

THE KANGRA CENTRAL CO-OPERATIVE BANK LTD.

कांगड़ा केन्द्रीय सहकारी बैंक सीमित

Head Office, Civil Lines, Dharamshala, Distt. Kangra, H.P. - 176 215, Ph:01892-223280, 224607



The Kangra Central Co-operative Bank Ltd. Dharamshala

Sehkar Jyoti Building, Civil Lines, Dharamshala,
Tehsil Dharamshala, Distt. Kangra, Himachal Pradesh, 176 215.

EXPRESSION OF INTEREST
EOI Notice No. KCCB/IT/2024

Supply, Installation, Implementation, Configuration, Integration,
Testing, Commissioning and Maintenance of Hardware Security
Modules (HSM)

Preamble

The Kangra Central Co-Operative Bank Limited, Dharamshala is a DCCB currently operating in five districts of Himachal Pradesh viz Kangra, Hamirpur, Una, Kullu and Lahaul & Spiti. The Bank has operationalized state of the art Core Banking Services. The Bank has its Data Centre at Dharamshala and Disaster Recovery Site at Bengaluru.

The objective of this EOI is to undertake Supply, Installation, Implementation, Configuration, Integration, Testing, Commissioning and Maintenance of Hardware Security Modules (HSM) at the Data Centre and Disaster Recovery Site.

3.2 INSTRUCTIONS TO BIDDERS

The Bidder is expected to have read and examined all the instructions, forms, terms and specifications in the EOI Document with full understanding of its implications. Failure to furnish all information required in the EOI or submission of a bid not substantially responsive to the Expression of Interest Document in every respect will be at the Bidder's risk and may result in outright rejection of the bid.

3.3 COST OF THE EOI DOCUMENT

The Bidder shall pay ₹ 2,500/- (Rupees Two Thousand and Five Hundred Only) which needs to be remitted offline in the form of Cheque / Demand Draft in favour of The Managing Director, The Kangra Central Co-operative Bank Ltd., Head Office Dharamshala along with the Proposal as directed in the Document.

3.4 SCHEDULE OF EOI

1. EOI Document can be downloaded from the website of the Bank www.kccb.in starting at 11:00 hrs on Thursday, 29th February 2024.
2. Prospective bidders seeking any clarification may raise their queries through email at it@kccb.in of the Bank up to Tuesday, 5th March 2024. The changes to the bid, if any, would be communicated through Bank's website. No queries will be entertained after stipulated time.
3. The bids will be accepted till Thursday, 14th March 2024 up to 17:00 hrs. However, the Bank may at its sole discretion extend the bid submission date.
4. The Technical Bids will be opened at 13:00 hrs on Friday, 15th March 2024. The Bidder(s) or their authorized representatives may be present if they so desire.
5. The Financial Bids of only technically qualified Bidder(s) will be opened on date announced by the Bank on the Bank's website <https://www.kccb.in>

The address for the above activities (3.4.4, &3.4.5) and correspondences would be:
The Managing Director,
The Kangra Central Cooperative Bank Ltd.
Dharamshala. Himachal Pradesh, 176 215.
PHONE +91 1892-224969 / 222877 / 223280 / 224607
EMAIL: it@kccb.in

3.5 PROCEDURE FOR SUBMISSION OF BIDS

Sealed **Technical Bid** and sealed **Financial Bid** must be submitted in single sealed cover super-scribed with EOI notice number, date of submission and the words "EOI for Supply, Installation, Implementation, Configuration, Integration, Testing, Commissioning and Maintenance of Hardware Security Modules (HSM), due on Friday, 15th March 2024 up to 13:00 hrs. NOT TO BE OPENED BEFORE TIME.

3.5.1 Technical Bid shall contain the following: Technical Bid/Proposal must include Bid Covering Letter duly signed by authorised signatory, Document Fee, EMD and proformas as mentioned in the EOI, along with all documentary and statutory proofs.

1. The Bid must contain the name, address, and contact details of authorised person / representative submitting the Bid and must be signed and stamped by the Bidder with his / her signature on every page of the Bid.
2. All documentary proofs and undertakings as requested under the Eligibility and Technical Criteria need to be attached.
3. The Bidder's name stated in the Bid shall be exact legal name of the company as incorporated.
4. All changes / alterations / corrections in the Bid shall be signed with date in full by the authorised person signing the Bid. No erasing and / or overwriting is allowed.
5. Transfer of Bid submitted by one Bidder to another is not permissible.
6. The Technical Bid in original duly signed should be submitted in Envelopes "Technical Bid". Please note that rates should not be indicated in the Technical Bid. Only Financial Bid should indicate rates.

3.5.2 Financial Bid shall contain the following:

1. Financial Bid / Proposal shall include the prices quoted for item with unit cost as per the requirement.
2. All prices to be quoted in Indian Rupees and must clearly state all applicable taxes separately.
3. In the Financial Bid, the Bidders must quote the rates in figures as well as in words as specified in the format. If there is any discrepancy between the price quoted in figures and words, price quoted in words shall prevail.
4. Financial Bid shall be in the sealed envelope subscribing "Financial Bid" in specified format.

3.6 COSTS INCURRED WITH BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the Bid, if so desired by the Bank and the Bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding Process.

3.7 LANGUAGE OF BIDS

The Bids prepared by the Bidder and all correspondence and documents relating to the Bids exchanged by the Bidder and the Bank, shall be written in the English Language.

3.8 VALIDITY

Bids shall remain valid for 90 days from the last date of bid submission. The Bidder(s) may be required to give consent for the extension of the period of validity of the bid beyond initial 90 days, if so desired by the Bank in writing. Refusal to grant such consent would result in rejection of bid without forfeiture of the EMD. However, any extension of validity of bids will not entitle the Bidder to revise / modify the bid. The decision of the Bank in this regard will be final, conclusive, and binding on the Bidder.

3.9 MODIFICATIONS & WITHDRAWAL

The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the Managing Director of the Bank to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

4 ELIGIBILITY CRITERIA

Sr. No.	Criteria	Documents to be submitted
1	The Bidder(s) should be a registered company in India under Companies Act 1956 and should have been in operation for at least 05 years as on date of EOI.	Copy of the Certificate of Incorporation should be enclosed as EG – 1 .
2	The Bidder(s) should not have been blacklisted / debarred by the Government of India or their undertakings, any State Governments, or their undertakings during last 3 years. In such cases the bid will be summarily rejected and no correspondence in this matter shall be replied to by the Bank.	Undertakings from the Bidder(s) in this regard should be enclosed as EG – 2 .
3	The Bidder(s) must have valid GST and PAN numbers allotted by the respective authorities.	Copies of all the relevant certificates should be enclosed as EG – 3 .
4	The Bidder(s) must either be an OEM(s) or their authorized business partners of repute as evidenced by copies of relevant certificates.	The bidder should submit Manufacturers Authorization Certificate (MAF) as EG - 4 .
5	Proposed HSM must be running live in Production environment at minimum 10 Banks for more than 1 year or minimum 5 Banks for more than 3 years. Also, OEM should have supplied minimum of 4 similar HSM (same as proposed to our bank) to minimum 5 Banks in last 3 years.	Copy of Purchase Orders, or Contracts or Letters of Appreciation should be enclosed as Annexure ET-1 .
6	The Bidder(s)/OEM should have at least an aggregated turnover of more than ₹ 25 Crore during last 3 audited financial years from their India Operations.	Copies of the audited balance sheets and profit and loss account for last 3 financial years should be enclosed as Annexure EC-1 .
7	The Bidder(s) should have been posting profits in two of the financial years during last 03 years and should have a net positive worth.	Duly certified and signed statement by the authorized CA be enclosed as Annexure EC-2 indicating that the firm is having positive net worth.

5. GENERAL CONDITIONS

1. The Bank reserves its absolute right to seek any clarifications or document(s) from the respective Bidder(s) at any stage.
2. The Bank will neither provide nor shall pay any charges for boarding, lodging and transportation facilities for the Bidder(s) or their Representative.
3. The products / services offered should strictly conform to the specifications given in the product literature. The models proposed / marked for withdrawal from the market or

models under quality testing should not be offered.

4. Equipment offered should be capable of being fully integrated with the existing ATM Switch of the Bank immediately on installation.
5. The Bidder(s) are required not to impose their own terms and conditions to the bid and if submitted, it will not be considered as forming part of their bids. The decision of the Bank shall be final, conclusive, and binding on the Bidder(s).
6. It is implicit that the Bidder has guaranteed that all the equipment supplied are original & new including all its components and as per the technical specifications. All the hardware and software supplied is licensed and legally obtained in the name of the Bank.
7. In addition to the terms and clauses enumerated in this EOI document, all the relevant provisions of General Financial Rules 2017 and any addendum / corrigendum and all the relevant guidelines of CVC and Government of India as well as Government of Himachal Pradesh viz. Make-in-India, Land Border Clause, Incentives to MSMEs / Start-ups and capping on liquidated damages etc. shall be deemed to be part of this EOI document and shall be assumed to have implicitly admitted to by the prospective Bidders.

6 PURCHASER'S RIGHT TO REJECT ANY / ALL BIDS

1. The Bank reserves the right to accept or reject any bid partially or fully or annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason, thereby incurring no liability to the affected Bidder(s). The Bank is under no obligation to inform the affected Bidder(s) of the ground for its action.
2. The Bank reserves the right to accept or reject any technology proposed by the Bidder(s).
3. The Bank reserves the right to issue Purchase Order in phases or to alter the quantities or delete one or more items. Any decision of the Bank in this regard shall be final, conclusive, and binding on the Bidder(s).

7 BID REJECTION CRITERIA

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

1. Bids which are not substantially responsive to the EOI Document.
2. Bids not made in compliance with the procedure mentioned in this document or not substantively responsive.
3. Failure on part of the Bidder to provide appropriate information as required in the bid proposal or any additional information as requested by the Bank, including any supporting document.
4. Incomplete or conditional bids or bids that do not fulfil all or any of the conditions as specified in this document.
5. Bids without earnest money deposit.
6. The submission of more than one bid under different names by one Bidder. If the same is found at any stage, all the bids by that bidder will be rejected.
7. Material inconsistencies in the information submitted.
8. Misrepresentations in the bid proposal or any supporting documentation.
9. Bid proposal received after the last date and time specified in this document.
10. Bids found in unsealed cover, unsigned bids, bids signed by unauthorized person and unsigned corrections in the bids.
11. Bids containing erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be authenticated by the person(s) signing the bid.

8 BID EVALUATION PROCESS

1. The Bidder must meet all the eligibility criteria mentioned in Section 4 failing which their bids will be rejected and shall not be considered for further evaluation.
2. The Technical Bids of all the Bidders who meet the eligibility criteria shall be evaluated further for compliance of specifications and other such parameters as may be needed. The decision of the Bank in this matter shall be final conclusive and binding.
3. The Commercial Bids of all the technically qualified Bidders shall be subjected to financial comparison. It may be noted that the Gross Price shall be considered to arrive at the L1 Bidder(s).

9 RESPONSIBILITIES OF THE BIDDER(S)

1. The Bidder(s) shall supply and deliver the equipment as F.O.R destination i.e. the locations of the DC and DR sites specified by the Bank at a later stage. The rates must include all the charges e.g. packing, forwarding, insurance, freight, commissioning, demonstration, etc. if any at the respective locations.
2. The vendor needs to execute and carryout all the tasks / activities / works as per the satisfaction of the Bank. The sign off / UAT certificate shall be issued by the Bank only after the successful integration.

10 RESPONSIBILITIES OF THE BANK

1. The Bank shall provide space and power supply to install the equipment and components etc. The officials of the Bank shall help the engineers deputed by the Bidder for the job in their capacity.
2. The Bank shall provide the necessary directions and inputs to the vendor to install, fix and deploy the equipment at the right place.

11 SCHEDULE OF PAYMENT

1. No payment will be made in advance.
 2. 70% of the total payment due (exclusive of annual maintenance charges, AMC, etc.) shall be released by the Bank upon successful delivery of equipment / software and raising of relevant invoices thereof.
 3. Remaining 20% of the payment shall be released by the Bank upon successful commissioning/Go-live.
 4. Remaining 10% of the payment shall be released by the Bank after 3 months of commissioning/Go-live.
 5. Operation and AMC charges after the warranty will be payable on quarterly post-paid basis upon rendering satisfactory services to the Bank and raising relevant invoice thereof.
- The payment of these charges will be made after deducting non-performance/downtime and other penalties imposed, if any.

12 TIME SCHEDULE

The project should be completed within three months from the date of placing the supply order and the Bank's decision in this regard will be final and binding. The supply shall be deemed to have been complete on the actual date of installation / implementation and successful demonstration to the officials of the Bank.

The detailed schedule will be specified by the Bank at the time of placing supply / work orders after due consultation with the successful Bidder(s).

13 EARNEST MONEY DEPOSIT (EMD)

1. Earnest Money of ₹ 3,00,000/- (Rupees Three Lacs only) shall be deposited offline in the form of Cheques / Demand Draft in favour of The Managing Director, The Kangra Central Co-operative Bank Ltd., Head Office Dharamshala along with the bid.
2. Proposals without Earnest Money Deposit shall not be accepted.
3. The Earnest Money Deposit of unsuccessful bidders shall be returned as soon as possible by the Bank without any interest.
4. The successful Bidder(s) will be required to meet the job given by the Bank and mutually agreed by them and would abide by the terms and conditions of the contract, failing which the Bank reserves the right to forfeit the full or part of the said deposit, as the case may be.
5. If the Bidder refuses to undertake the allotted work or delays the work deliberately and unnecessarily, their allotment order will be cancelled, Firm will be black-listed, and Earnest Money Deposit shall be forfeited. In such a case decision of the Bank will be final and binding.

14 RATES

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

15 WARRANTY AND SUPPORT

1. All the goods and services quoted in response to this EOI shall have an onsite warranty for 03 years and support for next 02 years from the date of successful commissioning and sign off / UAT.
2. If any equipment is damaged during the contract period, the service provider is liable to replace the same with same or higher configuration with no extra cost. The downtime due to such components would be considered for calculation of penalties.
3. Providing suitable standby for parts / components with same or better specifications till the time the original part/component is repaired or replaced so that daily business is not affected.

16 PENALTIES

In case of delay in execution of works or delivery of goods & services, penalties at the following rates shall be imposed on the total amount of default (as per relevant rate schedule) of delayed goods / services:

- 1% for delay of the first month.
- 2% per month for subsequent delays (Subject to a maximum of 5% on the undelivered portion).
- Maximum delay of three months is tolerable, beyond which the order may be cancelled, decision of the Bank, in this regard, shall be final, conclusive, and binding on the firm.

17 TAXES AND DUTIES

The Bidder shall be solely responsible for the payment of all taxes including GST, duties, license fees, octroi etc. incurred until completion of the project. If there are changes in taxes, duties, fees or octroi etc. by Government after the submission of bids, the same shall be payable as per actual.

18 PERFORMANCE GUARANTEE

The successful Bidder(s) shall furnish a security in the form of bank guarantee in favour of the Managing Director, The Kangra Central Cooperative Bank, Dharamshala @ 3% of the total value of the order placed to the Bidder, and the same must be valid for 3 years from the date of order, which shall be discharged thereafter.

19 INSURANCE

The Bank will not pay for any insurance charges against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery etc. The insurance shall be purchased by the Bidder, naming the Bank as the beneficiary, in an amount equal to the exact value of the Goods up to the installation at site on all risks, including war Risks and strike clauses etc.

20 INDEMNITY

1. The Bidder(s) shall, at their own expense, defend and indemnify the Bank against all third-party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the Goods/Products or any part thereof in India or abroad.
2. The Bidder(s) shall expeditiously extinguish any such claims and shall have full rights to defend itself therefrom. If the Bank is required to pay compensation to a third party resulting from such infringement, the Bidder(s) shall be fully responsible therefore, including all expenses and court and legal fees.
3. The Bank will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

21 CONFIDENTIALITY

1. The Bidder shall not, and without the Bank's prior written consent, disclose the contract or any provision thereof, or any specification or any document or information, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
2. Any document other than the contract itself shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Bidder's performance under the contract if so required by the Bank.

22 CONFLICTS OF INTEREST

Absence of, actual or potential conflict of interest on the part of the Bidder due to prior, current, or proposed contracts, engagements, or affiliations with the Bank needs to be meticulously ensured. Additionally, they shall proactively disclose and address all potential elements, which would adversely impact their ability to complete the requirements as given in the EOI.

23 TRAININGS

The Bidder shall be responsible for training the Bank personnel in the areas of implementation, operations, management, error handling, troubleshooting, system administration and any other related areas. This training can be arranged at the premises of the Bidder or at the Bank. All employees need to be trained by the Bidder who shall be identified by the Bank and shall comprise of people having different levels of qualifications and responsibilities. The final training schedule shall be decided according to a mutually agreed timetable before the work order is finally placed.

24 LIMITATIONS OF LIABILITY

Notwithstanding anything to the contrary contained in the contract, the Bidder's aggregate liability arising out of or in connection with the contract, whether based on contract, tort, statutory warranty or otherwise, be limited to the amount actually paid by the Bank to the Bidder in respect of the services that are subject matter of a claim, subject to a maximum of 100% of the contract value. The Bidder shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use, data, profit, income, business, anticipated savings, reputation, and more generally, any loss of an economic or financial nature, whether these may be deemed as consequential or arising directly and naturally from the incident giving rise to the claim.

25 FORCE MAJEURE DURING THE PENDENCY

During the pendency of the contract if the performance in whole or part thereof by either party is prevented / delayed by causes arising due to any war, hostilities, civil commotion, act of public enemy, sabotage, fire, floods, explosion, epidemics, non-availability of raw material, and other consumables, or any other causes including breakdown of equipment beyond their reasonable control neither of the two parties shall be made liable for loss or damage due to delay or failure to perform the contract during the pendency of forced conditions provided that the happenings are notified in writing within 7 days from the date of occurrence. The work shall be resumed under the contract as soon as possible after the restoration of normalcy.

26 ARBITRATIONS

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 Registrar Co-operative Societies, Himachal Pradesh. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act, 1966 or by statutory modification/re-enactment thereof for the time being in force. Such arbitration shall be held at Shimla.

27 APPLICABLE LAWS & JURISDICTION OF COURTS

In all matters and disputes arising hereunder, shall be governed in accordance with the Laws of India for the time being enforced and the appropriate Courts at Dharamshala, or any competent court in Himachal Pradesh only shall have the jurisdiction to entertain and try them.

28 DETAILED SCOPE OF WORK, SPECIFICATIONS & DELIVERABLES

The Bank is currently using ATM Switch (names as EZLink Switch) from Cashlink Global Systems Pvt Ltd and using Gamalto Safenet LUNA EFT 2.0 HSM with following specification:

Operating System

- Windows, Linux.

Cryptographic APIs

- SafeNet Mark II Payments API
- Third Party payments API

Functionality and Support

- EMV
- 3D-Secure
- Format Preserving Encryption

Cryptography

- Symmetric: AES, DES, Triple DES, SEED
- Hash/Message Digest/HMAC: SHA-1, SHA-2 (SHA-224, SHA-256, SHA-384, SHA-512), MD5
- Random Number Generation: FIPS 140-2 approved DRBG (SP 800-90 CTR mode)

DELIVERABLE: -

1. **PROPOSED HSM:** The Bank intends to procure HSM which are certified to operate with Bank's ATM Switch and comply to following:

- Operating System: Windows, Linux
- Key Management Solution
- (AES -128, 192 & 256 bit, TDEA and 3 DES 112 & 168 bit)
- RSA (upto 4096 Bit)
- Payment Card Verification
- Electronic Fund Interchange (EFT, POS, ATM etc)
- EMV Transaction processing
- EMV Payment Tokenization
- PCI-DSS Compliant
- Protection for AES and other cryptographic keys
- Temper Resistant Security Module (TRSM)
- Interchange of keys (symmetric) in secure manner
- ANSI Key Block (AKB)
- Protection for Man-in-the -Middle (MitM) attack
- TPS count: Atleast 60 TPS
- FIPS 140-2 Level 3 Certification with ACTIVE status as on submission date and certification on OEM/Bidder name.
- PCI-HSM Certified with certification on the complete HSM box and not just on the HSM card. Certification should be on OEM/Bidder name.
- Rack Mountable – 1U (Physically fortified form factor)
- Dual Redundant and hot swappable Power Supply and Fans to avoid downtime in case of any hardware failure.
- Out of range temperature and voltage protection
- Low-battery voltage detection
- Security architecture to prevent retrieval of PINs, Keys, and other sensitive data.
- ATM Key initialization and Remote Key Loading (RKL)
- PCI Security Standard
- Pin Transaction Security (PTS) approved devices.
- Key Management standard- ANSI X9.24, ANSI X9.52
- High resilience and availability
- Point to Point Encryption (P2PE)
- Card and Mobile payment Authorization
- Other Cryptographic Algorithms

- Advanced encryption standard (AES)
 - Data encryption algorithm (DEA) standard (ANSI X3.92-1987.
 - DES and Triple DES
 - Banking procedures for message encipherment, general principles.
 - PIN management and security, part 1 and 2 (ANSI X9.8, ISO 9564–1 and 2);
 - Message authentication (ISO 9797-1, ANSI X9.9-1987, ISO 9807);
 - MasterCard CVC, Visa CVV, and American Express CSC; MasterCard CVC3, Visa dCVV, and Discover dCVV; Unique key per transaction (ANSI X9.24-2004); EMV-based smart card support.
 - Alarm trigger and sensors for motion, voltage and temperature.
 - Input Voltage: 100-240V, 50-60Hz
 - Power Consumption: 80W maximum.
 - Temperature: operating 0°C – 40°C, storage -20°C – 60°C
 - Relative Humidity: 5% to 95% (38°C) non-condensing
 - RoHS compliant.
 - Local Master Key (LMK) Option - should have ability to store one LMK (TDES or AES) and upgradable upto 20 on extra cost basis if required.
 - Two Factor Authentication
 - Dual Control Authorization (physical key and smart cards)
 - Audit Logs with user control.
 - PIN block formats.
 - ISO 9564; PIN pad; IBM 3624 ATM PIN format; IBM Encrypting PIN pad; Unisys (Burroughs); Diebold; Docutel Olivetti.
 - Detection of cover removal in addition to Alarm triggers, for motion, voltage and temperature.
 - HSM remote management solution must have PCI HSM v3 Remote Access Platform (RAP) certification.
 - Remote Key loading device manufactured by same OEM that is PCI approved.
- Connectivity:**
- Communications Ethernet TCP/IP, TLS 1.2
 - Connection 10/100/1000BASE-T (RJ45) autosensing.

2. OEM should have presence for at least 10 years in India.
3. **Centralized Monitoring Tools for HSM:** The OEM should offer centralized monitoring tool for HSM (compatible with Proposed HSM) which can be used to track operation status of device, monitor the health of HSM devices (utilization, storage capacity), can generate alerts when critical situation arises in device via email, SNMP, syslog, or Web interface etc. The monitoring tool can provide role-based access to users to gain 24x7 visibility into the status of all their HSMs across all the sites, including performance, audit records, alerts via an easy-to-use web interface dashboard.
4. OEM should have their own 24/7/365 support centres and in-house warehouse in India to provide L2/L3 support to the bank directly in at least 2 languages i.e. English & Hindi. –
5. OEM should have at least 50% of the supplied quantity as RMA inventory from their own Warehouse within the country to meet the Bank’s SLA’s.
6. To migrate the Data from existing HSM to new proposed HSM. The keys should be migrated in bulk and directly in the TR 31 Key block format which is the recommended format as per PCI mandate.
7. OEM should offer seamless migration of keys as well as any custom firmware from existing HSMs, without having the risk of taking the keys in clear.
8. Onsite warranty for 03 years with next 02 years extended Back-to-Back support from OEM.

BID PROPOSAL PROFORMAE

1. BID COVERING LETTER

To
The Managing Director,
The Kangra Central Cooperative Bank Limited,
Dharamshala. H.P.
176 215.

Dear Sir,

Supply, Installation, Implementation, Configuration, Integration, Testing, Commissioning and Maintenance of Hardware Security Modules (HSM).

1. TERMS AND CONDITIONS

1. I/We, the undersigned tenderer(s), having read and examined in detail the specifications and all bidding documents in respect of this EOI do hereby purpose to provide goods and services as specified in the document.
2. I/We, the undersigned tenderer(s) having submitted the qualifying data as required for the EOI, do hereby bind ourselves to the conditions of the EOI. In case any further information/documentary proof in this regard before evaluation of our bid is required, I/We agree to furnish the same on demand to your satisfaction.

2. RATE AND VALIDITY

1. All the rates mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the rates and other terms and conditions of this proposal are valid for a period of 90 days from the date of opening of the bid.
2. I/We have studied the Clauses relating to Indian Income Tax Act and hereby declare that if any Income Tax, surcharge on Income Tax and any other Corporate Tax is altered under the law, I/we shall pay the same.

3. BID PRICING

I/We further declare that the rates stated in our proposal are in accordance with your terms and conditions in the bidding document.

4. EARNEST MONEY

I/We have enclosed the earnest money as required under Section 13 of the EOI document. In case of default, it is liable to be forfeited in accordance with the provisions of the EOI.

5. BANK GUARANTEE

I/We shall submit a Bank Guarantee as required under Section 18 of the EOI document.

6. DECLARATION

I/We hereby declare that my/our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of my/our knowledge and belief and nothing has been concealed therefrom.

Thanking you,

Yours faithfully,

(Signatures)

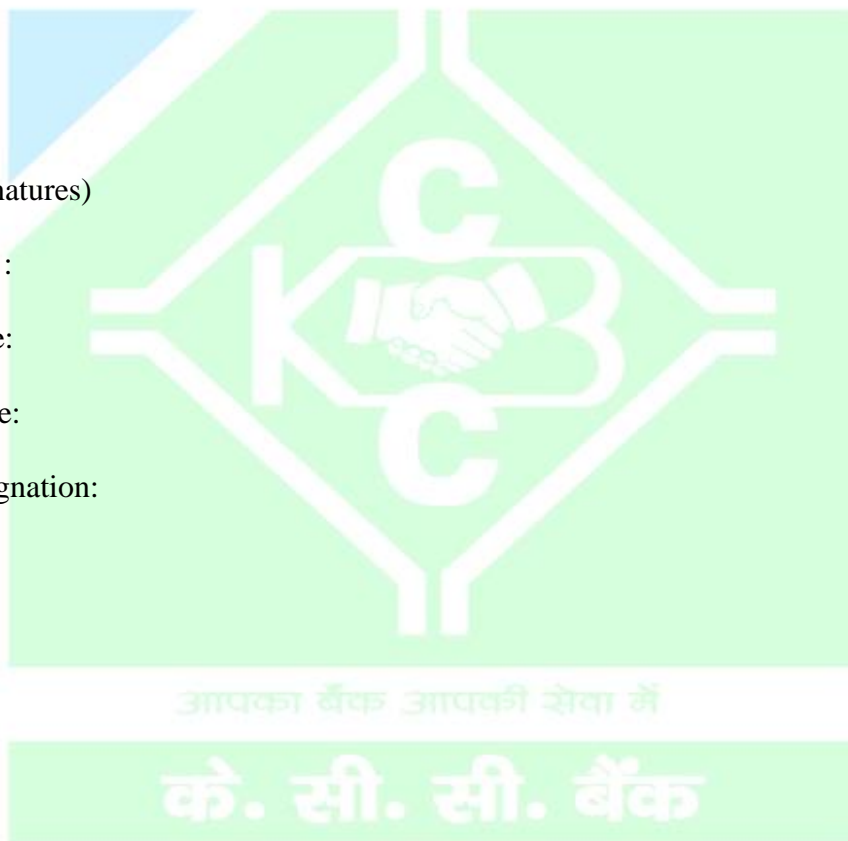
Date :

Place:

Name:

Designation:

Seal



1. PROFORMA TECHNICAL BID

1. EOI's Proposal Notice No & Date	
2. Bidder's Name and Address	
3. Contact Person Designation Telephone Number Fax Number e-mail Address	
4. Documents to fulfil eligibility criteria as per section 4 enclosed (Yes/No)	

(Signatures)

Date:

Place:

Name:

Designation:

Seal

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PROFORMA COMMERCIAL BID:

Sr. No.	Description	Unit Price (in ₹)	Tentative Quantity	Total Cost
1	Hardware security Module		4	
2	Annual Maintenance Cost (3 years warranty + 2 years Back-to-Back AMC from OEM)		4	
2	Installation, integration, and commissioning charges		4	
3	Data Migration charges		4	
4	Other licences (if any) please specify.		4	
5	Additional Support charges per man-day (if any)		1	
*Grand Total (Criterion for Commercial Evaluation to arrive L1)				

*GST Extra

(Signatures)

Date:

Place:

Name:

Designation:

Seal

आपका बैंक आपकी सेवा में

के. सी. सी. बैंक