

**The Maharashtra State Cooperative Bank Ltd.**



**INFORMATION TECHNOLOGY  
DEPARTMENT**

**HEAD OFFICE: Sir Vithaldas Thackersey Memorial Building  
9, Maharashtra Chamber Of Commerce Lane,  
Fort, Mumbai 400001**

**REQUEST FOR PROPOSAL (RFP)  
FOR**

**Selection of Managed Service Partner (MSP) for Design, Supply, Installation, Configuration, Customization, Operations and Maintenance of Aadhaar based Authentication & e-KYC Software comprising of AUA/KUA Platform with requisite hardware.**

REF NO. : MSCB/ITD/F-334 KYC/318/2017-18  
RELEASE DATE : 09/01/2018



Tender No. MSCB/ ITD/F-334/KYC/318/2017-18

## Disclaimer

The information contained in this RFP document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Bank is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank with respect to the solution requested, this RFP does not claim to include all the information each Bidder may require. Each Bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advice. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.



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Tender Reference No.	MSCB/ITD/F-334 KYC/318/2017-18
Price of Tender Document	INR 1000.00 (Rupees One Thousand only) Plus GST @ 18%
Date of Commencement of Sale of Document	09/01/2018 11:00 am
Last date of submission of the Pre bid Queries	16/01/2018 upto 04:00 pm
Date of Pre-bid Meeting	17/01/2018 03:00 pm
Last date of submission of Bids	30/01/2018 upto 03:00 pm
Date of Opening of Eligibility & Technical Bids	30/01/2018 03:30 pm
Date of Presentation	Will be communicated to the Bidders via email
Date of Opening of Commercial Bids	To be communicated to technically qualified Bidders
Address for Communication	Manager, IT Department, The Maharashtra State Co-operative Bank Limited, Sir Vithaldas Thackersey Memorial Building, 9, Maharashtra Chamber of Commerce Lane, Fort Mumbai 400001.
Contact Telephone Numbers	022-2204 63 31 / 22800502 /22800528
FAX Numbers	022-2204 24 84 / 2204 34 21
Bank email id for RFP related communication	<a href="mailto:mscb.it@mscбанк.com">mscb.it@mscбанк.com</a>

**Terms and Conditions, eligibility criteria and procedure for submission of Bids are given in the tender document.** The Tender document may be obtained by paying a non-refundable fee of INR 1,000/- (Rupees One Thousand only) plus GST @18% in the form of demand draft in favor of "The Maharashtra State Cooperative Bank Ltd, Mumbai" payable at Mumbai, from the office of The Manager, Information Tech. Dept. of the Bank during office hours between 11.00 am to 04.00 pm on working days. The same can also be downloaded from the official website of MSC Bank. ([www.mscбанк.com](http://www.mscбанк.com)) and may be submitted along with non-refundable fee of INR 1,000/- (Rupees One Thousand only) plus GST @18% in the form of deposit electronically in NEFT Account No 0002117030003377 (IFS Code – MSC10082002, title of account – Other receipts account). Only those Bidders who have submitted the tender fees on or before the Pre-bid meeting will be allowed to participate in the pre-bid meeting.

Date: 09.01.2018  
Place: Mumbai

Dr. Ajit Deshmukh  
**Managing Director**



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## **1. Introduction :**

The Maharashtra State Co-operative Bank (hereafter referred as "the Bank") is a premier State level co-operative institute established in 1911. It is rendering services to its increasing number of clientele in more diversified and multifarious bank services and facilities over last 10 decades and has established itself as a leader of co-operative movement in the State of Maharashtra. It is in continuous process of helping the economic development of rural Maharashtra through its 6 Regional Offices and 47 Branches, 3 Extension Counters and Administrative Office and Head Office in the State.

The main business of the MSC Bank can be classified as direct financing for the District Central Co-operative (DCC) Banks, Co-operative societies engaged in various fields like Sugar production, Marketing, Spinning Mills, various types of agriculture processing units; direct financing to some State level and National level co-operatives and refinancing through three tier system i.e. MSC Bank at apex level, DCC Banks at middle level and primary agriculture societies at grass root level.

The MSC Bank initiated the process of computerization of its operations in a phased manner starting in 1998-99. At present the Bank has fully computerized environment with successfully running on Infracore Tech's OMNIEnterprise Version 2.0 Core Banking Solution. Infracore provides direct support for the CBS application. The Bank has a sophisticated Data Center and DR site which is managed by Dynacons.

## **2. Request for Proposal (RFP)**

The Maharashtra State Co-operative Bank Ltd. intends to become AUA/KUA (Aadhaar User Agency/ e-KYC User Agency) of UIDAI (Unique Identification Authority of India) with NPCI (National Payment Corporation of India) as its ASA/KSA (Aadhaar Service Agency/ e-KYC User Agency). Further the Bank wants to provide these Aadhaar services to 31 DCCBs (District Central Cooperative Bank) & Urban cooperative banks in the state of Maharashtra by making them as Sub-AUA/KUA (subject to approval from UIDAI).

By this Request for Proposal, The Bank invites proposals from competent and authorized Bidders for the scope defined in this tender document towards Design, Supply, Installation, Configuration, Customization, and Operations & Maintenance of Aadhaar based Authentication & e-KYC Software Platform comprising of AUA/KUA module with all requisite hardware. Bank needs to integrate proposed Solution with CBS and other ancillary banking application as per bank's requirement. The required solution should be installed at Bank's Datacentre (DC).

This tender is meant for the exclusive purpose of bidding as per the terms and conditions and scope of work indicated. It shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

Bid related details are mentioned in the Tender Highlights section. These dates are likely to remain unchanged. However Bidders should check website [www.msccb.com](http://www.msccb.com) for any changes/ addendums to the above dates and/or any other changes to this RFP. Bidders to confirm with Bank the time & venue one day prior to any of the above scheduled event.

Eligibility cum Technical bid will be opened, in the presence of the vendor's representatives who choose to attend the opening of technical bid. No separate communication shall be sent in this regard.



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Commercial bid will be opened in the presence of the vendor's representatives who are technically qualified. Date of opening of 'Commercial Bid' shall be intimated separately to all the eligible Bidders.

All bids must be submitted at the same time giving full particulars in separate sealed envelopes at the bank's address within the time period specified as above.

Each bid must be accompanied by a bid security as specified in the RFP and must be delivered during office hours at the above address on or before specified date and time indicated above.

Technical Bids will be opened in the presence of the Bidders' representatives, who choose to attend Technical Bid Opening on the specified date and time.

No further discussion/interface will be granted to Bidders whose bids have been technically disqualified. Nonattendance at the Bid opening will not be a cause for disqualification of a Bidder.

The Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.

### **3. Eligibility Criteria :**

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

- 3.1** The Bidder Company should be an Indian registered company, incorporated under the Indian Companies Act 1956.
- 3.2** Bidder should have average turnover of at least Rs. 1 Crores for last two years along with positive net profit.
- 3.3** The Bidder must have positive net worth in last 2 financial years.
- 3.4** Bidder should be an Original Software Developer (OSD) for the Aadhaar e-KYC platform i.e., AUA & KUA solution.
- 3.5** The Bidder should have developed and implemented AUA / KUA platform for at least 5 organizations of which maximum implementation should be for a Bank and the same shall be in production at the time of bidding.
- 3.6** The Bidder should have prior experience in interfacing AUA / KUA platform with National Payment Corporation of India (NPCI) as ASA/KSA.
- 3.7** Bidder system should be in use at client sites across India with minimum 10,000 locations. The AUA / KUA software developed and implemented by the Bidder Company should have handled at least 50 Lakhs e-KYC transactions and 1 Crore authentication transactions till 31st Dec 2017.
- 3.8** The Bidder should have prior experience in onboarding & Implementation for Aadhaar Enabled payment System (AEPS) and maximum number of implementations in banking ecosystem.
- 3.9** Bidder's AUA / KUA software should offer API's for allowing external applications to integrate with Aadhaar Platform using any development platform including but not constrained to DOT NET, Java, PHP Platform and Android Platform.
- 3.10** Bidder should have KYC platform supporting multiple biometric devices using common API



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- over Standard web browsers such as Mozilla Firefox, Internet Explorer, and Chrome etc.
- 3.11** Bidder solution should have the following API Specifications implemented and should be in use in a production environment at existing customer locations as per the specs mentioned by UIDAI:
    - 3.11.1** AADHAAR BASED AUTHENTICATION API SPECIFICATION – VERSION 1.6
    - 3.11.2** AADHAAR BEST FINGER DETECTION API SPECIFICATION – VERSION 1.6
    - 3.11.3** AADHAAR E-KYC SPECIFICATION – VERSION 1.0 (FINAL)
    - 3.11.4** AADHAAR OTP REQUEST API SPECIFICATION – VERSION 1.6
    - 3.11.5** AADHAAR MOBILE UPDATE API SPECIFICATION – VERSION 1.0
  - 3.12** Bidder Company should be working for minimum two years at the time of submitting proposal in any of following related business domain:-
    - 3.12.1** Managing any Aadhaar Enabled Software Platform for Authentication and e-KYC Services such as Aadhaar Enabled Attendance Management System, Aadhaar Enabled Public Distribution System, Aadhaar Enabled Payment System, Aadhaar Enabled e-KYC System, etc.
  - 3.13** Bidder should not be black listed by any banking regulator/UIDAI/Central Government / State Government/ PSU in India.
  - 3.14** The Bidders AUA / KUA platform should have been implemented by at least 5 live AUA entities.
  - 3.15** Bidder should have prior experience in implementation of SUB AUA/KUA module with maximum implementations in banking eco-system.

Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made with self-attested by the Bidder. Bank reserves the right to verify /evaluate the claims made by the Bidder independently. Any decision of Bank in this regard shall be final, conclusive and binding upon the Bidder.

#### **4. Introduction & Scope of Work :**

The detailed scope of work is described below and the Bidder should go through all the requirements in details. The Bidder should propose a complete solution which takes into account all business requirements of the bank. The Bank reserves the right to change the scope of RFP considering the Bank's requirements.

- 4.1** The Bidder should Supply required Hardware and Software (OS/DB/Application) with required licenses, install & Deploy the solution in line with the UIDAI guidelines in the Bank's datacenter, integrate with ASA partner(NPCI) and test (unit test, system test, performance and security test)the solution as per the timeline specified by the bank.
- 4.2** The Bidder should provide AUA/KUA Infrastructure to include Hardware with high availability i.e. Active Cluster(Application Server, database Server, Test Server, Security Module (HSM) card/appliance, Risk Management, Load balancer, Firewall etc.) , Client application with Web/Mobile/Thick Client based interface.
- 4.3** The Bidder should provide ready to use Web/Thick/Mobile Client based Authentication (including Bulk Demographic Authentication) and e-KYC platform with User Management allowing AUA/KUA to avail Aadhaar Services at ease.
- 4.4** The Bidder should provide a dynamic Aadhaar Data Vault solution along with the AUA / KUA platform including SUB AUA/KUA platform.





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- 4.5** The Bidder should conduct end-to-end testing of the application for the required pre-production test transactions and submit the test results in line with UIDAI requirements, Audit compliance check-list as specified to UIDAI. On confirmation from UIDAI and receipt of production credentials, the Bidder should make necessary changes as proposed by UIDAI to perform transactions on the production environment and confirm "Go Live".
- 4.6** The Bidder should help and provide API for integration with Bank as well as its Sub AUA/KUA's Core Banking Solution and other applications.
- 4.7** The Bidder should ensure the complete solution (Hardware/ Software/ Network Connectivity) is secure and should get the solution certified by Third party CERTIN Certified auditors/UIDAI approved auditors.
- 4.8** The Bidder should help bank to onboard its sub-member banks as Sub AUA/KUA (Subject to approval from UIDAI) and install required software/hardware set up at its Sub AUA/KUA location.
- 4.9** The Bidder should comply with UIDAI and ASA/KSA guidelines for entire proposed solution as per the needs specified by UIDAI/NPCI.
- 4.10** The Bidder should maintain the production and Pre production server as per the UIDAI guidelines.
- 4.11** The Bidder should provide Maintenance for the deployment Application, Admin Portal and provide necessary Aadhaar Gateway for Sub AUA's/KUA.
- 4.12** The Bidder should provide Integration support to integrate the Aadhaar Gateway for Sub-AUA's/KUA in any platform.
- 4.13** The Bidder should provide Billing and Administrative Module for all Sub-AUA's /KUA's.
- 4.14** The Bidder should provide necessary sample application in all OS platforms to Sub AUA's/KUA.
- 4.15** The Bidder should support bank and its sub member for onboarding AEPS.
- 4.16** The Bidder should provide Fraud Monitoring Mechanism as per UIDAI guidelines.
- 4.17** Bidder shall provide their expertise in delivering the various solutions. These shall include but not limited to the following:
  - 4.17.1** Aadhaar based authentication for any financial / non-financial transactions that require authentication.
  - 4.17.2** Aadhaar based Authentication during enrolment of Aadhaar enabled bank accounts. This service would also be used for financial transactions as per RBI guidelines.
  - 4.17.3** e-KYC services for providing opening customer account.
  - 4.17.4** For any other purpose that may relate to Aadhaar enabled service delivery.
  - 4.17.5** For any other similar purposes that may envisage in future.
- 4.18** The Bidder should procure all necessary equipment for implementing the project.
- 4.19** The Bidder should provide regular updates/ upgrades to ensure the client application is ready whenever UIDAI publishes new version of the Aadhaar platform.
- 4.20** The Bidder should enter into Annual Maintenance Contract /Comprehensive Maintenance Contract with Bank for a period of three (3) years post warranty period of three (3) years and shall be responsible for timely troubleshooting, updates, patches, upgrades and bug-fixes including additional customization/upgradation, configuration & integration requirements as



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per the directions of UIDAI during the contract.

- 4.21** The Bidder shall maintain requisite skilled manpower for Help Desk & L-2 Support, and, if found necessary for maintenance/support, the same shall be deployed as per request from the Bank.
- 4.22** Training shall be imparted to the Bank technical team regarding the use of developed solution.
- 4.23** Following are the scope of application :

<b>Sl. No.</b>	<b>Business / Functional Requirements</b>	<b>Mandatory / Desirable</b>
<b>Generic Requirements</b>		
1	Upon successful service delivery by the Authentication/e-KYC module, the system should allow processing and forwarding of authentication requests in the format accepted by UIDAI (presently XML) between AUA application, ASA & CIDR and vice versa within reasonable round trip time mandated by UIDAI.	Mandatory
2	All communication passing through AUA/KUA to ASA/KSA must be secure and encrypted as per UIDAI standards.	Mandatory
3	The authentication application platform must be forward compatible with any service and security standards proposed by UIDAI.	Mandatory
4	Specific fields in the authentication transaction must be captured.	Mandatory
5	The system should be in compliance with UIDAI specifications and standards published from time to time.	Mandatory
6	All requests and responses should be logged. The logs shall capture details of authentication transaction but not corresponding Personal Identity Information (PID).	Mandatory
7	The system should maintain a log and report for all transactions for audit purpose. Reporting of this module shall be integrated with the Dashboard Module.	Mandatory
8	The system, if required, should append the license key along with the request.	Mandatory
9	In case one ASA is down, the system should have the capabilities to rout the request via other alternate ASAs. There must be provision for digitally signing the Auth XML requests on behalf of AUA. The Auth XML should append the AUA code along with the request. The Auth XML should be sent to ASA over the secured network. For the response that is received from ASA, should be forwarded to specific AUA/sub AUA from where the request originated.	Mandatory
10	The Aadhaar authentication should carry out the following Aadhaar Demographic Authentication: <ul style="list-style-type: none"><li>The system should route all demographic authentication requests i.e.</li></ul>	Mandatory



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	requests with an aim to authenticate resident's details like Name, Address, DOB, etc. are authenticated from the UIDAI's CIDR	
11	<p>The Aadhaar authentication should carry out the following Aadhaar Biometric Authentication:</p> <ul style="list-style-type: none"><li>• The system should route all biometric authentication requests from registered departmental applications (AUAs or Sub-AUAs) to CIDR and back;</li><li>• The system should implement Authentication API</li><li>• The system should authenticate residents fingerprint and iris</li></ul>	Mandatory
12	<p>The Aadhaar authentication should carry out the following Aadhaar OTP Authentication:</p> <ul style="list-style-type: none"><li>• The system should route all OTP authentication requests from registered departmental applications (Sub-AUAs) to CIDR and back</li><li>• The system should implement OTP Authentication API</li><li>• The system should authenticate residents with registered mobile numbers.</li></ul>	Mandatory
13	The system should handle Authentication API errors correctly.	Mandatory
14	The solution should have interface to search and filter the data of the Report.	Mandatory
15	The authentication module should support in establishing SSL connection between the communication systems.	Mandatory
16	The Solution should provide for future scalability of the whole system without major architectural changes.	Mandatory
17	Should support Web Interface.	Mandatory
18	The solution should be highly scalable and capable of delivering high performance as & when transaction volumes / users increases without compromising on the response time.	Mandatory
19	The application software platform for Aadhaar based Authentication and e-KYC services should be compatible with all the standard operating systems such as Windows, Linux, UNIX, etc. Major Software for ASA/KSA and AUA/KUA along with any auxiliary components such as Web Server, Application Server, Gateway Server, Load Balancer, etc must also be compatible / smoothly work with Windows, Linux, UNIX, etc.	Mandatory
20	The solution shall run on native browser with additional plug-ins that should be freely downloadable and should support at the minimum IE, Firefox Mozilla etc.	Mandatory
21	User Interface should require only standards compliant browsers with standard support for JavaScript and HTML.	Mandatory
22	The solution will initially be required to cover a range of process modules mentioned in the RFP, but it should allow addition of more modules or more users in any module as and when required.	Mandatory
23	Should not require opening of any special protocols for connecting the user client to the web/ application server. All communication should be on secured HTTPS and	Mandatory



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	SFTP.	
24	The solution shall be supported on client with mobile based platform	Mandatory
25	The Application Platform must be compatible / interoperable with HSM Devices such as Thales, Safenet, etc and integration between HSM api and ASA/AUA/KSA/KUA application must be carried out free of cost.	Mandatory
26	It should be possible to integrate/call/plug-in the ASA/AUA/KSA/KUA application as a module with other web-based/gui-based applications.	Mandatory
27	The web based application should comply with Guidelines for Indian Government Websites (GIGW), W3C and WCAG 2.0 Level A.	Mandatory
28	The eSign software suite should comprise of the eSign Service Provider (ESP), Application Service Provider (ASP) and the Certifying Authority (CA) software modules. The Bidder should be a Original Software Developer (OSD) for the Aadhaar ESP and ASP modules and can offer the Certifying Authority (CA) module in conjunction with a reliable and time tested CA suit vendor	Mandatory
<b>Reports &amp; Additional Requirements</b>		
1	The Solution should be capable of sending alerts/SMS/email to predefined designated officers in the event of crossing predefined conditions.	Desirable
2	The Solution should have Ability to generate reports at <ul style="list-style-type: none"><li>• real time / on line basis</li><li>• in background (when evaluation is time-consuming)</li><li>• via batch processing</li><li>• specific date</li><li>• regular time interval</li><li>• any other specific business condition</li></ul>	Desirable
3	Ability to maintain audit trail of changes such as the time of change, the user ID, old and new value with field description.	Desirable
4	Ability to support the following functions: <ul style="list-style-type: none"><li>• Portability</li><li>• Interoperability</li><li>• Scalability</li><li>• High Performance</li><li>• Serviceability</li><li>• Manageability</li><li>• Flexibility</li></ul>	Mandatory
5	All sensitive data (such as passwords, Aadhaar Data, bank account numbers, etc) shall have to be stored in encrypted format. The system should protect the integrity and authenticity of the data.	Mandatory
6	The solution must allow users to trace the history of a data. It should also be able to trace where a data entity currently is placed in the system.	Mandatory



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7	UIDAI/CIDR over a period of time may alter the metadata including the number of fields, data type etc. The system should be able to handle such situations	Mandatory
8	The system should have provision for the user to submit the data through an easy to use interface like GUI, Web-Service, etc. as appropriate for the data exchange modes.	Mandatory
10	The system should be able to support all standard file formats including but not limited to CVS, XML, XLS, Delimited File, rar, zip, 7z, jpg, jpeg etc.	Mandatory
11	The solution should support bulk loading of data and inbuilt capability of data integration in near real time batch modes.	Mandatory
12	The system should be able to match each record with the entire CIDR data through fuzzy logics to arrive at strict and loose matches.	Mandatory
13	The system should also be able to make the match on various attributes including but not limited to name, date of birth, father's name, parsed address etc.	Mandatory
14	The module should also ensure storage of any such data/logs which shall be required by Government, UIDAI and KSA/ASA. These logs shall support in creation of the compliance reports required by audit agencies.	Mandatory
15	The system should be able to use the parsed data intelligently for the matching to take place. All possible permutations and combinations should be applied to arrive at the most probable match. The cutoff score should be definable for the 1:1 match (1 record of department matched with 1 record of CIDR) and the 1:N match (1 record of department matched with N records of CIDR). All the parameters should be configurable.	Mandatory
16	The System shall have the capability of sharing data through common file sharing mechanism including FTP, Web-Service, etc.	Desirable
<b>Special Requirements</b>		
1	The solution must have provision to sign and encrypt the authentication/e-KYC requests through digital signature certificate in High Availability mode.	Mandatory
2	All requests and responses should be logged.	Mandatory
3	The system shall maintain audit logs for all authentication, e-KYC, BFD related transactions by capturing desirable details of the transaction including Aadhaar number, date, time, IP, Sub-AUA code, Key, etc. AUA shall log all its authentication transactions and maintain them for at least 6 months' time period. The logs shall capture details of authentication transaction but not corresponding Personal Identity Information (PID).	Mandatory
4	The system should ensure that the authentication request originating at an authentication device is compliant with the standards and specifications prescribed by UIDAI and complete.	Mandatory



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5	The System should also be able to conduct Buffered Authentication (At places of poor network connectivity, authentication request may be “buffered” (or queued) on the device until a configurable period of time (presently 24 hours) then sent to CIDR for authentication when connectivity is restored / available)	Mandatory
6	The system should be able to accept the e-KYC requests from KUA/sub KUA. System should be able to route the e-KYC request to KSA. The response from CIDR has to be forwarded to the KUA/sub KUA. (This may include the e-KYC information or the error code.). The same has to be given back to the sub organization in a secured manner. The application should validate the e-KYC request coming from KUA/Sub KUA and should digitally sign the packet. The system should decrypt the KYC details provided by CIDR and shall forward the KYC details including his name, address, photograph DoB, etc. to the clients in a secured manner. The system should have error handling facility.	Mandatory
7	The Software solution must be compatible/inter-operable with various STQC Certified PoS (Point of Sale)/Wall-mount devices used for Finger print/IRIS scanning. Respective API to integrate these devices with software must be made available for fast implementation.	Mandatory
8	Compliance of the security guidelines issued from time to time by Department of Telecommunications (DoT), government of India and UIDAI. Tenderer would be required to fulfill the all requirement of DOT & UIDAI in this respect.	Mandatory
9	Any other requirement to integrate with existing system of Customer for ASA and AUA services	Mandatory
10	To provide required support to end customers for ASA and AUA services as per SLA	Mandatory

## 5. EVALUATION CRITERIA AND PROCESS :

### 5.1 Objective of Evaluation Process

**5.1.1** The objective of the evaluation process is to evaluate the bids to select an effective and right fit solution at a competitive price. The evaluation by the Bank will be undertaken by an Internal Committee formed by the Bank. The bank may consider recommendations made by External Experts/ Consultants on the evaluation. The decision of the committee shall be final.

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

**5.1.3** Through this RFP, Bank aims to select a Bidder/ application provider who would undertake the supply, deployment, implementation and maintenance of the Complete AUA/KUA solution. The Bidder shall be entrusted with end to end responsibility for the execution of the project under the scope of this RFP. The Bidder is expected to commit for the delivery of services with performance levels set out in this RFP.



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## 5.2 Evaluation Process :

**TWO BID SYSTEM** : The offer should be submitted in two (2) separate envelopes and later in one (1) common envelope. The details thereof are as follows:

### 5.2.1 ENVELOPE-I (Technical Offer):

- 5.2.1.1 The Technical Offer (TO) should be completed and complied with in all respects and contains all information/ documents asked for, except commercial offer.
- 5.2.1.2 The TO should be in strict adherence to the chapter 5.2.3 and shall include all items as asked for in it.
- 5.2.1.3 It is mandatory to submit technical details in the prescribed format (Annexure B) duly filled in along with the offer.
- 5.2.1.4 The TO should not contain any commercial offer information.
- 5.2.1.5 The MSC Bank, at its sole discretion, may not evaluate a TO in case of non-submission or partial submission of technical details however technical scrutiny will be performed by adhering the procedure mentioned in the chapter 5.3 "Evaluation Criteria & Process" of this tender document.
- 5.2.1.6 CD / DVD / Pen Drive containing the soft copies of the documents (excluding commercial offer) shall be placed in the respective envelopes.
- 5.2.1.7 A separate envelope containing DD/Pay-order as Earnest Money Deposit in adherence to the chapter 6.9 of this tender document.

### 5.2.2 ENVELOPE-II (Commercial Offer):

- 5.2.2.1 The Commercial Offer (CO) should give all relevant price information and should not contradict the TO in any manner.
- 5.2.2.2 The CO should be in strict adherence to the Chapter 5.2.4 and shall include all items as asked for in it.
- 5.2.2.3 CO should be given strictly in the format given as Annexure E of the Tender
- 5.2.2.4 The Details such as Name, Address and Contact Numbers of the authorized person representing the vendor must be written on all two envelopes.
- 5.2.2.5 CD / DVD / Pen Drive containing the soft copies of the documents shall be placed in the respective envelopes.
- 5.2.2.6 All two envelopes should be properly sealed.

### 5.2.3 FORMAT FOR TECHNICAL OFFER/TECHNICAL BID

- 5.2.3.1 The Technical offer must be made in an organized, structured and neat manner and shall be spiral bound. Booklet / Brochures/ leaflets / Bill of Material etc. should not be submitted in loose form.
- 5.2.3.2 Bidder must ensure that all the documents are sealed and signed by the authorized signatory.
- 5.2.3.3 The printed copy of Technical bid proposal as given in Annexure – A to Annexure H, neatly typed on the letterhead of the vendor company, duly filled in, signed by authorized



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signatory and complete in all respect including annexure for detailed specifications of equipment's to be supplied etc. as directed.

**5.2.3.4 Other documents to be submitted in the Technical offer are:-**

- 5.2.3.4.1 Index
- 5.2.3.4.2 Copies of Bidder related documents
  - 5.2.3.4.2.1 Bidder Registration Certificate of relevant authority.
  - 5.2.3.4.2.2 GSTIN, TAN No. TIN No. PAN
  - 5.2.3.4.2.3 Service Tax Registration Certificate.
  - 5.2.3.4.2.4 Audited Balance Sheet and Profit and Loss for past two years.
  - 5.2.3.4.2.5 IT Returns of last two years.
  - 5.2.3.4.2.6 A partner of leading multinational equipment and related software manufactures.
  - 5.2.3.4.2.7 Profile, Infrastructure of Bidder / Partners, Establishment location – Branches, support and development centers etc.
  - 5.2.3.4.2.8 Technical Documentation (Product Brochures, leaflets, manuals etc.).
  - 5.2.3.4.2.9 Valid Bank Draft (Must submit in technical bid only) or RTGS / NEFT account no 11645 / 78 (IFS Code – MSC10082002) as EMD.
  - 5.2.3.4.2.10 Detailed time schedule for implementation of Project and related equipment.
  - 5.2.3.4.2.11 Tentative briefing about the team to be deployed: number, qualifications etc.
  - 5.2.3.4.2.12 List of customers and services provided. Please attach proofs of the same.
  - 5.2.3.4.2.13 All Claims made by the vendor will have to be backed by documentary evidence. In case the same is found to be lacking in terms of the claims made, the vendor is liable to disqualification. MSC Bank may request the vendor to demonstrate all the technical functionalities and features (mentioned as 'compliant' in the vendor's technical bid) at the MSCB's discretion. Vendors who cannot show a feature or demonstrate functionality (mentioned as 'compliant' in the vendor's technical bid) will be disqualified.
- 5.2.3.5 A soft copy (Word/Excel/Power Point) of the entire Technical Bid document should also be submitted on a DVD/ CD / Pen Drive in the same sealed envelope along with the hard copy of the Technical Offer excluding Commercial Information.
- 5.2.3.6 The Technical Bid submitted in response to this Tender Document along with the supporting material, will become the property of the MSC Bank.
- 5.2.3.7 The specifications of the solution are mentioned in Annexure B.

**5.2.4 FORMAT FOR COMMERCIAL OFFER**

- 5.2.4.1 Rates should be quoted in Indian Rupees (INR) only.
- 5.2.4.2 The taxes shall be quoted in a separate column as given in the Annexure E.
- 5.2.4.3 The Commercial offer must not contradict the technical offer in any way.
- 5.2.4.4 The suggested format for submission of Commercial offer/Commercial bid is as follows:
  - 5.2.4.4.1 Index
  - 5.2.4.4.2 A detail Rate Schedule (as per Annexure E).
  - 5.2.4.4.3 The commercial offer must contain all price information, including comprehensive AMC details.





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- 5.2.4.4.4 The commercial offer must contain all price information.
- 5.2.4.4.5 A Written statement by the authorized signatory that the vendor agrees to the payment schedule & penalties as mentioned in the Chapter 7.3 Schedule of Payment & 7.7 penalties.
- 5.2.4.5** A soft copy (Word/Excel/Power Point) of the entire commercial Bid document should also be submitted on a DVD/ CD / Pen Drive in the same sealed envelope along with the Hard Copy of the Commercial Offer.

### 5.3 Evaluation Criteria

Vendor evaluation and selection would be done based on a comprehensive Techno Commercial Evaluation.

#### 5.3.1 Short-listing of vendor

**5.3.1.1** The general criteria for selection shall be as below but subject to change and its sole discretion of Bank:

5.3.1.1.1 Technical Evaluation: 75% for qualification.

5.3.1.1.2 Commercial Evaluation : 100%

As per bank policy this tender category is in general supplies. After technical qualification is done the selection of vendor will be purely on commercial evaluation only.

#### 5.3.1.2 Technical evaluation

The Bank will prepare a short-list of technically qualified vendors who scores minimum of 75 marks in technical scrutiny. Commercial offers/bids of only those vendors will be opened who qualify in the technical scrutiny.

5.3.1.2.1 The marks for Technical Evaluation would be as follows:

5.3.1.2.1.1 The evaluation will be done broadly in below parameters with weightage as defined below:-

5.3.1.2.1.1.1 Cumulative Turnover of last three financial years

SN	Cumulative turn over in last 2 years in Crore (Rs.)	Marks
1	Less than 1	0
2	1-2	6
3	2-3	7
4	3-4	9
5	Above 4	10



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5.3.1.2.1.1.2 Experience with Bank/Telecom Service Provider/Central Government/State Government/PSU (ASA/KSA/AUA/KUA)

SN	No. of Bank/TSP/Government/PSU Serving through Contracts/Agreements with Live ASA/KSA	Marks
1	1	10
2	2	12
3	3	14
4	4	18
5	More than 4	20

5.3.1.2.1.1.3 Experience in Implementation of UIDAI Application Platform for Aadhaar Enabled Services

SN	Years of Experience in Aadhaar Platform	Marks
1	Less than 0.5	5
2	0.5	6
3	1	7
4	2	9
5	3 or More than 3	10

5.3.1.2.1.1.4 Number of AUA / KUA clients using the Bidders platform

SN	No. of Contracts/Agreements with Live ASA/KSA	Marks
1	1	10
2	2	12
3	3	14
4	4	18
5	More than 4	20

5.3.1.2.1.1.5 Experience in implementing Aadhaar API Specifications (Authentication Version 1.6, BFD Version 1.6, e-KYC Version 1.6, OTP Version 1.6, Mobile Update Version 1.0) with Live ASA/KSA

SN	No. of Aadhaar APIs Implemented with Live AUA/KUA	Marks
1	1	5
2	2	6
3	3	7
4	4	9
5	5	10

5.3.1.2.1.1.6 Volume of Transactions carried out in Aadhaar Platform combined eKYC & Authentication Transactions):-

SN	Volume of Transactions	Marks
1	Less than 10 lakh	0
2	10-20 lakh Transactions	5



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3	20-30 lakh Transactions	6
4	30-40 lakh Transactions	8
5	More than 40 lakh Transactions	10

**5.3.1.2.1.1.7 Technical Presentation (20 marks) :**

Bidder has to give technical presentation in such a way that Aadhaar Authentication and eKYC related requirements of the Bank and that of its Sub-members (DCCBs, UCBs etc) is covered with detailed Technical architecture of the Solution, Timelines for the completion of the project, requirement & Services to the Sub AUA/KUA, Integration with the bank's CBS and its Sub-member's (DCCBs, UCBs etc) applications, onboarding on AEPS of bank and its sub member and Use cases of Aadhaar services.

**The Bidders must produce documentary evidence for above all evaluation criterion.**

**5.3.1.3 Commercial evaluation**

Commercial bids of the technically qualified Bidders will be opened. All-inclusive price for the project will be considered for commercial evaluation and the bid with lowest score will be given Work Order.

**6. GENERAL TERMS & CONDITIONS :**

- 6.1** The tender document cannot be resold and / or transferred / assigned. If the same is done, tender documents are liable to be summarily rejected by the MSC Bank. Any decision of MSC Bank in this regard shall be final, conclusive and binding on the vendor.
- 6.2** No changes should be made in this tender document. Vendor has a liberty to quote separately for new technical solutions or specifications wherever it is necessary other than general specifications.
- 6.3** The products/services offered should strictly conform to the specifications given in the product literature. The technology proposed/marked for withdrawal from the market or under quality testing should not be offered.
- 6.4** Commercial offers of those Bidders will not be processed who are not qualified in the technical scrutiny as laid down in chapter 5.3.1.2
- 6.5** The price quoted by the vendor shall be exclusive of all taxes (tax details such as rate & amount to be elaborated for each item) along with supportive documents to the MSC Bank. However actual tax enforcement at the time of delivery of Hardware and Software shall apply.
- 6.6** Vendor should ensure efficient and effective & timely implementation of project as well as to ensure smooth operations of the complete system during the entire project life, the prospective vendor will be required to work in collaboration from the beginning of the project with the MSC Bank appointed Information Technology Consultant and System Integrators.



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## **6.7 EARNEST MONEY DEPOSIT**

- 6.7.1** Vendor shall furnish, as part of its bid, EMD of Rs 50,000/- (Rs. Fifty thousand Rupees only) in the form of Demand Draft from any Scheduled bank drawn in favor of THE MSC BANK LTD, payable at Mumbai or through RTGS / NEFT account no 11645 /78 (IFS Code – MSC10082002 Title of A/c – EMD for AUA KUA tender).
- 6.7.2** Unsuccessful vendor's EMD will be discharged within Thirty (30) days from the Tender Award date.
- 6.7.3** No interest will be payable on EMD.
- 6.7.4** Tender made without paying EMD will be rejected. (Any decision of MSC Bank in this regard shall be final, conclusive and binding on the vendor.)
- 6.7.5** EMD may be forfeited:
- 6.7.5.1** If the vendor withdraws its bid during the period of bid validity.
- 6.7.5.2** If vendor makes any statement or encloses any information which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- 6.7.5.3** In case of the successful vendor, if the vendor fails:
- 6.7.5.3.1 To sign the contract in the form and manner to the satisfaction of the MSC Bank
- 6.7.5.3.2 To furnish performance security in the form and manner to the satisfaction of the MSC Bank
- 6.7.5.3.3 In case the successful vendor complies with the requirement mentioned above, EMD will be returned within 60 days of compliance thereof or signing of required SLA etc.

### **6.7.6 PRE BID MEETING:**

There will be a pre-bid meeting with all the vendors, to address any queries in connection with the tender document. It is essential that all clarifications / queries to be submitted to the MSC Bank before the pre-bid date or the date specified for this purpose by email to: [mscb.it@mscbank.com](mailto:mscb.it@mscbank.com) queries raised after the date specified will not be entertained.

### **6.7.7 PERIOD OF VALIDITY OF BID:**

- 6.7.7.1** Validity Period: Bids shall remain valid for Ninety (90) days after the date of opening of commercial offer as prescribed by MSC Bank.
- 6.7.7.2** Extension of Period of Validity: Under exceptional circumstances, the MSC Bank may solicit the vendor's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the vendor should be unconditional and irrevocable. EMD provided shall also be suitably retained further. A vendor may refuse the request without forfeiting the EMD. A vendor granted the request, will not be permitted to modify the commercial offer. The decision of MSC Bank in this behalf will be final, conclusive and binding on the vendor.

### **6.7.8 MODIFICATION AND WITHDRAWAL OF OFFERS/BID:**

Vendor may modify or withdraw its bid/offer after its submission, provided that written notice of the modification or withdrawal is received by the MSC Bank prior to the closing



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date and time prescribed for submission of tender document. No offer can be modified or withdrawn by the vendor, subsequent to the closing date and time for submission of tender document.

**6.7.9 Warranty:**

The offer must include a minimum comprehensive onsite warranty of three years from the date of installation and acceptance of the system by the Bank covering all hardware provided by the bidder.

Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment's accessories etc. covered by the tender. Vendor must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the systems and repair / replace at the installed site, at no charge to the Bank, all defective components.

Warranty should not become void if the Bank buys any other supplemental hardware from a third party and installed it within these machines. However, the warranty will not apply to such third party hardware items installed by the Bank.

**6.7.10 ANNUAL MAINTENANCE CONTRACT (AMC):**

The vendor should also quote separately for Annual Comprehensive Onsite Maintenance for additional three years from the date of expiry of the initial warranty period of three years (post warranty). This rate should be quoted as mentioned in Annexure E of this tender document.

It may be noted that for additional AMC for three years, the MSC Bank reserves its right to ask for performance bank guarantee to the tune of 10% value of the order for AMC, for three year duration, if required. This bank guarantee will be linked to the AMC performance of the vendor.

The offer must give commitment to provide maintenance at the price quoted as above for three years from the date of expiry of warranty. Vendors are expected to maintain the equipment supplied for at least six years from the date of acceptance by the bank.

AMC charges will be paid by the MSC Bank in Indian Rupees for every quarter after the end of each quarter after submission of invoices along with maintenance / service report. Vendor will have to sign SLA for the AMC period.

After warranty three years & AMC of three years, Bank may at its option to renew AMC beyond the 3rd year at the rate of AMC for 3rd year.



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**6.7.11 PRELIMINARY SCRUTINY:**

MSC Bank will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, (whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.) as per procedure mentioned in the chapter 5 and also mentioned in the appropriate chapters of this tender document.

**6.7.12 CLARIFICATION OF OFFERS/BIDS:**

To assist in the scrutiny, evaluation and comparison of offers/bids, the MSC Bank may, at its sole discretion, ask some or all vendor for clarification of their offer/bid wherever required. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of the MSC Bank in this regard shall be final, conclusive and binding on the vendor.

**6.7.13 SIGNING OF THE BID:**

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

**6.7.14 ERASURES OR ALTERATIONS:**

The offers/bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer/bid. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. MSC Bank may treat offers/bids not adhering to these guidelines as unacceptable. The bid form and the documents attached to it shall not be detached or removed one from the other and no alteration (s) or mutilation (s) (other than filling in all the blank spaces) shall be made in any of the bid documents attached thereto. Any alterations or changes to the entries in the attached documents shall be made by a separate covering letter, in the absence of which it shall be rejected forthwith. Any decision in this regard by MSC Bank shall be final, conclusive and binding on the vendor.

**6.7.15 COST OF PREPARATION & SUBMISSION OF BID:**

The vendor shall bear all costs for the preparation and submission of the bid. MSC Bank shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

**6.7.16 ARITHMETICAL ERRORS:**

MSC Bank reserves the right to adjust arithmetical or other errors in the bid, in the manner in which MSC Bank considers appropriate or deem fit. Any adjustments so made by the MSC Bank shall be stated to the vendor, if MSC Bank makes an offer to accept his bid. The final decision as to any error manifest or otherwise shall be at the sole discretion of MSC Bank and be final, conclusive and binding on the vendor.



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**6.7.17 LANGUAGE:**

The bid prepared by the vendor, as well as all correspondence and documents relating to the bid exchanged by the vendor and MSC Bank and supporting documents and printed literature shall be in English.

**6.7.18 BID REJECTION CRITERIA:**

The bid(s) will be rejected in case of any one or more of the following conditions:

- 6.7.18.1** Bids are not substantive and not in strict compliance with the pro-forma given in this document.
- 6.7.18.2** Bids are not made in compliance with the procedure mentioned in this document.
- 6.7.18.3** Failure on part of the vendor to provide appropriate information as required in the bid proposal or any additional information as requested by the Bank including any supporting document.
- 6.7.18.4** Incomplete or conditional bids or partly quoted bids or bids that do not fulfill all or any of the conditions as specified in this document.
- 6.7.18.5** The submission of more than one bid under different names by one vendor is not acceptable. If the same is found at any stage, all the bids by that vendor and related partners will be rejected.
- 6.7.18.6** Material inconsistencies in the information submitted.
- 6.7.18.7** Misrepresentations in the bid proposal or any supporting documentation.
- 6.7.18.8** Bid proposal received after the last date, time and submission mode specified in this document.
- 6.7.18.9** Bids found in unsealed cover, unsigned bids, bids signed by unauthorized person and alterations made by over writing /scratching in the bids.
- 6.7.18.10** Bids containing erasures or overwriting except as necessary to correct typographical errors made by the vendor, in which case such corrections shall be authenticated by the person or persons signing the bid.
- 6.7.18.11** Any threat or communication to the bank officials or Consultant for marketing of any vendor name.

**6.7.19 DISCLAIMERS AND EXCLUSIVE RIGHTS OF THE MSC BANK :**

- 6.7.19.1** Any decision as to compliance of the terms and conditions of the tender document and on rejection of any tender document or any part thereof shall be at the sole discretion of MSC Bank and shall be final, conclusive and binding on the vendor.
- 6.7.19.2** At any time, up to the last date of receipt of Bids, the MSC Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor, modify the Tender Document by an amendment. All such amendments shall be binding on the entire vendor. The bank shall inform such amendments to all the vendors only by e-mail on the PROVIDED Email ID by the vendor.
- 6.7.19.3** In order to afford prospective vendor reasonable time to take the amendment into account in preparing their Bids, the Bank may, at its discretion, extend the last date for the receipt of



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Bids and date of opening the bids which shall be conveyed to all the vendor only by e-mail on the PROVIDED Email ID by the vendor.

- 6.7.19.4** MSC Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons thereof. Any decision of MSC Bank in this regard shall be final, conclusive and binding on the vendor.
- 6.7.19.5** MSC Bank reserves the right to re-issue the tender and or any part thereof without assigning any reason whatsoever, at the sole discretion of MSC Bank. Any decision in this regard shall be final, conclusive and binding on the vendor.
- 6.7.19.6** MSC bank reserves the right to give negative marks or disqualify in case if bank noticed the pricing quoted purposely low to get the tender award. In such situation bank may compare, evaluate the pricing quoted by the other vendors and arrived at appropriate decision for maintaining the banks interest by selecting the qualified vendor.
- 6.7.19.7** MSC Bank reserves the right to accept or reject any bid in part/full or annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason, without thereby incurring any liability to the affected vendor(s) or any obligation to inform the affected vendor(s) of the ground for its action. Any decision of the Bank in this regard shall be final, conclusive and binding on the vendor.
- 6.7.19.8** MSC Bank reserve the right, not an obligation, to carry out the capability assessment of the vendor (with the help of outside agency, if required) and pre dispatch inspections at the cost of the vendor. The Bank's decision shall be final in this regard.
- 6.7.19.9** MSC Bank reserves a right to give minor deviations to any / the entire vendor in the techno-commercial specifications of bid. Any decision of the Bank in this regard shall be final and shall be binding on the vendor.
- 6.7.19.10** In case, any difference of opinion between vendor and the Bank about any term / clause / condition, the interpretation of the Bank shall be final and conclusive.

**6.7.20 RIGHT TO ALTER QUANTITIES:**

The Bank reserves the right to issue Purchase Order in phases or to alter the quantities/brand/product specified in the offer. The Bank also reserves the right to delete one or more items from the list of items specified in offer. Any decision of the Bank in this regard shall be final, conclusive and binding on the vendor without any recourse.

**6.7.21 NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER/BID:**

MSC Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. MSC Bank has the right to re-issue tender/bid. MSC Bank reserves the right to make any changes in the terms and conditions of purchase that will be informed to all vendors. MSC Bank will not be obliged to meet and discuss with any vendor, and/or to listen to any representations once their offer/bid is rejected. Any decision of MSC Bank in this regard shall be final, conclusive and binding on the vendor without any recourse.





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## **7. POST SELECTION INSTRUCTIONS AND TERMS & CONDITIONS :**

### **7.1 RESPONSIBILITIES OF SELECTED VENDOR:**

- 7.1.1** The vendor shall undertake and complete the project as per the given Project Plan.
- 7.1.2** The vendor must provide details of the installation, configuration, support and maintenance to be given to the Bank.
- 7.1.3** The vendor shall maintain the infrastructure provided by the Bank for the implementation and operation of the project and allied services.

### **7.2 RESPONSIBILITIES OF THE BANK:**

- 7.2.1** The Bank shall provide space / infrastructure, related equipment and components etc. On day to day basis. The officials of the Bank shall assist engineers deputed by the vendor for the job in their capacity.
- 7.2.2** The Bank will provide the required space for installation of any hardware.

### **7.3 SCHEDULE OF PAYMENT :**

#### **Hardware Cost:**

The generic payment schedule with the finalized vendor shall be as follows:

- 7.3.1** 60% of the order value will be paid on Delivery of the Hardware.
- 7.3.2** 30% of the order value will be paid on completing successful installation and commissioning and acceptance of equipment's ordered. The MSC Bank will make this payment against the acceptance of the installations.
- 7.3.3** 10% will be paid against a performance bank guarantee (as per the format prescribed by the MSC Bank) for the Hardware value, valid for three years warranty period.

#### **Software Cost:**

- 7.3.4** 40% of the license cost will be paid on delivery of licenses of applications to the bank.
- 7.3.5** 30% of the license cost will be paid on UAT sign off.
- 7.3.6** 20% of the license cost will be paid after successfully go live of the application.
- 7.3.7** 10% on 3 months completion of implementation which includes successful smooth run.
- 7.3.8** The Payment of transaction charges or monthly maintenance charges (if any) will be made on monthly basis.
- 7.3.9** In case of recurring payment, 100% payment will be made at the end of each month after receiving invoices from the vendor.
- 7.3.10** Bank reserves the rights to withheld payment if the vendor fails to comply with the tender terms & conditions & adhere to the time line mentioned in the appropriate chapter of the tender document.



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#### **7.4 RATES :**

The rates quoted shall remain firm throughout the period of contract and this contract will remain valid up to the date of completion of the job by the vendor and shall not be subject to any upward modification whatsoever.

#### **7.5 TAXES AND DUTIES :**

The applicable taxes should be mentioned separately and shall have to be included separately in the invoices by the selected vendor.

GST will be on Banks account on actuals.

Variation (+/-) in rate of tax if any will be on the Banks accounts.

#### **7.6 PERFORMANCE GUARANTEE:**

The selected vendor shall furnish unconditional and irrevocable Bank Guarantee for 10% of the contract value, for a period of 3 years in favor of MSC Bank, from a scheduled commercial bank acceptable to MSC Bank towards due performance of the contract in accordance with the specifications and conditions of the bid document mentioned in paragraph above.

The vendor shall submit the above guarantee within 60 days from the effective date (the date of acceptance of the order). The contract performance guarantee shall be kept valid for three years till the completion of the Guarantee/Warranty period. The guarantee should have additional claim period of three months after expiry of guarantee.

#### **7.7 PENALTIES:**

For any delay in installation and commissioning of the software & Hardware within specified schedule, the MSC Bank will charge penalty @ 1% of the order value per week or part thereof, subject to maximum of 5%.

#### **7.8 INSURANCE:**

The Bank will not pay for any insurance charges against loss or damage of whatsoever nature in respect of development of Project, employee of the vendor or third party contract working for the vendor. The vendor shall be responsible for the same and expectation of providing required insurance is necessity whenever and wherever required.

#### **7.9 FORCE MAJEURE DURING THE PENDENCY:**

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

- 7.9.1** Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
- 7.9.2** Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos



**7.9.3** Terrorist attack, public unrest in work area

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

**7.10 CONFIDENTIALITY:**

Vendor agrees that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. Vendor also agrees:

- 7.10.1** To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by MSC Bank;
- 7.10.2** To only make copies as specifically authorized by the prior written consent of MSC Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- 7.10.3** To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause
- 7.10.4** To treat all Information as confidential. Confidential Information does not include information which:
  - 7.10.4.1** Vendor knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
  - 7.10.4.2** Is independently developed by the vendor without breach of the Contract/Agreement ;
  - 7.10.4.3** Information in the public domain as a matter of law;
  - 7.10.4.4** Is received from a third party not subject to the obligation of confidentiality with respect to such information;
  - 7.10.4.5** Is released from confidentiality with the written consent of the MSC Bank.

Vendor shall have the burden of proving that Clauses (1) or (2) above are applicable to the information in the possession of the vendor.

Notwithstanding the foregoing, the vendor acknowledge that the nature of the Service(s) to be performed under the Contract/Agreement may require the vendor's personnel to be present on premises of MSC Bank /Purchaser or may require the vendor's personnel to have access to computer networks of MSC Bank while on or off premises of MSC Bank. It is understood that it would be impractical for MSC Bank to monitor all information made available to the vendor under such circumstances and to provide notice to the vendor of the confidentiality of all such information. Therefore, the vendor agrees that any technical or business or other information of the vendor that the vendor's personnel, or agents acquire while on the MSC Bank 's premises, or through access to MSC Bank 's computer



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systems or databases while on or off MSC Bank 's premises, shall be deemed Confidential Information. Confidential Information shall at all times remain the sole and exclusive property of MSC Bank. Upon termination of the Contract /Agreement, Confidential Information shall be returned to MSC Bank or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of MSC Bank and the vendor. Nothing contained herein shall in any manner impair rights of MSC Bank in respect of the Service(s), and Documents, etc.

In the event that MSC Bank hereto becomes legally compelled to disclose any Confidential Information, the vendor shall disclose to a third party any Confidential Information without the prior written consent of MSC Bank. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving Party applies to its own similar confidential information but in no event less than reasonable care.

The provision of this clause shall survive termination of the Contract till such Confidential Information enters public domain.

**7.11 TERMINATION OF CONTRACT:**

The Bank shall be entitled to terminate the agreement with the vendor at any time by giving 30 days (Thirty days) written notice in advance to the vendor.

**7.12 EFFECT OF TERMINATION:**

**7.12.1** Vendor agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment

**7.12.2** Vendor agrees that after completion of the term or upon earlier termination of the assignment the vendor shall, if required by the bank continue to provide maintenance services to the Bank at no less favorable terms than those contained in this tender

**7.13 Ownership and Retention of Documents:**

**7.13.1** MSC Bank shall own the documents, prepared by or for the vendor arising out of or in connection with the Contract.

**7.13.2** Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by MSC Bank, the vendor/ shall deliver to MSC Bank all documents provided by or originating from MSC Bank / Purchaser and all documents produced by or from or for the vendor in the course of performing the Service(s), unless otherwise directed in writing by MSC Bank at no additional cost.

**7.13.3** Vendor shall not, without the prior written consent of MSC Bank / Purchaser store, copy, distribute or retain any such Documents. Vendor shall preserve all documents provided by or originating from MSC Bank /Purchaser and all documents produced by or from or for the vendor in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of MSC Bank / Purchaser in this regards.



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**7.14 ARBITRATION:**

All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator to be appointed by the bank. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act or by statutory modification/re-enactment thereof for the time being in force. Such arbitration shall be held at Bank's head office located in Mumbai in Maharashtra state.

**7.15 JURISDICTION OF COURTS :**

Vendor will abide by all applicable Indian laws and regulations and will obtain (or demonstrate current possession of ) any and all permits, licenses, certifications or other approvals that may be required and/ or appropriate for performing services hereunder. The laws of India will govern any agreement resulting from this tender. In all matters and disputes arising there under, the appropriate Courts at Mumbai in Maharashtra state only shall have the jurisdiction to entertain and try them.

**7.16 REPRESENTATIONS AND WARRANTIES:**

In order to induce MSC Bank to enter into the Contract, vendor hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

- 7.16.1** That the vendor/ has the requisite qualifications, skills, experience and expertise in providing Service(s) contemplated hereunder to third parties, the technical know-how and the financial wherewithal, the power and the authority to enter into the Contract and provide the Service(s) sought by MSC Bank / Purchaser.
- 7.16.2** That the vendor is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of Service(s) under the Contract/Agreement.
- 7.16.3** That the representations made by the vendor in its bid are and shall continue to remain true and fulfill all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the Contract/Agreement and the Bid Documents and unless MSC Bank / Purchaser specifies to the contrary, the vendor shall be bound by all the terms of the bid.
- 7.16.4** That the vendor has the professional skills, personnel and resources/ authorizations that are necessary for providing all such Services as are necessary to perform its obligations under the bid and this Contract/Agreement.
- 7.16.5** That the vendor shall ensure that all assets including but not limited to software, licenses, Databases, documents, etc. developed, procured, deployed and created during the term of the Contract are duly maintained and suitably updated, upgraded, replaced with regard to contemporary and statutory requirements.
- 7.16.6** That the vendor shall use such assets of MSC Bank as the Bank may permit for the sole purpose of execution of its obligations under the terms of the bid, Tender or the Contract.



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The vendor shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.

- 7.16.7** That the vendor shall procure all the necessary permissions and adequate approvals and licenses for use of various software, for this proposed solution to be supplied and any copyrighted process/product free from all time claims, titles, interests and liens thereon and shall keep MSC Bank indemnified in relation thereto.
- 7.16.8** That all the representations and warranties as have been made by the vendor with respect to its bid are true and correct, and shall continue to remain true and Applicable only in case vendor is a vendor within the meaning of Companies Act, 1956 correct through the term of the Contract.
- 7.16.9** That the execution of the Service(s) herein is and shall be in accordance and in compliance with all applicable laws.
- 7.16.10** That the vendor has the corporate power to execute, deliver and perform the terms and provisions of the Contract and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract.
- 7.16.11** That all conditions precedent under the Contract has been complied.
- 7.16.12** That neither the execution and delivery by the vendor of the Contract nor the vendor's compliance with or performance of the terms and provisions of the Contract (i) will contravene any provision of any applicable law or any order, writ, injunction or decree of any court or governmental authority binding on the vendor or (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the vendor is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association of the vendor.
- 7.16.13** That all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the vendor which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.
- 7.16.14** That the vendor confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of MSC Bank, which may directly or indirectly have a bearing on the Contract or Service(s).
- 7.16.15** That the vendor owns, has license to use or otherwise has the right to use all Intellectual Property Rights, which are required or desirable for the Service(s) and the vendor does not, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. None of the Intellectual Property or Intellectual Property Rights owned or enjoyed by the vendor or which the vendor is licensed to use, which are material in the context of the vendor's business and operations are being infringed nor, so far as the vendor is aware, is there any infringement or threatened infringement of those Intellectual Property or



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Intellectual Property Rights licensed or provided to the vendor by any person.

**7.16.16** All Intellectual Property Rights (owned by the vendor or which the vendor is licensed to use) are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep MSC Bank /Purchaser, its directors, officers, employees, agents, representatives and consultants indemnified in relation thereto.

**7.17 CANCELLATION OF THE CONTRACT & COMPENSATION :**

MSC Bank reserves the right to cancel the contract placed on the selected vendor and recover expenditure incurred by MSC Bank under the following circumstances: -

**7.17.1** Vendor commits a breach of any of the terms and conditions of the bid.

**7.17.2** Vendor goes into liquidation, voluntarily or otherwise.

**7.17.3** An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.

**7.17.4** The progress regarding execution of the order accepted, made by the selected vendor is found to be unsatisfactory.

**7.17.5** If deductions on account of liquidated damages exceeds more than 5% of the total contract price.

**7.17.6** If uptime is less than 99% during contract period.

**7.17.7** In case the selected vendor fails to deliver the quantity as stipulated in the delivery schedule of 8 to 10 weeks, MSC Bank reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected vendor.

**7.17.8** After the award of the contract, if the selected vendor does not perform satisfactorily or delays execution of the contract, MSC 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 vendor is bound to make good the additional expenditure, which MSC Bank may have to incur in executing the balance contract. This clause is applicable even if for any reason, the contract is cancelled.

**7.17.9** MSC Bank reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected vendor, including the pending bills and/or invoking the bank guarantee under this contract.

**7.18 LIQUIDATED DAMAGES :**

Notwithstanding MSC Bank's right to cancel the order, liquidated damages at 1% of the system value per site per week will be charged for every week's delay in the execution of the purchase order beyond the specified delivery/installation schedule subject to a maximum of 5% of the value of the systems ordered. MSC Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by MSC Bank to the vendor. Liquidated damages will be calculated per week on per site basis.



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**Annexure – A**

**Offer Covering Letter**

To,  
The Maharashtra State Co-operative Bank Ltd (MSC BANK)  
Sir Vithaldas Thackersey Memorial Building,  
9 Maharashtra Chamber of Commerce Lane, Fort Mumbai 400001.

Dear Sir,

**Sub : Design, Supply, Installation, Configuration, Customization, Operations and Maintenance of Aadhaar based Authentication & e-KYC Software comprising of AUA/KUA Platform with requisite hardware**

We have examined the Tender and we offer to Design, Supply, Installation, Configuration, Customization, Operations and Maintenance of Aadhaar based Authentication & e-KYC Software comprising of AUA/KUA Platform with all requisite hardware as per the terms and conditions and technical specifications spelt out, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer/bid.

We agree to abide by this offer till expiry of the period of validity of our offer and our offer shall remain binding upon us and may be accepted by MSC BANK any time before the expiry of that period.

We agree to abide by providing warrantee for three years from the date of contract for Aadhaar based Authentication & e-KYC Software comprising of AUA/KUA Platform with all requisite hardware solution.

Until a formal contract is prepared and executed, this offer, together with MSC BANK's written acceptance thereof and MSC BANK's notification of award shall constitute a final, conclusive and binding contract between us.

We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information/data/particulars proving to be incorrect, MSC BANK will have the right to disqualify us from the bid.

We understand that MSC BANK may reject any or all of the offers without assigning any reason whatsoever. Any decision of MSC BANK in this regard shall be final, conclusive and binding on us.

The above arrangement is binding on our successors and assigns. We agree not to assign these provisions / presents without prior written approval of MSC BANK.

Yours faithfully,

(Name and Designation)

For and on behalf of \_\_\_\_\_

**Pl. furnish the corporate authorization on letterhead.**





**Technical Bid**

**1. Technical Specifications (Part A) –**

<b>Sl. No.</b>	<b>Business / Functional Requirements</b>	<b>Compliance (Yes/No)</b>
<b>Generic Requirements</b>		
1	Upon successful service delivery by the Authentication/e-KYC module, the system should allow processing and forwarding of authentication requests in the format accepted by UIDAI (presently XML) between AUA application, ASA & CIDR and vice versa within reasonable round trip time mandated by UIDAI.	
2	All communication passing through AUA/KUA to ASA/KSA must be secure and encrypted as per UIDAI standards.	
3	The authentication application platform must be forward compatible with any service and security standards proposed by UIDAI.	
4	Specific fields in the authentication transaction must be captured.	
5	The system should be in compliance with UIDAI specifications and standards published from time to time.	
6	All requests and responses should be logged. The logs shall capture details of authentication transaction but not corresponding Personal Identity Information (PID).	
7	The system should maintain a log and report for all transactions for audit purpose. Reporting of this module shall be integrated with the Dashboard Module.	
8	The system, if required, should append the license key along with the request.	
9	In case one ASA is down, the system should have the capabilities to rout the request via other alternate ASAs. There must be provision for digitally signing the Auth XML requests on behalf of AUA. The Auth XML should append the AUA code along with the request. The Auth XML should be sent to ASA over the secured network. For the response that is received from ASA, should be forwarded to specific AUA/sub AUA from where the request originated.	
10	The Aadhaar authentication should carry out the following Aadhaar Demographic Authentication: <ul style="list-style-type: none"><li>The system should route all demographic authentication requests i.e. requests with an aim to authenticate resident's details like Name, Address, DOB, etc. are authenticated from the UIDAI's CIDR</li></ul>	



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11	<p>The Aadhaar authentication should carry out the following Aadhaar Biometric Authentication:</p> <ul style="list-style-type: none"><li>• The system should route all biometric authentication requests from registered departmental applications (AUAs or Sub-AUAs) to CIDR and back;</li><li>• The system should implement Authentication API</li><li>• The system should authenticate residents fingerprint and iris</li></ul>	
12	<p>The Aadhaar authentication should carry out the following Aadhaar OTP Authentication:</p> <ul style="list-style-type: none"><li>• The system should route all OTP authentication requests from registered departmental applications (Sub-AUAs) to CIDR and back</li><li>• The system should implement OTP Authentication API</li><li>• The system should authenticate residents with registered mobile numbers.</li></ul>	
13	<p>The system should handle Authentication API errors correctly.</p>	
14	<p>The solution should have interface to search and filter the data of the Report.</p>	
15	<p>The authentication module should support in establishing SSL connection between the communication systems.</p>	
16	<p>The Solution should provide for future scalability of the whole system without major architectural changes.</p>	
17	<p>Should support Web Interface.</p>	
18	<p>The solution should be highly scalable and capable of delivering high performance as &amp; when transaction volumes / users increases without compromising on the response time.</p>	
19	<p>The application software platform for Aadhaar based Authentication and e-KYC services should be compatible with all the standard operating systems such as Windows, Linux, UNIX, etc. Major Software for ASA/KSA and AUA/KUA along with any auxiliary components such as Web Server, Application Server, Gateway Server, Load Balancer, etc must also be compatible / smoothly work with Windows, Linux, UNIX, etc.</p>	
20	<p>The solution shall run on native browser with additional plug-ins that should be freely downloadable and should support at the minimum IE, Firefox Mozilla etc.</p>	
21	<p>User Interface should require only standards compliant browsers with standard support for JavaScript and HTML.</p>	
22	<p>The solution will initially be required to cover a range of process modules mentioned in the RFP, but it should allow addition of more modules or more users in any module as and when required.</p>	
23	<p>Should not require opening of any special protocols for connecting the user client to the web/ application server. All communication should be on secured HTTPS and SFTP.</p>	



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24	The solution shall be supported on client with mobile based platform	
25	The Application Platform must be compatible / interoperable with HSM Devices such as Thales, Safenet, etc and integration between HSM api and ASA/AUA/KSA/KUA application must be carried out free of cost.	
26	It should be possible to integrate/call/plug-in the ASA/AUA/KSA/KUA application as a module with other web-based/gui-based applications.	
27	The web based application should comply with Guidelines for Indian Government Websites (GIGW), W3C and WCAG 2.0 Level A.	
28	The eSign software suite should comprise of the eSign Service Provider (ESP), Application Service Provider (ASP) and the Certifying Authority (CA) software modules. The Bidder should be a Original Software Developer (OSD) for the Aadhaar ESP and ASP modules and can offer the Certifying Authority (CA) module in conjunction with a reliable and time tested CA suit vendor	
<b>Reports &amp; Additional Requirements</b>		
1	The Solution should be capable of sending alerts/SMS/email to predefined designated officers in the event of crossing predefined conditions.	
2	The Solution should have Ability to generate reports at <ul style="list-style-type: none"><li>• real time / on line basis</li><li>• in background (when evaluation is time-consuming)</li><li>• via batch processing</li><li>• specific date</li><li>• regular time interval</li><li>• any other specific business condition</li></ul>	
3	Ability to maintain audit trail of changes such as the time of change, the user ID, old and new value with field description.	
4	Ability to support the following functions: <ul style="list-style-type: none"><li>• Portability</li><li>• Interoperability</li><li>• Scalability</li><li>• High Performance</li><li>• Serviceability</li><li>• Manageability</li><li>• Flexibility</li></ul>	
5	All sensitive data (such as passwords, Aadhaar Data, bank account numbers, etc) shall have to be stored in encrypted format. The system should protect the integrity and authenticity of the data.	
6	The solution must allow users to trace the history of a data. It should also be able to trace where a data entity currently is placed in the system.	
7	UIDAI/CIDR over a period of time may alter the metadata including the number of	



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	fields, data type etc. The system should be able to handle such situations	
8	The system should have provision for the user to submit the data through an easy to use interface like GUI, Web-Service, etc. as appropriate for the data exchange modes.	
10	The system should be able to support all standard file formats including but not limited to CVS, XML, XLS, Delimited File, rar, zip, 7z, jpg, jpeg etc.	
11	The solution should support bulk loading of data and inbuilt capability of data integration in near real time batch modes.	
12	The system should be able to match each record with the entire CIDR data through fuzzy logics to arrive at strict and loose matches.	
13	The system should also be able to make the match on various attributes including but not limited to name, date of birth, father's name, parsed address etc.	
14	The module should also ensure storage of any such data/logs which shall be required by Government, UIDAI and KSA/ASA. These logs shall support in creation of the compliance reports required by audit agencies.	
15	The system should be able to use the parsed data intelligently for the matching to take place. All possible permutations and combinations should be applied to arrive at the most probable match. The cutoff score should be definable for the 1:1 match (1 record of department matched with 1 record of CIDR) and the 1:N match (1 record of department matched with N records of CIDR). All the parameters should be configurable.	
16	The System shall have the capability of sharing data through common file sharing mechanism including FTP, Web-Service, etc.	
<b>Special Requirements</b>		
1	The solution must have provision to sign and encrypt the authentication/e-KYC requests through digital signature certificate in High Availability mode.	
2	All requests and responses should be logged.	
3	The system shall maintain audit logs for all authentication, e-KYC, BFD related transactions by capturing desirable details of the transaction including Aadhaar number, date, time, IP, Sub-AUA code, Key, etc. AUA shall log all its authentication transactions and maintain them for at least 6 months' time period. The logs shall capture details of authentication transaction but not corresponding Personal Identity Information (PID).	
4	The system should ensure that the authentication request originating at an authentication device is compliant with the standards and specifications prescribed by UIDAI and complete.	



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5	The System should also be able to conduct Buffered Authentication (At places of poor network connectivity, authentication request may be “buffered” (or queued) on the device until a configurable period of time (presently 24 hours) then sent to CIDR for authentication when connectivity is restored / available)	
6	The system should be able to accept the e-KYC requests from KUA/sub KUA. System should be able to route the e-KYC request to KSA. The response from CIDR has to be forwarded to the KUA/sub KUA. (This may include the e-KYC information or the error code.). The same has to be given back to the sub organization in a secured manner. The application should validate the e-KYC request coming from KUA/Sub KUA and should digitally sign the packet. The system should decrypt the KYC details provided by CIDR and shall forward the KYC details including his name, address, photograph DoB, etc. to the clients in a secured manner. The system should have error handling facility.	
7	The Software solution must be compatible/inter-operable with various STQC Certified PoS (Point of Sale)/Wall-mount devices used for Finger print/IRIS scanning. Respective API to integrate these devices with software must be made available for fast implementation.	
8	Compliance of the security guidelines issued from time to time by Department of Telecommunications (DoT), government of India and UIDAI. Tenderer would be required to fulfill the all requirement of DOT & UIDAI in this respect.	
9	Any other requirement to integrate with existing system of Customer for ASA and AUA services	
10	To provide required support to end customers for ASA and AUA services as per SLA	

**DETAILS OF HARDWARE TO BE SUPPLIED BY THE VENDOR (Part B)-**

Sr No.	Description	Quantity	OEM Make & Model	Version/Year of release	Configuration	Remarks (if any)

**Details of the Bill of the Material (Hardware to be Supplied) to be provided in the above Format.**



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## Annexure – C

### Details of the Vendor

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

<b>SR. NO</b>	<b>DETAILS OF THE COMPANY</b>	<b>RESPONSE</b>
<b>A</b>	Name of Company	
<b>B</b>	Company Head Office and registered office address	
<b>C</b>	Telephone and Fax numbers	
<b>D</b>	Date of incorporation. Please enclose Company Registration Certificate.	
<b>E</b>	Ownership structure (e.g. Proprietorship, Partnership, Pvt. / Pub Ltd Company)	
<b>F</b>	Company Sales Tax Number, GST registration number, & Service Tax number. Please enclose supporting document.	
<b>G</b>	Company PAN & TIN number. Please enclose supporting document.	
<b>H</b>	Please enclose financial accounts (Profit and Loss account and Balance sheet for last three financial years).	
<b>I</b>	Quality Certification Please enclose copies of Quality Certificates (ISO 9000/9001 certification) if any.	
<b>J</b>	List of Support Centers with addresses and phone numbers	
<b>K</b>	Total strength of the Company. Bifurcation : <ul style="list-style-type: none"><li>● Installation Team</li><li>● Maintenance Team</li><li>● Support Team</li><li>● Any Other Teams</li></ul>	



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**Annexure – D**

**Bank Details**

(To be included in Technical Bid Envelope)

1	Name of the Bank	
2	Address of the Bank	
3	Account Type and Number	
4	Contact Person	
5	Telephone No.	
6	Fax No	
7	e-mail	
8	Over Draft/CC/Other fund based Limit	
9	Bank Guarantee Limit	
10	Remarks, if any	

Corporate Authorization details.

Note: This statement has to be duly attested by the banker.

Signature:

Signature:

Name of the Authorized Person:

Name of the Authorized Person:

Designation:

Designation:

Vendor Seal

Banker Seal

All authorizations should be collected



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**ANNEXURE - E**

**PRO FORMA - COMMERCIAL BID**  
**RATE SCHEDULE FOR HARDWARE**

Bidder should fill the details of products supplied in below format. The servers must be MNC brand only and vendor should specify the brand quoted.

Sr No.	Description	Quantity	Unit Cost	Total Cost	Applicable Taxes	Total Cost inclusive of applicable Taxes
1	<b>One Time</b>					
1-A	Hardware- with 3 years warranty support (For both DC and DR)					
1-B	Software with versions for AUA/KUA application/OS/DB					
2	<b>Recurring</b>					
2-A	AMC-hardware (4 <sup>th</sup> 5 <sup>th</sup> & 6 <sup>th</sup> Year pricing with year wise break up)					
	4 <sup>th</sup> year					
	5 <sup>th</sup> year					
	6 <sup>th</sup> year					
2-B	AMC-Software (4 <sup>th</sup> 5 <sup>th</sup> & 6 <sup>th</sup> Year pricing with year wise break up )					
	4 <sup>th</sup> year					
	5 <sup>th</sup> year					
	6 <sup>th</sup> year					
2-C	List of any other recurring fees applicable					

**\*\* Note: Taxes on each item (Do not mention only the applicable percentage of Tax, please mention the amount of Tax also. If require you may create additional columns and rows).**

**GST will be on Banks account on actuals. Variation (+/-) in rate of tax if any will be on the Banks accounts.**





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**Annexure – F**

**Format of Power of Attorney for signing of bid**

**POWER OF ATTORNEY**

(On Stamp Paper of relevant value)

Know all men by these presents, we \_\_\_\_\_ (name of the vendor / partnership firm and address of the registered office) do hereby appoint and authorize Mr. \_\_\_\_\_ (full name and residential address) who is presently employed with us and holding the position of \_\_\_\_\_ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for Design, Supply, Installation, Configuration, Customization, Operations and Maintenance of Aadhaar based Authentication & e-KYC Software comprising of AUA/KUA Platform with all requisite hardware solution in response to the RFP (Request for Proposal) by MSC BANK (hereinafter referred to as MSC BANK), including signing and submission of all documents and providing information/responses to MSC BANK in all matters in connection with our bid / offer.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this \_\_\_\_ day of \_\_\_\_\_ 2018

For \_\_\_\_\_

(Signature)  
(Name, Designation and Address)

Accepted

(Signature)  
(Name, Title and Address of the Attorney)

Date:

Note:

1. To be executed by the all members in case of a Consortium.



Tender No. MSCB/ ITD/F-334/KYC/318/2017-18

2. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.
3. Also, wherever required, the vendor should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the vendor.
4. In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

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## Annexure – G

### Undertaking

It is certified that the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of bid and are liable to any punitive action for furnishing false information / documents.

It is also certified that we are not blacklisted by Government department, ministry, agency or any PSU's.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2018

Signature

(Vendor Seal)

\_\_\_\_\_  
In the capacity of

\_\_\_\_\_  
Duly authorized to sign bids for and on behalf of:

**\*\* End of Document \*\***