



**THE CALICUT CO-OPERATIVE
URBAN BANK LTD.**

Tender Document

for

Implementation & Maintenance of

Hosted Model

Core Banking System

At

The Calicut Co-operative Urban Bank Ltd.



Tender Document No. CCUB/Edp/Tender-02 /2018-19 Dated: 7th December 2018

ISSUED BY

The Calicut Co-operative Urban Bank Ltd.

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General terms and Conditions

1. The bank has already implemented CBS in Purchase model. Present CBS is running in the bank since 2012.
2. Presently, the bank has successfully implemented delivery channels like ATM and payment gateways like RTGS/NEFT, ATM, POS, Mobile Banking etc. Now we desire a transition from the existing model of implementation & software to hosted model.
3. The solution we intend must be essentially browser based having a robust system structure and high parameterization feature.
4. The proposed solution must adhere to all the latest cyber security norms and guidelines of RBI, CBS Guidelines of IDRBT and Concerned authority's orders and regulations.
5. The bank wants to minimize investment on hardware by using the existing hardware to the maximum extent.
6. The bank desires that the vendor must offer CBS, DC/DRC, Connectivity with managed networking and Switching ASP for all financial products offered by NPCI and RBI.
7. The solution must have provision to attend to total connectivity breakdown down of a branch.
8. The bank wishes that the ASP pricing of the CBS must be reasonable to the number of users and Transaction per second which are effective parameters.
9. The bank desires the service provider must take charge of DRC and its connectivity with DC.
10. The vendor must clearly mention all HO/branches hardware; bank's help desk and other requirements to run their solutions successfully in bank's environment.
11. Vendors' responsive quotation must be submitted in an envelope super-scribed with "Techno-commercials for CBS implementation".
12. The vendor company should be the developer of the core banking software having minimum of 5-year experience in implementation and maintenance of their Core banking software.
13. The Bank is looking for an "Exclusive End to End" solution provider who is ready to cater and maintain core banking application, infra management services along with connectivity solutions and switching ASP services.

The intending vendors must comply with the following MANDATORY conditions as on the date of submission of the Quotation for evaluation:

- a. The Vendor should have ready-made and proven Core Banking Software with copy right, inclusive of Disaster Recovery operations, which should be currently successfully running in Co-operative Urban Banks in Kerala.
- b. Centralized Banking application software of the vendor should have been successfully implemented in at least a Co-operative Urban bank with not less than 5 branches in Kerala and running currently in ASP model.
- c. The Vendor Company should have certifications like ISMS 27001, ISO 9000 for Software Development, Maintenance & Implementation and have current validity.
- d. The Vendor Company should have a turnover of not less than Rs.5 Crore (Rupees Five Crore only) per annum during the last year.
- e. The Vendor Company should agree to guide the IT Cell of the bank for CBS upkeep for a period of five years after implementation.
- f. The Vendor Company should have Kerala based domain experts who are well versed in Cooperative Urban Banking domain and their various reports.

- g. The vendor company should have an own DC/DRC or have a time-tested tie-up with a third-party vendor having an operational DC and DRC.
- h. The Hosted model bid must be an end-to-end solution viz. CBS, Connectivity, DC and DRC.
- i. Regular Data backup at the HO of the bank must be a requirement of the intended solution.
- j. If selected the vendor company must be willing to enter into an ASP/SLA /ND agreement with the bank.
- k. The successful vendor shall not sub contract or permit anyone other than its personnel to perform any of the works at bank.
- l. The bidder shall ready to provide the post migration support for bank's existing database / CBS up to the successful running of new software.

QUOTATION OPENING AND EVALUATION

OPENING OF QUOTATIONS:

All the quotations received by the bank will be opened in the presence of the bank's Technical committee.

EVALUATION: involves following predefined steps.

1. GENERAL(MANDATORY) / TECHNICAL EVALUATION:

The bidders those have fulfilled all Mandatory clauses will be considered for Technical evaluation. The Technical evaluation will be based on the Technical details given by the bidders. Basic technical requirements intended are browser-based software with three tier architecture technology. Bank's committee will evaluate the technical fitment of the solution.

2. FUNCTIONALITY EVALUATION:

The Functionality will be evaluated based on the response given by the vendors to the Functional Requirements. A team of Bank's Domain experts and the above committee together will evaluate functionality fitment of the solution. Further to this detailed 'fitment and features' of the product would be assessed by arranging a Demonstration of the product.

3. SITE VISIT: (SOLUTION / DC / DRC)

If found required, the bank may decide to conduct Site visit where the solution is successfully implemented and currently running. Depending on the satisfactory response and compliance provided by the vendor to the technical queries, functional queries, product demonstration, site visit and user feedback, further decision will be taken by the bank.

DISCUSSION WITH SHORTLISTED VENDORS:

During the discussion following aspects will be taken care of by the bank:

1. Scope of Improvement in software necessitated by technological advancement
2. Reduction in cost without compromising QoS

3. Delivery schedule
4. Maintenance service facility
5. Trainings offered
6. Backup system facility
7. The terms and conditions of Agreement /SLA
8. Scope of improvement in the projected work.

Selected software company will be given a conditional Purchase Order on successful completion of the formalities. The purchase order will be regularized only after signing a bipartite software ASP agreement between the bank and the selected vendor company. The purchase order will be a comprehensive order for Hosted model of all the major components like CBS with all Fin-Tech Solutions, Connectivity, DC, DRC and asp Switch Services. Payments will be made by the bank strictly as per the table mentioned below in "Payment Terms and Conditions" para.

The selected software vendor must be capable of giving all the solutions that are mentioned in this document.

PAYMENT TERMS AND CONDITIONS

The bank intends to follow the below mentioned schedule of payment:

<u>Milestone</u>	<u>Payment</u>
<u>CBS- Banking & Head Office modules: ARC</u> On Training, Completion of UAT, Installation, Configuration, and successful Operation of Core Banking Application Software in Pilot branch in parallel.	-N.A.-
On successful roll-out of Core Banking Application Software at rest of the branches along-with training as required	Payment of monthly Rental for completed Branches
On completion of UAT, Supply and successful Implementation of Customized HO modules including MIS, Exceptional Transaction Reports, ALM, AML & HRMS, DB backup and delivery Channel interfaces (ATM, Internet Banking & Mobile Banking etc.) :	Payment of monthly Rental for HO

The Vendor has to provide service log maintenance tool to monitor the call log events at the Bank. The vendor shall provide log tools along with escalation Matrix and other deliverables for assessing the complaints logged, attended and pending for monitoring.

PROJECT IMPLEMENTATION SCHEDULE

The vendor is expected to give a detailed Project Implementation Schedule along with their proposal.

CBS- Retail Banking : to be completed in 3 months

HO modules and ASP Switch & Other services : to be completed in 1 month

Rest all above mentioned components : to be completed in 1 month

The above-mentioned broad schedule of implementation must be followed while preparing the detailed project plan up on selection as ASP vendor. Failure to commit to the schedule by the vendor despite bank's preparedness will attract penal clauses that are to be mentioned in the software implementation agreement.

1 GENERAL INFORMATION

1.1 INTRODUCTION

The Bank intends to implement Core Banking Solution (CBS) in all branches and Head Office and now invites companies which are developers of Core Banking Software and have ownership of the various proprietary rights attaching thereto, to submit their responses. The Core Banking Solution should among others, facilitate improvement, efficiency and productivity of customer service, availability of management information and enhancement of product development. The solution must not be restrictive to operating environment, it should be possible to deploy in a heterogeneous environment of OSs and hardware. The bank would preferentially not wish to incur any expenditure other than the cost of the solution itself, excepting for such hardware it does not currently have.

1.2 OBJECTIVE

The objective of the bank is to identify an ASP who would later be invited to implement and maintain Core Banking System (CBS) that supports both the functional and operational requirements of the Bank. The Centralized Banking System being sought by the Bank is expected to assist the Bank to:

- Ø Improve its operational efficiency
- Ø Reduce its operational costs
- Ø Improve its productivity
- Ø Improve customer service
- Ø Enhance the development of new products
- Ø Enhance the availability of MIS
- Ø Enable complete integration with other IT systems

1.3 MANDATORY INSTRUCTIONS TO BIDDERS

1.3.1. The response to the notice for quotation should contain the following:

Copy of the latest (2017-18) audited financial statement of the company.

Copy of the certificate of registration of company and GST

Copy of currently valid certifications for the like ISMS, ISO.

Commercial Proposal (ASP Model)

List of Core Banking Hosted Model Clients with number of branches,

Name of client Hosted Model Co-operative Urban Bank near to Calicut Cooperative Urban Bank

1.3.2. The response documents shall be addressed to:

**The General Manager,
The Calicut Co-operative Urban Bank Ltd.
Head Office, Kallai Road,
Chalappuram P.O.,
KOZHIKODE, KERALA – 673002.**

1.3.3 The bank reserves the right to accept or to reject any response and to annul the process and reject all responses at any time prior to the award of the contract, without thereby incurring any liability to any respondent or any obligation to inform the respondent of the grounds for its action.

1.3.4 Last date for the submission of responses:

Responses should be addressed to the General Manager of the Bank and received at HO of the bank on or before 24.12.2018 (Monday) 03:00 PM.

2 THE BANK'S OPERATING ENVIRONMENT AND REQUIREMENTS IN GENERAL

2.1 The Bank has 12 branches carrying out cooperative urban banking activities and it caters to the needs of all classes of the society in the area. Broadly the bank offers among others retail banking services that encompass personal and business banking.

2.2 HO AND BRANCHES

The bank has its Head Office at: CCUB Building, Kallai Road, Chalappuram, Kozhikode, Pin 673002.

Bank's 12 Branches are located in the following places in the locality.

1. Main Branch, Kallai Road, Chalappuram P.O., Pin-673002.
2. Nadakavu Branch, Major Santhosh Road, Nadakavu P.O., Pin-673011.
3. Mankavu Branch, Machingal Complex, Palace Road, Mankavu P.O., Pin-673007.
4. Meenchanda Branch, Happy Tower, Vattakkinar, Arts College P.O., Pin-673018.
5. Medical College Branch, Spencer Plaza Building, Medical College P.O., Pin-673008.
6. Pavangad Branch, City Tower Building, Pavangad P.O., Pin-673021.
7. Beypore Branch, NM Building, Naduvattom, Beypore P.O. Pin-673015.
8. Malaparamba Branch, RG Arcade, Paroppady, Malaparamba P.O., Pin-673009.
9. Pantheerankavu Branch, Ambika Arcade, Opp. LP School, Pantheerankavu P.O., Pin-673019.
10. Parappil Branch, Haji PI Ahammed Koya Building, Parappil, Kozhikode PO, Pin-673001.
11. Poovattuparamba Branch, Fathima Building, Poovattuparamba P.O., Pin-673008.
12. Chelannur Branch, PGN Complex, Chelannur 7/6 Chelannur P.O., Pin-673616.

2.3 CURRENT IT ARCHITECTURE

The Bank possesses a CBS application on proprietary technologies. The Bank preferentially wishes to keep all hardware /OS that are currently using subject to fitness in the migrating environment.

3 THE PROJECT

The CBS would need to technologically enable all Banking functionalities / products like Deposits, Advances, Retail / Corporate Loans, Credit Monitoring / NPA management, Clearing and Collection functions, Term Lending, Customer Information System, General Ledger, MIS and reports, Biometric staff access to CBS, Feature rich Pay roll processing with all mandatory report and statutory statements to all departments, etc., as mentioned in detailed requirements section in this document. The CBS should support a 24x7-processing environment across all the business units of the Bank. This solution should be maintainable, reliable, secure, scalable, inter-operable, and understandable.

3.1 The Bank's core processes

The Bank expects the vendor to provide the Bank with a Complete solution keeping in mind the current requirements and state of governing guidelines, and to advise the Bank on integration and interfaces with other systems and to render all possible assistance to the Bank including training for a Bank wide implementation of CBS.

3.2 BANK'S HO AND BRANCH ACCOUNTING REQUIREMENTS

The Bank being a Co-operative Urban Bank, it is under dual control - state and RBI. Hence directions from the RBI and the Co-operative Department. are to be followed and hence software shall be designed such a way that the directions issued by them in future can be adhered to in free of cost. The responsive vendor is expected to be aware of the detailed list of Modules and Reports required by Cooperative Urban Banks in Kerala for branch accounting and HO Modules & Reports, including Payroll.

3.3 ATM, Other Delivery channels and Payment Gateways

Complete ATM, Other Delivery channels and Payment Gateways solutions are indeed in the scope of the current tender. The proposed centralized banking application software should have facility to connect to any ATM Switch procured / outsourced by the Bank at no extra cost. This condition is applicable to all other delivery channels and payment gateways also. Interfaces to ATM, other delivery channels and payment gateways are to be provided by the software vendor.

4. INTERFACES TO DELIVERY CHANNELS

Enable the introduction of new products / services by building interfaces where required, through various delivery channels.

4.1 Contract Commitment

The Bank intends that the contract, which is contemplated herein with the Vendor, shall be for a minimum period of Five years during which period free upgrades and trainings to selected bank personnel are to be provided by the vendor. The above mentioned five years must be a lock-in period for the monthly ASP rental charges for the software, connectivity, DC and DRC quoted by the vendor.

4.2 Ownership and Delivery:

The Vendor shall provide rental license to the Bank for all the software to be provided as a part of this project. Infringement of any sort may seriously affect the business of the bank and so utmost care must be taken by the vendor in this aspect.

4.3 CUSTOMIZATION OF THE SOFTWARE

The vendor shall take all responsibility to customize the product as per the requirement and to the satisfaction of the bank. During customization the vendor can take the help of the bank for the purpose of testing and approving the customization. The vendor is expected to prepare documents on test cases, testing and test results. There must be weekly meetings in which the activities can be discussed and finalized.

4.4 MIGRATION & TRAINING

Migration without affecting the current running banking business of the legacy Data base to the new system is the responsibility of the vendor. Tool for migration has to be developed for the purpose and migration has to be conducted on trial basis before conducting actual migration in the Pilot branch in parallel. Necessary help for validations after migration may be provided by the bank. Bank may conduct a Migration audit after completion of the process.

4.5 PILOT PROJECT

Installation and implementation of the customized centralized banking software has to be done in earmarked pilot branch in parallel. Further testing must be done on-line before taking the software to other branches in phases. Bank will test for the efficacy of the solution in the Pilot branch in parallel after implementation.

4.6 USER ACCEPTANCE TEST

The Bank will carry out the acceptance tests for testing of software and other IT infrastructure supplied by the Vendor as a part of the CBS Project. The Vendor shall assist the Bank in all acceptance tests to be carried out by the Bank.

The Installation cum Acceptance Test and Check certificates jointly signed by representative of the Vendor and the bank officials will be received at Head Office of the Bank along with Vendor invoice for scrutiny before taking up the request for consideration of payment.

4.7 INFORMATION OWNERSHIP

All information processed, stored, or transmitted by proposed solution belongs to the Bank.

4.8 TRAINING:

The vendor shall undertake to train the staff / persons notified by the Bank at the premises of the Bank or at places notified by the Bank as mentioned below free of cost for further implementation at the rest of the branches.

1. Training schedule to be worked out by mutual agreement.
2. Training requirements at various levels at no extra cost:

3. Trainers training for other locations

Vendor needs to provide hand holding support at pilot branch and at the HO / Help Desk the hand-holding support should be extended till the completion of the implementation at all locations.

4.9 DC & DRC

The vendor is expected to provide required information on its Data Center (DC) and Disaster Recovery Center (DRC).

4.10 NETWORK UTILIZATION

The Vendor is expected to conduct Network sizing based on the information provided in this document for connected Branches / HO.

4.11 MONITORING & AUDIT

Compliance with IT best practices may be monitored by periodic audits (EDP AUDITS) performed by or on behalf of the Bank and I S Audit (External CISA audit). The Vendor should guarantee that the software and allied components used to service the Bank are licensed and legal.

4.12 BID FORMAT

The bidders must submit their bid strictly in the attached format in a separate sealed cover. Technical and other supporting documents may be enclosed in a cover separately. Detailed commercials may please be attached to the completed form.

4.13 Security Deposit- as Performance Bank Guarantee

The finally selected company must be willing to submit a Performance Bank Guarantee for an amount equivalent to Three month(s) total rentals for CBS, DC/DRC & Connectivity, proposed by the company before issue of confirmed Purchase order. The Bank Guarantee will be released to the company by CCUB on successful completion of the project by the company.



CALICUT CO OPERATIVE URBAN BANK LTD.
 BID-FORM TO BE COMPLETED BY THE BIDDER COMPANY FOR CBS-ASP

<u>Sl. No.</u>	<u>PARTICULARS</u>	<u>REMARKS OF THE COMPANY</u>
1	<p>NAME, ADDRESS AND LEGAL STATUS OF SOFTWARE COMPANY.</p> <p>Also mention contact person's name and designation.</p>	
2	<p>PRODUCT – platform- language- server OS- DB server and VERSION of the software offered</p> <p>Hardware requirement at the branches and HO- in ASP MODEL</p>	
3	<p>1. CBS- ALL URBAN COOPERATIVE BANKING MODULES, HO, HR, PAYROLL, FIXED ASSETS, INVESTMENTS & BORROWINGS, TREASURY MNGT, ALL RBI AND STATUTORY REPORTS, ALM, AML ETC REQUIRED BY CUBS, EXCEPTIONAL TRANSACTION REPORTS (ALL OWN PRODUCT)</p> <p>2. INTERFACES FOR ATM, ECOM, POS, IMPS, MOBILE BANKING, INTERNET BANKING, MICRO-ATM, RTGS, NEFT, PALMTEC/MOBILE, etc.</p>	
4	<p>MENTION GENERAL STEPS OF IMPLEMENTATION OF YOUR SOFTWARE IN THE BANK.</p> <p><u>**Company need to present the detailed implementation plan (including migration and customization) only upon selection.</u></p>	

5	COMPATIBILITY TO BIOMETRIC DEVICES, COLLECTION AGENTS PALMTEC/MOBILE DEVICES TO BE USED WITH THE SOFTWARE	
6	ENCRYPTION METHODS USED IN PW FLOW &, TRANSACTION DATA FLOW	
7	1. LEVEL OF PARAMETERIZATION AVAILABLE IN THE SOFTWARE 2. AVAILABILITY OF DRILL- DOWN FEATURES IN OPERATIONAL SCREENS	
8	BoD & EoD PROCESSING STEPS FOLLOWED IN THE SOFTWARE	
9	REFERENCE SITE (URBAN COOP. BANK) NEAR TO THE BANK FOR ON-SITE VERIFICATION	
10	ASP / WARRANTY SUPPORT SERVICE EXTENDED- (L1&L2 SUPPORT)	
11	TRAINING PLAN OFFERED	
12	WHETHER SECURITY AUDIT OF THE SOFTWARE WAS CONDUCTED BY AN EXTERNAL ENTITY, IF SO, MENTION THE DETAILS	
13	COMPATIBILITY TO : 1. IPV 6 NETWORK 2. CYBER SECURITY NORMS	

14	<p>TYPE OF CONNECTIVITY AND BAND WIDTH OFFERED BY THE COMPANY IN ASP MODEL.</p> <p>BW FOR BRANCHES AND HO TO BE MENTIONED SEPARATELY</p>	
15	<p>MENTION CONNECTIVITY ARCHITECTURE / PLAN FROM ASP DATA CENTER OFFERED</p>	
16	<p>D R C DETAILS (ITS PLAN AND SERVICES AVAILABILITY WHEN THE SOFTWARE RUNS FROM DRC)</p> <p>DR TO DC DATA UPDATION DETAILS.</p>	
17	<p>DB BACK-UP PLAN AT THE HO OF THE BANK-</p> <p>(BANK WANTS REGULAR BACKUP OF ITS DATABASE AT HEAD OFFICE, KALLAI ROAD, CHALAPPURAM P.O, KOZHIKODE.)</p>	
18	<p>MENTION COPY RIGHT OF THE SOFTWARE</p>	
19	<p>MENTION DESIGN OF THE SOFTWARE THAT ARE HELPFUL TO AVOID MANUAL ERRORS AND FASTEN THE PROCESSES</p>	
20	<p>MENTION HELP DESK FACILITY FOR REGISTERING COMPLAINTS – S P O C & FAULT ESCALATION MATRIX</p>	

28	<p>INTERFACES:</p> <p>CHARGES FOR INTERFACES (One time charge & Recurring charges are to be mentioned)</p>	<p>1. SMS- TRANSACTION</p> <p>ALERTS -</p> <p>2. ATM-POS/ECOM-</p> <p>3. RTGS/NEFT host-host-</p> <p>4. MOBILE BANKING(APP)</p> <p>/IMPS-</p> <p>5. INTERNET BANKING-</p> <p>6. AGENT COLLECTION MACHINES/MOBILES</p>
29	Mention any other charges, if any	

****Detailed commercials may please be attached to the completed form.**

DATE & CO. SEAL:

NAME/DESIGNATION/SIGNATURE