auto-bid feature will be disabled from the start time of bidding. This feature will be explained during training.
Price Bid evaluation and award of purchase order	❑ *At the end of reverse auction process, L1 of Reverse Auction will be identified.* ❑ CBI reserves the right to reject any or all the bids without assigning any reason whatsoever.

The above terms and conditions are acceptable to us.

Seal of the Bidder Signature of the Bidder

-------- End of the Document --------