REQUEST FOR PROPOSAL
FOR THE
CONSULTANCY SERVICES TO IMPLEMENT

ENTERPRISE KNOWLEDGE MANAGEMENT SYSTEM
(EKMS)

RESERVE BANK OF INDIA
Department of Information Technology
MUMBAI 400-001, INDIA
CHAPTER 1
INTRODUCTION

1.1 BACKGROUND AND OBJECTIVES OF KNOWLEDGE MANAGEMENT:

With the increased concern for managing the organizational knowledge and to enrich the users by giving access to the right information whenever and wherever required and also with an aim towards reducing the paper work, it has been decided to set up and implement a Enterprise Knowledge Management System (EKMS) at Reserve Bank of India, initially as a pilot in a group of four departments namely Department of External Operations and Investments (DEIO), Monetary Policy Department (MPD), Internal Debt Management Department (IDMD) and Department of Information Technology (DIT) and eventually covering entire RBI after successful pilot implementation.

Reserve Bank of India (RBI), being the Central Bank of the country, regulates and supervises entire banking and financial sector of the country. Its objective is to regulate the issue of Bank Notes and manage the Foreign Exchange Reserves with a view to secure monetary stability.

RBI as an organization follows typical hierarchical structure. Overall distribution of work is achieved by formation of various function-oriented departments, spread across 22 regional offices countrywide, with its central office in Mumbai. Every Regional Office (RO) has various departmental units with specified functions. These departmental units at Regional Offices are monitored by respective Central Office Departments (COD), which are mainly located in Mumbai.

Though, the departments of the banks are to perform specific activity, however, some activities of each department are somehow co-related with many other departments. The departments are, therefore, required to work in coordination with other departments. The source of information may be internal or external based on the requirement. The requirement of structured data set or information is now being met by the Bank’s Centralised Data Base Management System (CDBMS). The continuous demand for the unstructured information like documents, emails etc. are still unattended. This leads to huge wastage of time, human resources, as well as increase of rework at various stages.

The need for an Enterprise Knowledge Management System is thus felt to improve the work efficiency of the employees of the Bank by reducing document search time, easy access to documents, capturing and storing tacit knowledge, designing, building and managing of knowledge assets.
1.2 DESCRIPTION OF THE PROJECT

1.2.1 The Project envisages setting up a system to gather, systematically arrange and manage the knowledge of both forms i.e. explicit and tacit, spread across the organization. The project has been divided into phases. Initially, a pilot would be implemented in a group of four departments. Three of these departments have a market orientation and are involved in foreign exchange, government securities, money market related operations/policy. The other department is responsible for all Information Technology matters within the Bank. The approximate size of the users in these four departments is 215. We expect the EKMS to provide functionality which includes document and content management, work flow automation, and be based on sound infrastructure in terms of intranets and portals. The system should be so scalable that on successful completion of the pilot, all the facilities can be extended seamlessly to all other departments/locations of the Bank at the discretion of the Bank.

Some indicative features of the EKMS are mentioned below.

- Collaborative Authoring
- Imaging
- Record Management
- Report Management
- E-Mail Management
- Storage Management
- Rendering, Searching and Retrieving
- Ontology/Taxonomy Designing
  - Indexing
  - Classification
  - Document Tagging
- Security Features
- Integration with other applications
- Collaboration techniques
- E-learning
- Common front-end at department level(intranet) so that individual department’s contents can be published. The idea is to allow users to accomplish their tasks intuitively, effectively, and without frustration over the system’s usability. It should be designed in such a way that it takes the
end user’s needs and requirements into consideration and have the qualities like Consistency, Visual Clarity, *Navigation and control*, *Relevance*, *Feedback facility* and *Timeliness*.

- There will be an enterprise Portal with various capabilities like *gathering, organizing and classifying to accessing, presenting and distributing information*, as well as tools for collaboration and customization.
- All the processes in the departments would be automated.
- Users should be able to collaborate and share knowledge using tools and techniques of EKMS. It should therefore help RBI to establish a knowledge sharing culture within the organisation.
- System should provide mechanism to capture tacit knowledge

It is expected that these features of the proposed EKMS will provide benefits like Increased Efficiency, Reduce Work Cycle Time, Gain Productivity through Work Management, Improved Process Control, More Effective Collaboration and Knowledge Sharing. The proposed EKMS is to be implemented in totality.

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CHAPTER 2

SCOPE OF THE WORK OF CONSULTANT

Scope of work

2.1 The consultant must deliver the SRS and RFP that will enable the Bank to implement the EKMS as described by its features mentioned in para 1.2.1. This should include methodology that provides reasonable measures of the “as-is” state of the constituencies in respect of knowledge sharing practices, the “where-to-be” state, and the means to relate the proposed KM solution (and its elements) to gaps between the two in the corresponding dimensions of people, process and technology. Also and notwithstanding what has been mentioned in para 1.2.1 the consultant must provide detailed analysis and recommendations on the following points. These are only indicative that must be included in overall recommendations.

2.1.1 Formulate strategy and layout action points for affecting the required cultural change for the smooth functioning of the EKMS.

2.1.2 Propose metrics for assessing usage and effectiveness of key system components like content management and workflow automation.

2.1.3 Recommend the appropriate governance and ownership structure for the contents and content management system.

2.1.4 Recommend the appropriate content authoring scheme i.e. decentralized vs centralized authoring.

2.1.5 Propose guidelines/criteria for identifying automatable processes and deciding on the level of automation.

2.1.6 Suggest suitable scheme for content identification, reorganization and rewriting for the knowledge extraction.

2.1.7 Research to propose the most suitable and flexible Taxonomy structure, including the navigation structure for Content Classification for faster and efficient retrieval.

2.1.8 Propose the content structure for intranets and with an eye on the enterprise portal.

2.1.9 Defining the Security Policy, procedures, various Security Services and integration of PKI, required for the System in line with the present security policy of the Bank.

2.2 The consultant will also be required to provide services to the Bank for the following activities.

2.2.1 Drawing up the project time frame.

2.2.2 Preparation of a Request for Proposal (RFP)/Tender Document to be issued to select the vendor for implementation of the project. The RFP would cover technical, commercial and logistics aspects of the project.
2.2.3 Sizing and Configuration of various computer and communication equipment in terms of the bill of material at various locations of RBI.

2.2.4 Evaluation of responses to RFP, normalisation, shortlisting and finalisation of vendor/systems Integrator for the Project, in co-ordination with the RBI. The detailed set of activities under this head would include the following:

i) Finalisation of technical specifications for tender document

ii) Providing and seeking clarifications related to the vendor

iii) Formulating the evaluation criteria

iv) Evaluating technical and commercial bids

v) Tender normalisation process and assist in negotiation with vendor, if necessary

vi) Submission of comprehensive Techno-commercial report with recommendations.

**Services during Implementation**

2.3 Consultancy for Procurement of Systems, Application Development, Implementation and Testing, including Acceptance Testing.

2.4 CONSULTANT shall supervise the installation and commissioning of all System and Application Software and hardware procured from the vendor for purpose of the Project.

2.5 CONSULTANT shall test the System and Application Software, hardware, systems, sub-systems using appropriate test methodologies.

2.7 CONSULTANT will assist the RBI in accepting the total solution for the Project.

2.8 CONSULTANT shall undertake the following in consultation / co-ordination with RBI:
   a) Identifying suitable technology for interconnecting various systems keeping in view the investment already made by the RBI for implementing the project;
   b) Defining the deliverables, milestones etc. for system integration;
   c) Defining acceptance criteria for Functionality, Response and Data Integrity of the System and Application Software;
d) Finalising the schedule of Installation of the systems, System and Application Software;
e) Installation and integration of Hardware, System and Application Software, wherever applicable.

2.9 PROJECT MANAGEMENT

a) CONSULTANT shall co-ordinate different activities related to implementation of this project to ensure smooth and timely execution of the project.
b) CONSULTANT shall endeavour to make the total project operational within the approved budget and as per scheduled project plan.
c) CONSULTANT shall review the project status and update RBI on periodic basis.
d) CONSULTANT shall provide timely signals to RBI when the project is not going as per schedule and suggest methods to adhere to the schedule.
e) CONSULTANT shall draw upon their global expertise and knowledge and be at liberty to associate such expert as considered necessary by CONSULTANT, for the Commissioning, Live Run and Post-Implementation support of the Project with the prior permission from RBI.

2.10 MILESTONES

In view of the expected features in the EKMS and the broadly outlined scope of the work the following deliverables are expected from the consultant.

1) The overall design of the pilot project and the implementation plan for the same.

2) SRS and RFP for the pilot departments including the ontology/taxonomy structure for the identified departments

3) Evaluation of the tender and selection of vendor

4) Commissioning and Operationalization of the pilot project

5) Knowledge transfer to the internal team

6) Training material, like documents etc., for facilitating/organising KM related awareness programs
INSTRUCTIONS TO CONSULTANTS

A. Bidders’ Eligibility Criteria

Bidders must meet the following eligibility requirements. Bids of non-compliant bidders will not be technically or financially evaluated.

A.1 The bidder shall provide evidence that it is a current legal entity.
A.2 The bidder must warrant that it is financially solvent, ie. able to meet all its debts as and when they fall due.
A.3 The last three financial years’ audited Balance Sheet and Profit and Loss Account reports shall be provided.
A.4 The bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the bidder considers that it does not affect its ability to deliver the RFP requirements, it shall provide details of the action(s).
A.5 The bidder must demonstrate that it has been engaged for providing consultancy services for atleast two KM Projects in financial organisation/bank of repute like RBI either within or outside the country during last 5 years. The application should be in use.
A.6 The bidder shall provide references (including Referee names and contact details) and a documented project management methodology in respect of major projects as stated at A.5
A.7 The Bidder shall offer a minimum of two-site inspection opportunities of consultancy services, it has completed in major projects of similar type.
A.8 Bidder must warrant that key project personnel to be deployed in this project have been sufficiently involved in similar projects in the past and have the requisite domain experience as mentioned in para 1.2.1.
A.9 The bidder must organise the bid in accordance with the format specified in the tender document.

B. Two-stage Bidding Process

B.1. For the purpose of the Consultancy, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts, i.e. the Technical Bid and the Commercial Bid. The bidders will have to submit the ‘Technical Bid’ separately from the ‘Commercial Bid’. The ‘Technical Bid’ will contain the exhaustive and comprehensive
Consultancy services details, whereas the ‘Commercial Bid’ will contain the pricing information. The Technical Bid will NOT contain any pricing or commercial information at all.

B.2. In the first stage, only the ‘Technical Bids’ will be opened and evaluated. Those bidders satisfying the technical requirements of the solution, as determined by the Reserve Bank of India and as per the requirements/specifications and the terms and conditions of this document, shall be short-listed.

B.3. Under the second stage, the Commercial Bids of bidders which have been short-listed earlier on the basis of evaluation of their Technical Bids, will be opened.

C. Bid Submission

C.1 CONSULTANTs are not permitted to submit more than one bid. The CONSULTANT has to offer the best solution available with him. The cost of bidding and submission of the bids is entirely the responsibility of the CONSULTANTs, regardless of the conduct or outcome of the tendering process. The response to the present tender will be submitted in two parts as mentioned above.

C.2 Bids sealed in accordance with the Instructions to CONSULTANTs should be delivered before 2:00 p.m. on May 6, 2005. Bids may be sent by registered post or hand delivery, so as to be received at the following address:

The Chief General Manager-In-Charge,
Department of Information Technology,
Reserve Bank of India,
14th floor, Central Office Building,
Shahid Bhagat Singh Marg, Fort,
Mumbai 400 001, India.

C.3 Receipt of the bids shall be closed at 3:00 p.m. on the May 6, 2005. Bids received after 3:00 p.m. on the May 6, 2005 will not be accepted by the Bank under any circumstances. The technical bids will be opened next day on May 7, 2005 at 11:00 a.m. Reserve Bank of India will not be responsible for any delay due to postal service or any other means.

C.4 All CONSULTANTs, or their authorised representatives, shall be present at the time of the opening of the technical bid. Only two persons per CONSULTANT will be allowed to be present at the time of the opening the technical bids. No bid shall be rejected at bid opening, except for late bids.

D. INSTRUCTIONS FOR SEALING AND MARKING OF TECHNICAL BIDS
D.1 Tender responses in one original and one more copy shall each clearly identify the CONSULTANT submitting them and shall be labelled “Original TECHNICAL Tender” or “Copy TECHNICAL Tender” as appropriate. They shall then each be sealed in a separate envelope labelled “Original Tender” or “Copy Tender” as appropriate. All envelopes shall then be sealed in one envelope or parcel marked “Tender for the Supply and Implementation of an Enterprise Knowledge Management System for Reserve Bank of India” in the top left hand corner. The envelope shall be dated with the current date in the top right hand corner and addressed as in para C.2 above.

D.2 In the event of any discrepancies between the ‘Original’ and the ‘Copy’ of the TECHNICAL tender, the Original shall govern.

D.3 The soft copy of the Technical Bid should be submitted in Ms Word Document format on the CD and enclosed in “Original Technical Tender”.

E. INSTRUCTIONS FOR SEALING AND MARKING OF COMMERCIAL BIDS

E.1 Tender responses in one original and one copy shall each clearly identify the CONSULTANT submitting them and shall be labelled “Original COMMERCIAL Tender” or “Copy COMMERCIAL Tender” as appropriate. They shall then each be sealed in a separate envelope labelled “Original Tender” or “Copy Tender” as appropriate. All envelopes shall then be sealed in one envelope or parcel marked “Tender for the Supply and Implementation of a Knowledge Management System – Not to be opened before Technical bid opening and evaluation” in the top left hand corner. The envelope shall be dated with the current date in the top right hand corner and addressed as in para C.2 above.

E.2 In the event of any discrepancies between the ‘Original’ and the ‘Copy’ of the COMMERCIAL tender, the Original shall govern.

E.3 The soft copy of the Technical Bid should be submitted in Ms Word Document format on the CD and enclosed in “Original Commercial Tender”.

F. CLARIFICATION ON THE TENDER DOCUMENTS

F.1 Written requests for clarification may be submitted to the Bank within 14 days of the date issue of the RFP.

F.2 Request for clarification should be submitted in the format outlined in Appendix form T.
F.3 Form T should preferably be emailed to the Bank or provided by softcopy – in either event hardcopy confirmations are also required.

F.4 Both questions and responses will be circulated to all prospective CONSULTANTs, those have obtained this Tender Document.

F.5 CONSULTANTs must acquaint themselves fully with the conditions of the tender. No plea of insufficient information will be entertained at any time.

G. AMPENDMENTS TO TENDER DOCUMENT
G.1 Amendments to the Tender Document may be issued by the Bank at anytime, prior to the deadline for the submission of bids.
G.2 From the date of issue, amendments to Tender Document shall be deemed to form an integral part of the Tender Document.

H. LANGUAGE OF BIDS
All bids and supporting documentation shall be submitted in English.

I. DOCUMENTS COMPRISING THE BID
All CONSULTANTs shall submit a tender response, as outlined in Annexure ‘B’, duly completed.

J. PERIOD OF BID VALIDITY
The Bids shall be valid for a period of **ONE YEAR** from the closing date for submission of the bid.

K. FORMAT AND SIGNING OF BID
K.1 The original and all copies of bids shall be typed or printed in a clear typeface. Copies may be good quality photocopies of the original. An accompanying letter is required, signed by an authorised signatory of the CONSULTANT, committing the CONSULTANT to the contents of the original response. (See Annexure Form V1 Technical Bid and Form V2 Commercial Bid).

L. CORRECTION OF ERRORS
Arithmetic errors in bids will be treated as follows:

L.1 Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
L.2 Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of the Bank, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.

L.3 Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Bill of Material, the amount obtained on totalling the line items in the Bill of Materials will govern.

L.4 The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

M. DOMESTIC PRESENCE OF THE CONSULTANTS

The CONSULTANTS will have to have a presence in India during the entire period of contract.

N. ACCEPTANCE OR REJECTION OF BID

The Bank reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever.

O. CONDITION OF ENGAGEMENT

O.1 The Consultant engagement with this project would be till its successful implementation. The Bank reserves the right to terminate the services of the CONSULTANT at any point of the Project.

O.2 RBI engages and appoints CONSULTANT to provide services as detailed in the Scope of Work in Para for the Objective and Description of the Project as detailed under Para 1.1 and 1.2 in consideration of remuneration payable by the RBI to CONSULTANT in terms of Para ‘P’.

O.3 CONSULTANT and also the firm/company he is attached with shall NOT be entitled to bid for the supply and installation of the solution and systems integration related activities.

P. REMUNERATION FEE AND TERMS OF PAYMENT
P.1 The Consultancy fees are inclusive of all taxes, duties, charges and levies of State or Central Governments, as applicable, at the date of signing the Consultancy Agreement and subject to deduction of all statutory deductions applicable, if any. The benefits realised by CONSULTANT due to lower rates of taxes, duties, charges and levies shall be passed on by CONSULTANT to the RBI;

P.2 The charges of CONSULTANT such as travel within India, stay, conveyance etc. will not be charged extra.

P.3 TERMS OF PAYMENT AND BILLING

Terms of Payment for various activities shall be as under:

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<tr>
<th>Sl No.</th>
<th>Milestones</th>
<th>Due</th>
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<tr>
<td>1</td>
<td>Preparation of SRS and RFP for the Pilot departments including the ontology / Taxonomy structure for Pilot Departments</td>
<td>30%</td>
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<tr>
<td>2</td>
<td>Evaluation of the tender and selection of the vendor for implementation of the Pilot Project</td>
<td>20%</td>
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<td>3</td>
<td>Commissioning and Operationalisation of the Pilot Project</td>
<td>30%</td>
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<td>4</td>
<td>Knowledge transfer to users</td>
<td>10%</td>
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<td>5</td>
<td>Expiry of One year Warranty Support starts after commissioning and Operationalisation of the Project</td>
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<td>Total:</td>
<td>100%</td>
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Q. CONFIDENTIALITY

Q.1 CONSULTANT agrees that all financial, statistical, marketing and personnel data relating to RBI’s business and other information identified as confidential by the RBI are confidential information of the RBI;

R. INDEMNIFICATION

R.1 The CONSULTANT shall, at its own cost and expenses, defend and indemnify the Bank against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.
R.2 The CONSULTANT shall expeditiously meet 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 CONSULTANT shall be fully responsible therefor, including all expenses and court and legal fees.

R.3 The CONSULTANT shall also be liable to indemnify the Bank, at its own cost and expenses, against all losses/damages, which the Bank may suffer on account of violation by the CONSULTANT of any or all national/international trade laws, norms, standards, procedures etc.

S. SITE VISITS

Site visits may be sought at the discretion of the Bank. CONSULTANT shall provide, in addition to customer sites, an invitation to the Bank to visit CONSULTANTs’ own site, if any.

T. NOTIFICATION OF AWARD

The acceptance of the offer from the selected candidate will be communicated in writing at the address supplied by the Candidate in his letter of interest. Any change of address of the Candidate should therefore be promptly notified to the Chief General Manager-In-Charge, Department of Information Technology, Reserve Bank of India, 14th floor, Central Office Building, Shahid Bhagat Singh Road, Fort, Mumbai 400 001, India.

U. PERFORMANCE BANK GUARANTEE

The CONSULTANT shall at his own expense deposit with the Chief General Manager-In-Charge, Department of Information Technology, Reserve Bank of India, Mumbai, within thirty (30) working days of the date of notice of award of the tender, a Performance Bank Guarantee from a scheduled commercial bank, payable on demand in terms of Annexure ‘D’, for an amount equivalent to ten percent (10%) of the TOTAL CONSULTANCY charges for the due performance and fulfilment of the commitment by the CONSULTANT.

V. SIGNING OF CONTRACT

The CONSULTANT shall be required to enter into a contract with Reserve Bank of India, on the basis of the Scope of Work/deliverables mentioned herein.

W. PENALTY

Wherever delays occur because of reasons not attributable to CONSULTANT, payment shall be made on completion in respect of the activity concerned under that particular milestone on a pro-rata basis. However, if the delay is attributable to CONSULTANT, liquidated
damages shall be payable by CONSULTANT to the extent of 1 percent every month of the consideration payable for the milestone concerned and shall not in any case exceed 5 percent of the amount payable to CONSULTANT for concerned milestone.

X. JURISDICTION

All disputes and differences of any kind, whatsoever, arising out of the consultancy propositions shall be referred by either party (the Bank or the CONSULTANT), after issuance of 30 days notice in writing to the other, clearly mentioning the nature of the dispute / differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute/s and difference/ strictly under the terms and conditions of this contract, executed between the Bank and the CONSULTANT. The arbitration shall be governed by the provisions of the applicable Indian Laws. The award shall be final and binding on both the parties. The venue for arbitration shall be at Mumbai, India.

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CONTENT AND FORM OF RESPONSES

This chapter contains the table of contents for the tender response. In order to facilitate evaluation and comparison of tender responses, CONSULTANT shall submit their response in this format. A failure to do so may result in the tender being eliminated at the examination stage as unresponsive.

Should the CONSULTANT have additional information to submit that cannot be encompassed by the current table of contents, additional sections may be added at the end. Should use be made of this option that is unwarranted in the opinion of the Bank, it will be regarded unfavourably.

TENDER RESPONSE

TABLE OF CONTENTS

A. TECHNICAL BID

The Technical Bid should be in accordance with the following:

INTRODUCTION

- Purpose
- Objectives
- Scope

MANAGEMENT SUMMARY

- Overview of CONSULTANT
- Overview of Proposed Consultancy Services
- Overview of Proposed Time-table and Project Management provisions

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<th>CONSULTANT</th>
<th>Location</th>
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<th>City</th>
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<td>CONTACT’S POSITION WITH CONSULTANT</td>
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<td>Details of company registration</td>
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<td>Directors</td>
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Include a structure chart reflecting the organisation

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<th>Financial standing of the CONSULTANT</th>
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<tr>
<td>(Information designed to give client confidence in the financial competence of the CONSULTANT.)</td>
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<td>Sales Turnover</td>
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<td>Net profit before tax</td>
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<tr>
<th>Company Profile(s)</th>
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<p>| Reference Sites (Use separate schedule formats for this response) | [Details of at least two similar KM Projects in the last 5 years (including contact details) which will demonstrate the CONSULTANT’s ability to carry out the functions which they are projected to provide consultancy for this project in a timely and professional manner.] |  |</p>
<table>
<thead>
<tr>
<th>Designated Staff</th>
<th>Name</th>
<th>Position</th>
<th>Project Designation</th>
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<td>(Detailed profiles of key staff shall be included in appendix)</td>
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</tbody>
</table>

**Experience of consultancy to Enterprise Knowledge Management Solution at other sites**

(Give details about the following with respect to the methodology followed by you in KM Systems projects of similar nature and complexity – a minimum of two projects.)

**Project Name:**

**Project Location:**

**Client Name:**

**Client address:**

**Client contact/reference person(s):**

<table>
<thead>
<tr>
<th>Name</th>
<th>Address – if different from above</th>
</tr>
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<tbody>
<tr>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone</th>
<th>Facsimile</th>
<th>Mobile Phone</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Project started (month/year):**

**Project elapsed time – months:**

**Man-months effort:**

**Name of senior project staff:**

<table>
<thead>
<tr>
<th>Project Director</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager</td>
</tr>
</tbody>
</table>

**Other**

**Nature of the Project:**

**Role of the company, whether complete end-to-end involvement or for a particular module:**

**Project Detail**
THE PROPOSED TOTAL SOLUTION

The activity details and the time and effort estimation for the proposed project.

B. COMMERCIAL BID

The Commercial Bid should contain the following:

COSTS

Introduction
(Introduces the costing information)

Schedule of Tendered Prices

(A copy of the Schedule of Tendered Prices supplied as Appendix Form “U” in the tender documents, duly completed and signed by the CONSULTANT’s authorised representative.)

All the prices have to be quoted item-wise. The prices should mention the cost as well as the tax and duty components, if any. All taxes, duties, charges shall be borne by the CONSULTANT. Once the prices have been tendered to the Bank, no change / modification will be entertained for any cause whatsoever (including changes in regulation, tax and duty structure etc.) The prices once provided by the CONSULTANT will be valid for the entire period of validity of the bid as defined in the present document.

Any revision in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid will be borne as under:

a) The benefits realised by the CONSULTANT due to lower rates of taxes, duties, charges and levies shall be passed on by the CONSULTANT to the Bank

b) Any increase in rates of taxes, duties, charges and levies will be borne by the CONSULTANT.

FORMS

- Tender Form
  (A copy of the TECHNICAL Tender Form, supplied as Appendix Form “V1”, duly completed.)
  (A copy of the COMMERCIAL Tender Form, supplied as Appendix Form “V2”, duly completed.)

- Clarification Form - form ‘T’
CONSULTANTs requiring specific points of clarification may communicate with the RBI during the period using the following format.

All questions received will be formally responded to and questions/points of clarification and RBI responses will be circulated to all participating CONSULTANTs. The source (identity) of the CONSULTANTs seeking points of clarification will not be revealed.

CONSULTANTs are requested to email form Ts to ampedgaonkar@rbi.org.in and forward hardcopy confirmations. CONSULTANTs can also supply softcopy form Ts, but here again hardcopy confirmations will be required.

CONSULTANTs are asked to use the following format:

<table>
<thead>
<tr>
<th>RESERVED BANK OF INDIA KM PROJECT</th>
<th>CONSULTANT’S REQUEST FOR CLARIFICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>To be mailed, delivered, posted, faxed or emailed to:</td>
<td>The Chief General Manager-In-Charge, Department of Information Technology, Reserve Bank of India, 14th flr Central Office building Shahid Bhagat Singh Marg, Fort, Mumbai 400 001, India.</td>
</tr>
<tr>
<td>Name of Organisation submitting request</td>
<td>Name &amp; position of person submitting request</td>
</tr>
<tr>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Bidding Document Reference(s) requiring clarification</td>
<td></td>
</tr>
<tr>
<td>Points of clarification required</td>
<td></td>
</tr>
</tbody>
</table>

Name and signature of authorised person issuing this request for clarification

<table>
<thead>
<tr>
<th>Signature/Date</th>
<th>Official designation</th>
</tr>
</thead>
</table>

1. Please use a separate form for each different Request for Clarification.
2. Please indicate the preferred method and address for reply.
3. Please use email or softcopy as a preference but forward hard copy confirmations.
<table>
<thead>
<tr>
<th>Item Description</th>
<th>Estimated man months</th>
<th>Total one time costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultancy Services during Pilot Project</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
TO:

The Chief General Manager-In-Charge,  
Department of Information Technology,  
Reserve Bank of India,  
Shahid Bhagat Singh Marg, Fort,  
MUMBAI 400 001, INDIA.

Gentlemen:

Re: Tender No. RBI/ TECHNICAL BID

CONSULTANCY SERVICES FOR IMPLEMENTATION OF ENTERPRISE KNOWLEDGE MANAGEMENT SYSTEM
FOR RESERVE BANK OF INDIA

Having examined the Tender Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the consultancy services to implement the total solution of the enterprise knowledge management system (EKMS), including the Pilot project at Reserve Bank of India to meet such requirements and provide such services as are set out in the Tender Document.

We attach hereto the Tender Response as required by the Tender document, which constitutes my/our bid.

We undertake, if our Tender is accepted, to adhere to the implementation plan put forward in the Tender Response or such adjusted plan as may subsequently be mutually agreed between us and the Reserve Bank of India or its appointed representatives.

If our Tender Response is accepted, we will obtain a performance bank guarantee in the format given in the Tender Document issued by a scheduled commercial bank in India for a sum equivalent to 10% of the contract sum for the due performance of the contract.

We agree to abide by this Tender Response for a period of ONE YEAR from the date fixed for Tender opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this Tender Response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and will initiate the formation of a separate contract in respect of maintenance and support services after the expiry of the warranty period.

We agree that you are not bound to accept the lowest or any Tender Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the item specified in the Tender Response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

Dated this …………………………. Day of …………………..2005

……………………………………………. …………………………………………….
(Signature) (In the capacity of)

Duly authorised to sign the Tender Response for and on behalf of:

……………………………………………………………………………………………………….

……………………………………………………………………………………………………….
| Witness name: | ........................................................ |
| Witness address: | ........................................................ |
| | ........................................................ |
| Witness signature: | ........................................................ |
| Attachments: | • Board resolution delegating signing powers to authorised signatories |
| | • Tender Technical Response |

CERTIFICATE AS TO AUTHORISED SIGNATORIES

| I, certify that I am | Secretary of the |
| ................................. | (Name of bidding company) |
| And that | ........................................................ |
| | ........................................................ |
| (Name of above company signatory (s) ) | |
| Who signed the above Tender is authorised to bind the corporation by authority of its governing body. | |

| (Seal) | (Secretary) |
TO:
The Chief General Manager-In-Charge,  
Department of Information Technology,  
Reserve Bank of India,  
Shahid Bhagat Singh Marg, Fort,  
MUMBAI 400 001 INDIA.

Gentlemen:

Re: Tender No. RBI/  
COMMERCIAL BID  
CONSULTANCY SERVICES FOR IMPLEMENTATION OF ENTERPRISE KNOWLEDGE MANAGEMENT SYSTEM  
FOR RESERVE BANK OF INDIA

Having examined the Tender Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the consultancy services to implement the total solution of the enterprise knowledge management system (EKMS), including the Pilot project at Reserve Bank of India to meet such requirements and provide such services as are set out in the Tender Document.

Indian Rupees in words and figures.

We attach hereto the Tender Commercial Response as required by the Tender document, which constitutes my/our bid.

We undertake, if our Tender is accepted, to adhere to the implementation plan put forward in the Tender Response or such adjusted plan as may subsequently be mutually agreed between us and the Reserve Bank of India or its appointed representatives.

If our Tender Response is accepted, we will obtain a performance bank guarantee in the format given in the Tender Document, issued by a scheduled commercial bank in India, for a sum equivalent to 10% of the contract sum for the due performance of the contract.

We agree to abide by this Tender Response for a period of ONE YEAR from the date fixed for Tender opening and it shall remain binding upon us, until within this period a formal contract is prepared and executed, this Tender Response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and will initiate the formation of a separate contract in respect of maintenance and support services after expiry of the warranty period.

We agree that you are not bound to accept the lowest or any Tender Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the goods/products specified in the Tender Response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

<table>
<thead>
<tr>
<th>Dated this</th>
<th>.........................</th>
<th>Day of</th>
<th>.......................2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>.........................</td>
<td>............................</td>
<td>.........................</td>
<td>............................</td>
</tr>
<tr>
<td>(Signature)</td>
<td>(In the capacity of)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duly authorised to sign the Tender Response for and on behalf of:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>............................</td>
<td>............................</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Name and address of Bidding Company)
<table>
<thead>
<tr>
<th>Witness name:</th>
<th>…………………………………………………………</th>
</tr>
</thead>
<tbody>
<tr>
<td>Witness address:</td>
<td>…………………………………………………………</td>
</tr>
<tr>
<td>Witness signature:</td>
<td>……………………………………………………</td>
</tr>
</tbody>
</table>
| Attachments: | • Board resolution delegating signing powers to authorised signatures  
• Tender Technical Response |

**CERTIFICATE AS TO AUTHORISED SIGNATORIES**

<table>
<thead>
<tr>
<th>I, certify that I am</th>
<th>Secretary of the</th>
</tr>
</thead>
<tbody>
<tr>
<td>……………………………………</td>
<td>(Name of bidding company)</td>
</tr>
<tr>
<td>And that</td>
<td>…………………………………………………………</td>
</tr>
<tr>
<td>…………………………………………………………</td>
<td>(Name of above company signatory (s))</td>
</tr>
<tr>
<td>Who signed the above Tender is authorised to bind the corporation by authority of its governing body.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(Seal)</th>
<th>(Secretary)</th>
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</table>
INFINET Architecture and Integration of KM System

Note: The information detailed in this annexure is illustrative ONLY, and NOT exhaustive.

I.I INFINET Architecture

Reserve Bank of India has set up a dedicated network to upgrade the country’s payment system infrastructure. This network would provide the necessary connectivity services to the Indian banking and financial sector.

This network, known as the INdian FINancial NETwork (INFINET), is operated by the Institute for Development and Research in Banking Technology (IDRBT), which has been set up by the Bank and is located at Hyderabad.

INFINET is a Closed User Group (CUG) network for the exclusive use of the Indian banking and financial sector. This is primarily a VSAT and leased line based network. The network has TDM/TDMA VSATs for data and DAMA-SCPC overlay with mesh topology for voice and video traffic. Currently INFINET has over 400 VSATs, which are expected to grow to 5000 in the coming years. The hub and the Network Management System (NMS) are located at Hyderabad. The IDRBT owns the hub, whereas the VSATs are owned by the user institutions. The INFINET is operating in the extended C-band. The INFINET has two out routes of 512 kbps (in 1 + 1 redundancy configuration) and 16 in routes of 64 kbps (in a similar 1 : 4 redundancy configuration). This capacity is expected to be augmented substantially keeping in view the fact that banks will run web based applications which may require voice, video, images and data to run on the network with adequate Quality of Service (QoS).

The INFINET supports protocols such as: ETHERNET, TCP/IP, X.25, SDLC, Token Ring, etc.

An IP addressing and DNS scheme has been designed for implementation in the INFINET closed user group. This is essentially of the form 10.x.x.x, where 10 (first octet of the IP address) represents a private corporate network. The remaining three octet will be used to represent banks, locations (branches/offices/local area networks) and the nodes within the locations. Banks will be represented through 10 bits (1022 banks), locations through 9 bits (510 locations) and nodes through 5 bits (30 nodes).

The LAN at the RBI Offices uses Reserve Class B IP Address 172.16.x.x with subnet mask. The INFINET is at present primarily a VSAT based network. In order to augment its capacity and for the purposes of backup, high speed terrestrial leased lines are being set up as detailed in Figure 1.1.

I.I.I Access modes for VSAT based INFINET

Three access modes have been planned for the INFINET, which are detailed as below.

(a) Aloha Mode – In contention mode. It is good for data transactions involving small messages occurring at random, and often long intervals (bursty type of traffic). This mode gives the fastest overall response time, but the finite probability of collision means that there will be occasional instances of increased delay, e.g. ATM type of applications, short queries (like balance enquiry).

(b) Transaction Reservation – Non-contention mode. It is most suitable for messages which are large but of a limited duration (a few seconds). Remote VSATs request the hub for capacity to transfer a specific volume data, typically some thousands of bytes, at a predefined data rate. The hub identifies a sequence of frames with available capacity and responds with a command to generate bursts in those frames. The last burst of the sequence includes a piggyback request for further capacity if required. Of the three access methods, the transaction reservation carries the highest volume of traffic, e.g. small file transfer.

(c) Stream Mode – Non-contention mode. It is most suitable for transactions comprising messages that are long and of long duration. The set-up time for the mode is 1 – 2 seconds, but once established there is no further set-up delay, e.g. voice and large file transfer.
There is also a hybrid access method called flexi-route. In this case, a particular port is configured with a threshold limit (so many kilo bytes). If the threshold limit is reached for a transaction, then there is automatic switching to stream mode.

I.II Security on the INFINET

The applications running on the INFINET will drive the security needs. These applications will implement the security, which will primarily have the following features:

- Authentication
- Authorisation
- Confidentiality
- Integrity, and
- Non repudiation

Both application level and network level cryptography will be enabled using a combination of DES and RSA cryptographic algorithm.

I.III INFINET and the KM System integration

From the point of view of the KM System, INFINET will provide the bi-directional, resilient connectivity between Users and various Knowledge repositories, as mentioned earlier.

The knowledge flow from one location to another will be using the INFINET bandwidth. Thus a thorough study for bandwidth requirement is required to arrive at a approximate bandwidth requirement for the enterprise solution to work with minimum time delay and without any disruption. It will be desirable that the KM System will make use of INFINET infrastructure available at all the locations of the Bank.

The existing security measure implemented over the INFINET should be used for any kind of information transfer over the WAN to various locations of the Bank. While accepting the outside information to our k-repository, it has to be filtered properly and it has to pass all the firewall and other networking instruments, like IDS etc. for proper authentication.
INFINET Architecture

Design of INFINET and integration with VSAT network.

4 X 2 Mbps
2 X 2 Mbps
2 Mbps with
Existing 64 kbs link to be retained
New 64 kbs link to be procured
Existing 2mbs link to be retained
PERFORMANCE BANK GUARANTEE

The Chief General Manager-in-Charge,
Department of Information Technology,
Central Office,
Reserve Bank of India,
Central Office Building,
Shaheed Bhagat Singh Marg, Fort,
Mumbai 400 001

Dear Sirs,

PERFORMANCE BANK GUARANTEE – to provide the consultancy services to implement the total solution of the Enterprise Knowledge Management System (EKMS), including the Pilot project at Reserve Bank of India to meet such requirements and provide such services as are set out in the Tender Document.

WHEREAS

M/s. (name of CONSULTANT), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the CONSULTANT), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into a Purchase Agreement dated …….. (hereinafter, referred to as “the said Agreement”) with you (Reserve Bank of India) to provide the consultancy services to implement the total solution of the enterprise knowledge management system (EKMS), including the Pilot project at Reserve Bank of India to meet such requirements and provide such services as are set out in the Tender Document.

We are aware of the fact that in terms of sub-para (…), Section (…), Chapter (…) of the said Agreement, our constituent is required to furnish a Bank Guarantee for an amount Rs…….. (in words and figures), being 10% of the Contract Price of Rs. … (in words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Agreement with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

I. In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs…… (in words and figures) without any demur.

II. Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

III. This Performance Bank Guarantee shall continue and hold good till the completion of the warranty period for the ‘Total Solution’ i.e. (date), subject to the terms and conditions in the said Agreement.

IV. We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Purchase Agreement until the completion of the warranty period for the Total Solution as per said Agreement.
V. We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honour the same without demur.

VI. In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of suretyship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.

VII. We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and reliefs, as provided in the said Agreement.

VIII. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

IX. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (Reserve Bank of India).

X. This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.

XI. Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs…… (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the afore-said date of expiry of this guarantee.

XII. We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Paras of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favour.

2. We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

I. Our liability under this Performance Bank Guarantee shall not exceed Rs. ..... (in words and figure) ;

II. this Performance Bank Guarantee shall be valid only up to ......... (date, i.e. completion of warranty period for the Total Solution) ; and

III. we are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before .... (date i.e. completion of the warranty period for the Total Solution).

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the Performance Bank Guarantee is not received by the bank within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.
Dated ........................... this .......... day .......... 2005.

Yours faithfully,

For and on behalf of the ............. Bank,

(Signature)
Designation
(Address of the Bank)

Note :

a) This guarantee will attract stamp duty as a security bond under Para 54(b) of the Mumbai Stamp Act, 1958.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.