

Request for Proposal (RFP)
For
Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering)



Head Office-2
Department of Information Technology
5th Floor, 3 & 4 DD Block, Sector -1
Salt Lake, Kolkata-700 064

यूको बैंक UCO BANK

RFP Ref. No: UCO/DIT/1953/2021-22 Date: 05.10.2021

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP Document and all amendments will be advised to the bidders and such amendments will be binding on them. The Bank also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever.

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8	Undertaking Letter On The Selected Bidder's Letterhead For Central Minimum Wages Act & Labour Laws
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Bid Control Sheet

Tender Reference	RFP Ref. No: UCO/DIT/1953/2021-22 Date: 05/10/2021
Cost of Tender documents	Rs.30,000/- (Rupees Thirty Thousand Only)
Date of issue of RFP	05/10/2021
Date of commencement of sale of tender document	05/10/2021
Last date for submitting queries for the Pre-bid Meeting	16/10/2021 up to 4:00 PM
Pre-Bid meeting	19/10/2021 at 11:30 AM (Meeting would be done through Video-Conferencing)
Last Date and Time for receipts of tender bids	09/11/2021 at 04:00 PM
Opening of technical bids	09/11/2021 at 04:30 PM
Opening of Price Bid	Will be informed subsequently to technically qualified bidders.
Address of Communication	Chief Manager, Head Office-2 Department of Information Technology 7th Floor,3 & 4 DD Block, Sector -1 Salt Lake, Kolkata-700 064
Email address	hodit.proc@ucobank.co.in
Bids to be submitted	Tender box placed at: UCO BANK, Head Office-2, Department of Information Technology, 5th Floor, 3 & 4, DD Block, Sector – 1, Salt Lake, Kolkata-700 064.

Note: Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under the NI act, the bids will be received till the specified time on next working day and will be opened at 04:30 PM. UCO Bank is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason including postal holidays or delays. Any bid received after specified date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid.

Part-I

1. Introduction

UCO Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata-700001, India, and its Department of Information Technology at 3 & 4, DD Block, Sector-1, Salt Lake, Kolkata - 700064, hereinafter called "the Bank", is one of the leading public sector Banks in India having more than 3100 branches, Two overseas Branches one each at Singapore & Hong Kong Centre and more than 2100+ ATMs (including Biometric enabled ATMs), spread all over the country. All the branches of the Bank are CBS enabled through Finacle as a Core Banking Solution.

2. Objectives

The objective of the exercise is to engage a vendor for supply, installation, implementation, Post-Implementation, onsite operations and support of end-to-end data analytics and Business Insights Solution (Re-tendering) (On bank Premise Implementation) in UCO Bank.

The selected bidder will implement the analytics models at UCO Bank by going through a detailed step by step process of analytics implementation. These includes detailed requirement gathering, technical design, data extraction, data preparation, data quality, model development, model validation, model testing, model deployment, model recalibration, go-live and information delivery. The vendor is also required to build the analytical models and provide requisite training, documentation and support to bank. Training is to be provided by vendor to the UCO Bank Team.

The bidder should provide the required software, licenses etc. for successful implementation of the proposed solution. **The location address will be shared to the successful bidder.**

3. Eligibility Criteria

The eligibility criteria to participate in bidding process are mentioned below. Only those Bidders, who fulfill the following all eligibilities criteria, are eligible to respond to this RFP. Offers received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

Sl. No.	Criteria	Proof of documents to be submitted
1.	<p>Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date</p> <p>Companies registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date.</p> <p>Bidder/Partner/Investor must adhere cross border sharing/FDI/FEMA and other regulatory guidelines of Govt. of India.</p> <p>The bidder should not be a subsidiary of a foreign company.</p>	<p>1. Certificate of Incorporation issued by Registrar of Companies along with</p> <p>2. Copies of Memorandum of Association</p> <p>3. Copies of Articles of Association</p> <p>4. Shareholding pattern</p> <p>5. PAN, TAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid.</p> <p>Registration from DIC, KVIB, NSIC, KVIC, DIHH, UAA or any other body specified by Ministry of MSME.</p>
2.	The Bidder should have a minimum annual turnover of Rs.250 Crore in each of the last three financial years i.e. 2018-19, 2019-20, 2020-21.	Copy of the audited balance sheet, certificate from the Chartered Accountant (in case of Provisional Balance Sheet) of the company showing profit, net worth and turnover of the company for the consecutive last three financial years i.e. 2018-19, 2019-20, 2020-21.should be submitted.
3.	The bidder should have operating profit during the past 3 financial years i.e. 2018-19, 2019-20, 2020-21.	
4.	The Bidder should have the experience of having implemented/ under Implementation of an Data Analytics Solution on premises covering ETL, Data warehouse, Reporting tool, Business Intelligence tool, Data Mining, Data Quality, and modeling in India in at least One Schedule Commercial Bank having 1000 branches in India and cover below parameters	Copy of purchase order along with Satisfactory Client Certificate /Reference Letter / mentioning the components and status of implementation of the project is to be submitted.

Sl. No.	Criteria	Proof of documents to be submitted
	<p>a. Minimum raw data size of 10 TB or more for Data Warehouse solution (Staging area)</p> <p>and</p> <p>b . Business mix (Deposits + Advance of schedule commercial Bank) during the last financial year (2020-21) of Rs 2,00,000 Crore and above in India.</p>	
5.	The Bidder should have atleast 150 plus skilled staff and Project Managers on his rolls across areas like ETL, , Data warehouse, Reporting tool, Business Intelligence tool, Data Mining, Data Quality, , modeling AI, ML and data science.	Self-declaration to this effect on company's letter head should be submitted which needs to be signed by the HR of the company
6.	The bidder must be ISO 9001-2008 or CMMI level 5 Certified Company and the certificate should be valid as on date of bid submission	Copy of certification needs to be submitted
7.	The bidder and OEMs whose hardware/software is proposed to be supplied to the Bank must have presence in India or through their authorized suppliers or support partners in India and should be able to support the project in Kolkata, and Bangalore during the contract period.	Self-Declaration on Bidder's letter head signed by the authorized signatory to be submitted
8.	The bidder shall be the certified or authorized agent / reseller / partner of the offered hardware and software for the past one year or the OEM of the solution offered	MAF as per annexure III for Authorized partner. Self-declaration if the bidder is an OEM to be submitted.
9.	Bidder should not have been black-listed by any bank / institution in India as on RFP Submission date. An undertaking to this effect must be submitted in their letter head.	Self-declaration to this effect on the company's letter head should be submitted as per format given as Annexure-VI signed by authorized signatory .

Sl. No.	Criteria	Proof of documents to be submitted
10.	The service provider should ensure that there are no legal proceedings / inquiries / investigations have been commenced / pending / threatened against service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected / may get affected.	Self-declaration to this effect on the company's letterhead should be submitted signed by authorized signatory.
OEM's Experience		
11.	The Proposed below mentioned data warehouse components should be implemented and running successfully in atleast one Schedule Commercial Bank in India having 1000 branches in India 1) ETL tool 2) Data warehouse 3) Data Quality 4) Data Mining 5) Reporting tool 6) Business Intelligence tool and modeling based on AI & ML.	Relevant Credential Letter from the Bank Or Copy of Purchase Order/Contract with completion certificate
12.	The proposed Data Archival Solution should have been implemented in at least one scheduled commercial Bank in India having more than 1000 branches.	Relevant Credential Letter from the Bank Or Copy of Purchase Order/Contract with completion certificate
13.	The proposed software stack of ETL Tool, Data warehouse, Data Quality, Data Mining, Reporting tool and BI tool should be limited to 2 different OEM per bidder to work in integrated way	A solution mapping sheet as per annexure XXXIII and also a Self-Declaration on Bidder's letter head signed by the authorized signatory
14.	The proposed product for Data Analytics solution should not be on open-source platform	Self-Declaration on Bidder's letter head signed by the authorized signatory

Sl. No.	Criteria	Proof of documents to be submitted
15.	The proposed Backup software should have been implemented in at least one scheduled commercial Bank in India having more than 1000 branches.	Relevant Credential Letter from the Bank Or Copy of Purchase Order/Contract with completion certificate
16.	The proposed Tape Library should have been implemented in at least one scheduled commercial Bank in India having more than 1000 branches.	Relevant Credential Letter from the Bank Or Copy of Purchase Order/Contract with completion certificate

Note: In this tender process, either authorized representative / distributor in India on behalf of Principal OEM (Original Equipment Manufacturer) or Principal OEM itself can bid but both cannot bid simultaneously. In such case OEM bid will only be accepted. If an agent / distributor submits bid on behalf of the Principal OEM, the same agent / distributor shall not submit a bid on behalf of another Principal OEM in the same tender for the same item or product.

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

- Bidders need to ensure compliance to all the eligibility criteria points.
- Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.
- Proposed implementation experience need not be in the current product version proposed.
- Public Sector / scheduled commercial banks / do not include regional rural banks and cooperative banks.
- Public sector / scheduled commercial banks refer to public sector / scheduled commercial banks in India having minimum 1000 branches (bricks & Mortar) on the date of RFP. Date of RFP will be the date on which the bid is submitted

- Either the bidder representing a principal/OEM of the proposed solution or Principal/OEM itself can bid but both cannot bid simultaneously for the same product in this tender.
- If a bidder submits bid on behalf of the principal/OEM, the same bidder shall not submit on behalf of another principal/OEM in this tender.
- The branches being considered in the criteria should be per Bank and not cumulative across Banks.
- In case of business transfer where bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired Business may be considered.

In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, net-worth, Credentials, other certificates etc. may be considerer



Part-II

Invitation for Bids and Instructions to Bidders

1. Invitation for Bids

UCO Bank invites sealed tenders comprising of Eligibility Bid, Technical bid and Commercial bid from experienced prospective bidders having proven capabilities and experience of having implemented/ under Implementation of an Advanced Analytics solution in India. The prospective bidder is required to adhere to the terms of this RFP document and any deviations to the same shall not to be acceptable to UCO Bank. Sealed offers / Bids (Bid) prepared in accordance with this RFP should be submitted as per details given in the Bid Control sheet. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at Bank's discretion.

2. Due Diligence

The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP and study the RFP document carefully. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in each and every respect will be at the Bidder's own risk and may result in rejection of the Bid and for which UCO Bank shall not be held responsible.

3. Tender Document and Fee

A complete set of tender documents can be obtained from the following address during office hours on all working days on submission of a written application along with a non-refundable fee of **Rs. 30,000/- (Rupees thirty Thousand Only)** in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata.

The tender document may also be downloaded from the bank's official website www.ucobank.com . The bidder downloading the tender document from the website is required to submit a non-refundable fee of **Rs. 30,000/- (Rupees Thirty Thousand Only)** in the form of Demand Draft or Banker's Cheque in favor of UCO BANK, payable at Kolkata, or NEFT at the time of submission of the technical bid, failing which the bid of the concerned bidder will be rejected.

In case of bidders being an MSME under registration of any scheme of Ministry of MSME, they are exempted from the submission of EMD and the Tender Cost / Fee. A valid certificate in this regard issued by the Ministry of MSME has to be submitted.

The Bank details are as below:

Bank details for Tender Fee	Address for Obtaining printed copy of RFP
Account Number-18700210000755 Account Name- M/s H O DIT Branch- DD Block, Salt Lake branch IFSC- UCBA0001870 MICR-700028138	UCO Bank Head office, Department of Information Technology 7 th floor, 3&4 DD Block, Salt Lake City, Sector-1, Kolkata – 700064 Ph. No.- 033- 4455 9433/9770

4. Bid Security Declaration

A Bidder is required to submit along with its Bid a Bid Securing Declaration. The Bidder has to sign a Bid Securing Declaration accepting that the Bidder will be suspended for participation in the tendering process of the Bank in future, if:

- a. the Bidder withdraws its Bid during the period of validity i.e. 180 days from the Bid due date; or
- b. the Bidder is awarded the Contract and fails to sign the Contract; or
- c. the Bidder fails to submit an unconditional and irrevocable performance security before the deadline defined in the request for bid documents; or
- d. the Bidder makes any statement or encloses any form 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; or
- e. the Bidder fails to submit the requisite documents as per the tender specification; or
- f. The Bidder violates any of the provisions of the terms and conditions of this tender specification.
- g. Bidder does not take part in the Reverse Auction Process
- h. Bidder does not submit a NO deviation certification in the same format and language as mentioned in the RFP.
- i. Bidder does not provide requisite clarification as per the time mentioned in the clarification mail.

The Bid Securing Declaration shall be submitted as per the format at **Annexure-IV**.

5. Rejection of Bid

The Bid is liable to be rejected if:

- a. The document doesn't bear signature of authorized person on each page signed and duly stamp.
- b. It is received through E-mail.
- c. It is received after expiry of the due date and time stipulated for bid submission.
- d. Incomplete Bids, including non-submission or non-furnishing of requisite documents /Conditional Bids/ deviation of terms & conditions or scope of work/

- incorrect information in bid / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP) are liable for rejection by the Bank.
- e. Bidder should comply with all the points mentioned in the RFP. Non-compliance of any point will lead to rejection of the bid.
 - f. Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.
 - g. The bidder submits Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP).
 - h. Non-submission of Pre-Contract Integrity Pact as per format given in Annexure – XIV.

6. Pre-Bid Meeting

The queries for the Pre-bid Meeting should reach us in writing or by email on or before the date mentioned in the Bid Control Sheet by e-mail to hodit.proc@ucobank.co.in. It may be noted that no query from any bidder shall be entertained or received after the above-mentioned date. Queries raised by the prospective bidder and the Bank's response will be hosted at Bank's website. No individual correspondence will be accepted in this regard. Bidder needs to note that query need to be send in the Excel format only and specifically as per the format mentioned in the Annexure XIII. Only authorized representatives of bidder will be allowed to attend the Pre-bid meeting.

7. Modification and Withdrawal of Bids

No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by successful bidders, the EMD will be forfeited by the Bank.

8. Information Provided

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

9. Clarification of Offer

To assist in the scrutiny, evaluation and comparison of offers/bids, UCO Bank may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. 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 UCO Bank in this regard shall be final, conclusive and binding on the bidder.

10. Late Bids

Any bid received by the Bank after the deadline (Date and Time mentioned in Bid Details table / Pre Bid / subsequent addendum / corrigendum) for submission of bids, will be rejected and / or returned unopened to the bidder.

11. Issue of Corrigendum

At any time prior to the last date of receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a Corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP.



12. For Respondent Only

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

13. Disclaimer

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

14. MSME Bidder

As per recommendations of GOI, Bank has decided to waive off EMD and tender cost for NSIC registered MSME entrepreneurs.

- i. Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME. Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.
- ii. To qualify for EMD & Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining registration will not be considered for EMD & Tender Fee / Cost exemption. (Traders are excluded who are engaged in trading activity without value addition / branding / packing. In such a case they will have to submit EMD and Tender Cost).
- iii. MSME bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Bank, they will be suspended for a period of three years from being eligible to submit bids for contracts with the Bank.
- iv. Bids received without EMD for bidders not having valid NSIC registered documents for exemption will not be considered. Bids received without EMD for bidders not having valid registration documents for exemption will not be considered. However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance.

15. Costs Borne by Respondents

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

16. No Legal Relationship

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

17. Cancellation of Tender Process

- a. UCO Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason to any of the participating bidder.

- b. The vendor shall indemnify UCO Bank and keep indemnified against any loss or damage that UCO Bank may sustain on account of any violation of patents, trademark etc. by the vendor in respect of the products supplied / services offered.

18. Corrupt and Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that Bidders/ Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution

AND

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

19. Non-Transferable Offer

This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.

20. Address of Communication

Offers / bid should be addressed to the address given in bid control sheet.

21. Period of Bid Validity

Bids shall remain valid for **180 (One Hundred and Eighty)** days after the date of bid opening prescribed by UCO BANK. UCO BANK holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, UCO BANK may solicit the Bidder'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 Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A bidder acceding to the request will neither be required nor be permitted to modify its bid. A bidder may refuse the request without forfeiting its bid security. In any case the bid security of the bidders will be returned after completion of the process.

22. No Commitment to Accept Lowest or any Bid

UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. UCO Bank reserves the right to make any changes in the terms and conditions of purchase. UCO Bank will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

23. Errors and Omissions

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



24. Acceptance of Terms

A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.

25. RFP Response

If the response to this RFP does not include the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected.

All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

26. Notification

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

27. Erasures or Alterations

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid.

28. Clarifications on and Amendments to RFP Document

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till the date mentioned in the bid control sheet. Further, at least 7 days" time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from prospective bidders, modify the RFP contents by amendment. Clarification /Amendment, if any, will be notified on Bank's website.



29. Language of Bids

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in English language only.

30. Authorized Signatory

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by person who is duly authorized by the Board of Directors / Competent Authority of the bidder or having Power of Attorney.

The selected bidder shall indicate the authorized signatories who can discuss, sign negotiate, correspond and any other required formalities with the bank, with regard to the obligations. The selected bidder shall submit, a certified copy of the resolution of their Board certified by Company Secretary along with Power of Attorney duly stamped, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond.

31.Submission of Offer- Three Bid System with Reverse Auction

Separate Eligibility, Technical and Commercial Bids along with soft copies duly sealed and super-scribed as - **RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End to End Data Analytics and Business Insights Solution (Re-tendering) (Technical Bid)** and -- **RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End to End Data Analytics and Business Insights Solution (Re-tendering) (Commercial Bid)** respectively should be put in a single sealed outer cover duly sealed and super-scribed as- "**RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End to End Data Analytics and Business Insights Solution (Re-tendering)** " as per the below mentioned diagram and as per bid details given in the RFP.

The bids (along with soft copy) shall be dropped/submitted at UCO Bank's address given in Bid Control Sheet Table, on or before the date specified therein.

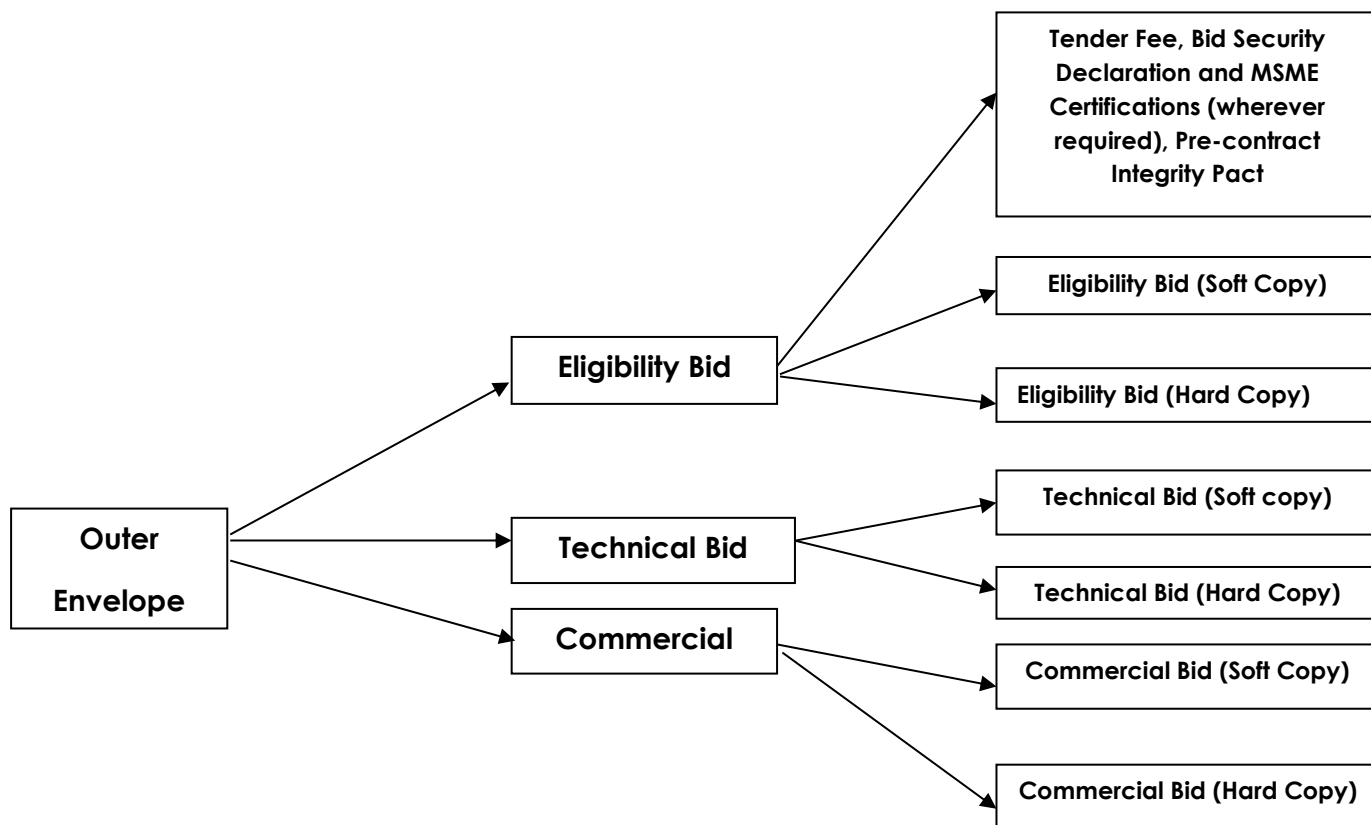
All envelopes must be super-scribed with the following information:

- Name of the Bidder
- Bid Reference No.
- Type of Bid (Eligibility or Technical or Commercial)

The Eligibility and Technical Offers should be complete in all respects and contain all information asked for, in the exact format of eligibility and technical specifications given in the RFP, except prices along with the Tender Fee, Earnest Money Deposit in the form of Bank Guarantee and the Pre Contract Integrity Pact on a non-judicial stamp paper of requisite value (**as per Annexure – XIV**). Tender Offer forwarding letter prescribed in **Annexure – I** should be submitted with the Eligibility / Technical Offer. The Eligibility and Technical offers must not contain any price information. UCO BANK, at its sole discretion, may not evaluate Eligibility or Technical Offer in case of non-submission or partial submission of eligibility or technical details. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder. The Technical bid should have **documentary proof in support of Eligibility Criteria and Annexures**.

The entire RFP, Pre-bid responses along with all the Addenda and Corrigenda should be stamped & signed by the authorized signatory of the participating bidder and to be submitted to the Bank with all other documents as part of the Eligibility bid.

The envelopes separately should contain the documents in the order mentioned in the below diagram.



The Commercial Offer (Hard Copy) should contain all relevant price information as per **Annexure – XXI**.

All pages and documents in individual bids should be numbered as page no. – (Current Page No.) of page no – (Total Page No.) and should contain tender reference no. and Bank 's Name.

Note:

- The Technical bid should be complete in all respects and contain all information asked for, except prices. The documentary proof in support of all Eligibility Criteria should be submitted along with Eligibility Bid.
- One Separate envelope containing Tender Fee, EMD and Pre-Contract Integrity Pact should invariably be placed in Eligibility Bid envelope.
- If commercial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.
- Bidders to submit a **masked commercial Bid** i.e. by hiding price commercial bid as per **Annexure –XX** with technical bid envelope to be submitted.
- If any inner cover / envelop of a bid is found to contain Eligibility/ Technical & Commercial Bids together then that bid will be rejected summarily.
- The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- Canvassing of any kind or Bid submitted with false information will be a disqualification.

- h. The bidder is required to guarantee that exchange rate fluctuations, changes in import duty and other taxes will not affect the Rupee value of the commercial bid over the price validity period.
- i. Prices quoted by the Bidder shall be in India Rupees, firm and not subject to any price escalation, if the order is placed within the price validity period.
- j. Further, subsequent to the orders being placed, the Bidder shall pass on to Bank all fiscal benefits arising out of reductions in Government levies /taxes.
- k. The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves the right to accept or reject any bid.
- l. Printed literature (for specific product and version numbers) describing configuration and functionality should be provided to the Bank for the products proposed to be supplied for the project. It should be noted that the product proposed will have to be supplied with all the software updates/fixes, if any, and associated documents. The bidder shall not quote for the products, whose End of sale/ End of Support/End of License has been declared by the OEM.
- m. The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- n. Bids once submitted shall not be returned to the Bidder in future. The selected bidder must adhere to the terms of this RFP document



32. Adoption of Integrity Pact

UCO Bank has adopted practice of Integrity Pact (IP) as per CVC guidelines. The Integrity Pact essentially envisages an agreement between the prospective vendors / bidders / sellers, who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids for the purchase of Goods, Services, and Consultancy etc. not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected. The essential ingredients of the Pact include:

- i. Promise on the part of the principal not to seek or accept any benefit, which is not legally available.
- ii. Principal to treat all bidders with equity and reason
- iii. Promise on the part of bidders not to offer any benefit to the employees of the Principal not available legally
- iv. Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contract etc.

- v. Bidders not to pass any information provided by the Principal as part of business relationship to others and not to commit any offence under PC/IPC Act.
- vi. Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- vii. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warrantee/guarantee. Format of IP is attached as **Annexure – XIV** for strict compliance.

The following Independent External Monitors (IEMs) have been appointed by UCO Bank, who will review independently and objectively, whether and to what extent parties have complied with their obligation under the pact.

1. Shri Ranjan S Katoch
A-91, Alkapuri,
Bhopal, MP- 462022
email: rkatoch@nic.in

All pages of Integrity Pact (IP) must be signed and stamped Integrity Pact (IP) should be deposited with IT Department undertaken procurement at the address mentioned along with RFP document.

33. Preference to Make in India

The policy of the Govt. of India to encourage "Make in India" and promote manufacturing and production of goods and services in India, "Public Procurement (Preference to Make in India), Order 2017 and the revised order issued vide GOI, Ministry of Commerce and Industry, Department for Promotion of Industry and Internal trade, vide Order No. P-45021/2/2017-PP (BEI) dated 04.06.2020 will be applicable for this tender.

Purchase Preference: In procurement of all goods, services or works in respect of which Nodal Ministry/Department has communicated that there is sufficient local capacity and local competition, only "Class-I Local Supplier", as defined under the order, shall be eligible to bid irrespective of purchase value.

In procurements of goods or works which are divisible in nature, the "Class-I Local Supplier" shall get purchase preference over "Class-II Local Supplier" as well as "Non-Local Supplier", as per following procedure:

- Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
- If L1 bid is not a 'Class-I local supplier', 50% of the order quantity in toto shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price for remaining quantity and so on , and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers then such balance quantity may also be ordered on the L1 bidder.

In procurement of goods or works which are not divisible in nature and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get Purchase Preference over 'Class-II Local Supplier' as well as 'Non Local Supplier' as per following procedure:

- Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class – I Local Supplier ', the contract will be awarded to L1.
- If L1 is not 'Class –I Local Supplier', the lowest bidder among the 'Class-I Local Supplier ', will be invited to match the L1 price subject to Class –I local suppliers quoted price falling with in the margin of purchase preference and the contract shall be awarded to such 'Class -I Local Supplier' subject to matching the L1 price.
- In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier ' with the next higher bid within the margin of Purchase Preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case of none of the 'Class-I Local Supplier' within the margin of Purchase Preference matches the L1 price, the contract may be awarded to the L1 bidder.
- "Class-II local supplier" will not get purchase preference in any procurement, undertaken by procuring entities.

33.1 For the purpose of Preference to Make in India, Order 2017 (PPP-MII Order):

- "Local content" means the amount of value added in India which shall be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

- **“Class-I Local supplier”** means a supplier or service provider whose product or service offered for procurement has local content equal to or more than 50%.
- **“Class-II local supplier”** means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%.
- **“Non-Local Supplier”** means a supplier or service provider , whose goods , services or works offered for procurement , has local content less than or equal to 20%.
- **“Margin of purchase preference”** means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference. The margin of purchase preference shall be 20%.

33.2 VERIFICATION OF LOCAL CONTENT:

- a. The 'Class-1 local supplier'/'Class-II Local Supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self –certification that the item offered meets the local content requirement for 'Class –I Local Supplier'/'Class –II Local Supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.
- b. In case of procurement for a value in excess of Rs 10 Crores , the 'Class-I Local Supplier/ 'Class-II Local Supplier ' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.

The local supplier at the time of submission of bid shall be required to provide a certificate as per **Annexure-XXIV** from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content

The Bank shall follow all the guidelines/notifications for public procurement.

34. Restriction On Procurement Due to National Security

Any bidder from a country sharing a land border with India will be eligible to bid in this tender only if the bidder is registered with the Department for Promotion of

Industry and Internal Trade (DPIIT). A copy of the valid Certificate to be attached with the Bid. Certificate as per the Annexure to be attached along with the Bid. Vide Ministry of Finance OM No. 6/18/2019-PPD dated 23rd July 2020.

Reference is made to Government of India order F. No. 7/86/2020/BOA-I dated 07.08.2020 on restrictions on procurements from bidders from a country or countries, on grounds of defence in India, or matters directly or indirectly, related thereto, including national security.

- i. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
- ii. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- iii. "Bidder from a country which shares a land border with India" for the purpose of this Order means: -
 - a. An entity incorporated, established or registered in such a country; or
 - b. A subsidiary of an entity incorporated, established or registered in such a country; or
 - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - d. An entity whose beneficial owner is situated in such a country; or
 - e. An Indian (or other) agent of such an entity; or
 - f. A natural person who is a citizen of such a country; or
 - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- iv. The beneficial owner for the purpose of (iii) above will be as under:

In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or

more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation:

- a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company;
- b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
 - 1. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
 - 2. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
 - 3. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
 - 4. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- v. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

35. Other Terms and Conditions

- a. **Cost of preparation and submission of bid document:** The bidder shall bear all costs for the preparation and submission of the bid. UCO Bank shall not be responsible

or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

- b.** The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part.
- c.** The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder. The Bank further reserves the right to reject any or all offers or cancel the whole tendering process due to change in its business requirement.
- d. Response of the Bid:** The Bidder should comply all the terms and conditions of RFP.
- e.** The bidder is solely responsible for any legal obligation related to licenses during contract period for the solution proposed and Bidder shall give indemnity to that effect.
- f.** UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. UCO Bank has the right to re-issue tender/bid. UCO Bank reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders. UCO Bank will not be obliged to meet and have discussions with any bidder, and / or to listen to any representations once their offer/bid is rejected. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidder.

Part-III

Bid Opening and Evaluation Criteria

There would be Three (3) stages for evaluation process.

The Stages are:

1. Eligibility Criteria Evaluation
2. Technical Evaluation
3. Commercial Evaluation with Reverse Auction

1. Eligibility Evaluation:

The Eligibility would be evaluated first for the participating bidders. The bidders, who would qualify all Eligibility Criteria as mentioned in **Annexure XVI**, will be shortlisted for the Technical bid evaluation.

2. Normalization of Bids

Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are more or less on the same technical ground. After the normalization process, if Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; Bank may at its discretion ask all the technically Shortlisted Bidders to resubmit the technical and / or commercial bids once again for scrutiny. The re-submissions can be requested by Bank in the following two manners:

- Incremental bid submissions in part of the requested clarifications by Bank
- Revised submissions of the entire bid in the whole

Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to Company during this process. The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process

3. Technical Evaluation:

The Bank will evaluate the technical bids received in response to the RFP as below:

Bidders will be evaluated against the eligibility criteria mentioned in Annexure XVI. The bidder has to comply with all the eligibility criteria without fail. The bid will be evaluated as per the Evaluation Matrix given below. Further, the bidder needs to provide necessary details/documents for scoring against the maximum marks mentioned below.

Parameters	Weightage	Maximum Score	Minimum Score	Minimum Passing Percentage in respective parameters
Bidder's Capability and Experience	20%	200	150	75%
Compliance to Annexure XVII – Functional Requirement	20%	200	180	90%
Compliance to Annexure XVIII – Technical Requirement	30%	300	300	100%
Proposed Quality of man-power	10%	100	70	70%
Technical Presentation and Product Demo	20%	200	150	75%

#	Evaluation parameter	Evaluation Approach	Marks
1	Bidder's Capability and Experience	<p>The Bidder should have the experience of having implemented/ under Implementation of a Data Analytics Solution on premises covering ETL, Data warehouse, Reporting tool, Business Intelligence tool, Data Mining, Data Quality, and modeling in India and cover below parameters</p> <p>a. Minimum raw data size of 10 TB or more for Data Warehouse solution (Staging area) and</p> <p>b . Business mix (Deposits + Advance of schedule commercial Bank) during the last financial year (2020-2021) of Rs 2,00,000 Crore and above in India. (Max Marks:- 200)</p> <ul style="list-style-type: none"> In One schedule commercial Bank in India having more than 1000 Branches in India :- 150 Marks 	200

#	Evaluation parameter	Evaluation Approach	Marks
		<ul style="list-style-type: none"> In two Schedule commercial Bank in India having more than 1000 Branches in India – 175 Marks In More than two Schedule commercial Bank in India having more than 1000 Branches in India – 200 Marks 	
2	Compliance to Annexure XVII – Functional Requirement	<p>Bidder needs to submit the compliance to Functional Requirements for Solution Provided as per Annexure XVII.</p> <p>Deviations and non-conformance to requirements in the RFP shall be penalized Bidder should ensure that they score at-least 180 marks in Annexure XVII – Functional requirements and any critical noncompliance may lead to disqualification.</p> <p>There are Mandatory requirement marked in the sheet, any deviation or noncompliance to those items will lead to disqualification of the bidder. Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the bidder. This will be at the sole discretion of the Bank</p> <p>The total marks of the annexure will be scaled down on a scale of 200 marks.</p>	200
3	Compliance to Annexure XVIII – Technical Requirement	<p>Bidder needs to submit the compliance to Technical Requirements for Solution Provided as per Annexure XVIII.</p> <p>Deviations and non-conformance to requirements in the RFP shall be penalized Bidder should ensure that they score full marks i.e 300 in Annexure XVIII - Technical requirements and any critical noncompliance may lead to disqualification</p>	300

#	Evaluation parameter	Evaluation Approach	Marks
		<p>There are Mandatory requirement marked in the sheet, any deviation or noncompliance to those items will lead to disqualification of the bidder. Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the bidder. This will be at the sole discretion of the Bank</p> <p>The total marks of the annexure will be scaled down on a scale of 200 marks.</p>	
4	Proposed Quality of man-power	<p>Project Team: The key parameters for evaluating the team members would be:</p> <p>Experience of the Program Manager (30 marks)</p> <p>Should have >10 years of relevant experience as Program Manager and should have experience of Program Managing Implementation and Operations of any Three of the following solutions in one or more scheduled commercial bank in India having more than 1000 branches. (35 marks)</p> <p>Data warehouse Analytics & BI Data Mining and Data Quality Metadata</p> <p>Experience of the Data architect (Max 15 marks)</p> <p>Should have >8 years of relevant experience as Data Architect and should have experience of Design & Architecture in any Three of the following solutions in one or more scheduled commercial bank in India having more than 1000 branches. (15 marks)</p> <p>Data warehouse Analytics & BI Data Mining and Data Quality Metadata</p> <p>Should have >5 years of relevant experience as Data Architect and should have experience of Design & Architecture in any three of the</p>	100

#	Evaluation parameter	Evaluation Approach	Marks
		<p>following solutions in one or more scheduled commercial bank in India having more than 1000 branches. (7 marks)</p> <p>Data warehouse Analytics & BI Data Mining and Data Quality Metadata</p> <p>Experience of the Functional Lead (max 15 marks)</p> <p>Should have >8 years of relevant experience in the respective Module and should have worked as a Functional lead for any two solution in at least two scheduled Bank in India having more than 1000 branches (15 marks)</p> <p>Data warehouse Analytics & BI Data Mining and Data Quality</p> <p>Metadata Should have >5 years of relevant experience in the respective Module and should have worked as a Functional lead for any two solution in at least one scheduled Bank in India having more than 1000 branches (7 marks)</p> <p>Data warehouse Analytics & BI Data Mining and Data Quality</p> <p>Metadata Experience of the Implementation Team Leads (max 15 marks)</p> <p>Should have >8 years of relevant experience with experience as team lead Implementation of any two solution in at least two scheduled Bank in India having more than 1000 branches (15 marks)</p> <p>Data warehouse Analytics & BI Data Mining and Data Quality</p> <p>Metadata Should have >5 years of relevant experience with experience as team lead Implementation of any one solution in at least</p>	

#	Evaluation parameter	Evaluation Approach	Marks
		<p>one scheduled Bank in India having more than 1000 branches (7 marks)</p> <p>Data warehouse Analytics & BI Data Mining and Data Quality</p> <p>Metadata Experience of the Business Analyst (Max 10 marks)</p> <p>Should have >8 years of relevant experience with experience as Business Analyst of any two solution in at least two scheduled Bank in India having more than 1000 branches (10 marks)</p> <p>Data warehouse Analytics & BI Data Mining and Data Quality</p> <p>Metadata Should have >5 years of relevant experience with experience as Business Analyst of any one solution in at least one scheduled Bank in India having more than 1000 branches (7 marks)</p> <p>Data warehouse Analytics & BI Data Mining and Data Quality</p> <p>Metadata Experience of Data Scientist (Max10 marks)</p> <p>M. Tech / B. Tech / MSc in Artificial Intelligence / Computer Science / Analytics/ Statistics / Applied Economics</p> <p>Minimum 3 years of experience in data science related areas Professional certification in data science and big data, or participation in minimum 4 client projects in data science, each of duration not less than 6 months</p> <p>Hands-on software development and experimentation skills in environments like R / Scala / Python / H2O / Matlab Research exposure, as shown by conference publications / patent applications</p>	

#	Evaluation parameter	Evaluation Approach	Marks
		Software development experience 1 Data Scientist - 7 Marks More Than 1 Data Scientist - 10 Marks	
5	Technical Presentation and Product Demo	Demo and Presentation by the bidders covering product features, support, infrastructure, implementation and Maintenance strategy, company's financial and project management capabilities etc. Bidder needs to Show the Demo of the Below mentioned Use cases during the Technical Presentation. Bidder needs to show these Use cases on the Masked dummy data that will be shared by bank before technical presentation with all Eligible bidders 1. Cross Sell Analytics: Improving product cross-holding ratio 2. Behavioral Analytics: Customer Segmentation & Profiling 3. Product Penetration: Market Basket Analysis, and data driven Credit offer as per personal need of the customer. 4. Loans underwriting. 5. Sales Target Setting & Budgeting models 6. Spend Analytics	200
		Total	1000

****Based on Bidders technical presentation and demonstration maximum of 200 marks will be allotted to them. During the evaluation, bank would be scoring the presentation made by the bidders at the Bank's premises across the areas laid out in the table below.***

Technical Presentation on Proposed Solution	Score
Demonstration of Functional specifications of proposed solution for below use cases. 1. Cross Sell Analytics: Improving product cross-holding ratio – 25 marks During Demo Bidder needs to show the product ability of linking the data from different source system based on the unique key and then provide the suggestion to bank based on the customer buying partner and demographic location.	150

Technical Presentation on Proposed Solution	Score
<p>2. Behavioral Analytics: Customer Segmentation & Profiling – 25 marks</p> <p>During Demo Bidder needs to show the product ability of linking the data from different source system based on the unique key and then come up with customer segmentation and profiling based on the rules and combination as suggested by bank</p> <p>3. Product Penetration: Market Basket Analysis, Sales Volume Forecasting – 25 marks</p> <p>During Demo Bidder needs to show the product ability of linking the data from different source system based on the unique key and then come up with product analysis and its performance based and also forecast the same based on the trends</p> <p>4. Loans underwriting – 25 marks</p> <p>Bidder needs to showcase the system ability of linkage the data form different source system and come up with the exposure of the customer with the bank and also as per the pass trend and payment history need to evaluate the customer and gives rating based on the rules of the bank.</p> <p>5. Sales Target Setting & Budgeting models – 25 marks</p> <p>Bidder needs to show case how system is capable of setting sales target and also needs to show case the actual vice versus achieved and also in the same how the budgeting model is set and achieved</p> <p>6. Spend Analytics – 25 marks</p> <p>During Demo Bidder needs to show the product ability of linking the data from different source system based on the unique key and then come up spending partner of the customer based on the location, channels and product</p>	
<p>Execution Competency (Solution Accelerators, Functional & Technical Competency) shown in Presentation Understanding of UCO business Operating environment and scope - 10 Marks Demonstration of organization capability for the proposed initiative-10 Marks</p>	50

Technical Presentation on Proposed Solution	Score
Bidder's Credentials- 5 marks OEM's Credentials - 5 Marks Bidder's and OEM's experience- 5 marks Demonstration of at least two accelerators or value add for the proposed solution that brings in distinct solution advantage or implementation time or effort saving. Accelerators should conform to one of the logical blocks of the Data Warehouse Architecture (BI/EDW/ETL/Data migration/Analytics) - 5 marks Detailed Solution Capability and Implementation approach for each of the following: Data warehouse, Data quality, Meta Data & in memory- 5 marks Innovative use cases for the bank – 5 marks	
Total	200

Notes:

- The bidder has to score minimum of **850 overall marks** to qualify for Commercial Evaluation.
- Bidder should score at least **100% marks** in the technical evaluation - Technical Requirements as per Annexure XVIII to qualify for commercial bid. Bank reserves the right to disqualify the bidder if any mandatory requirements are not available in the solution.
- Bank reserves the right to normalize the evaluation criteria by reducing the minimum qualifying marks
- Bidder should score at least 90% marks in the Functional evaluation – Functional specification as per Annexure XVII to qualify for commercial bid.
- Bidder to provide required Hardware specification (Annexure XXVII & XXVIII) for proposed solution along with implementation approach and methodology.
- Demo and presentation to be made by the Project Manager to be deployed for the Project, along with the proposed team; time allotted for presentation – 120 minutes including question answer session
- Documentary evidence must be furnished against each of the above criteria along with an index as required by Bank.
- All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of above criteria, should be highlighted.
 - The Technical Score will be calculated based on the Technical Evaluation Metric mentioned above. The Highest Technical Score (TB) will be given a Technical score (ST) of 100 points. The technical scores of other Bids will be computed as follows:

$$ST = 100 \times F / TB$$
 (F = Technical Score of the bidder)

- The bank will calculate the technical scores up to two decimal points only. If the third decimal point is greater than .005 the same shall be scaled up else it shall be scaled down to arrive at two decimal points.

4. Commercial Evaluation

The format for quoting **indicative commercial bid** set out in **Annexure – XXI**. The commercial offer should consist of comprehensive Cost for required solution. Bidder must provide detailed cost breakdown, for each and every category mentioned in the commercial bid.

The Commercial Bids of only technically qualified bidders will be opened and evaluated by the Bank and the evaluation will take into account the following factors:

- a. The Bill of Material must be attached in Technical Proposal as well as Commercial Bid. The format will be identical for both Technical Proposal and Commercial Proposal, except that the Technical Proposal should not contain any price information (with Prices masked). Technical Proposal without masked Bill of Materials will be liable for rejection. Any deviations from the Bill of material/ non submission of prices as per the format shall make the bid liable for rejection.
- b. The optimized TCO (Total Cost of Ownership) identified in the commercial bid would be the basis of the entire outflow of the Bank for undertaking the scope of work. Any further hardware, software, licenses required to meet the performance criteria of the Bank as stated in the RFP, during the tenure of the project, would be at the cost of the Bidder.
- c. The bidder will be solely responsible for complying with any applicable Export / Import Regulations. The Bank will no way be responsible for any deemed Export benefit that may be available to the bidder.
- d. In case there is a variation in value between numbers and words; the value mentioned in words would be considered.
- e. The Bidder needs to provide Unit costs for components and services; unit rates with applicable taxes would be considered for the TCO purposes.
- f. In the event the bidder has not quoted or mentioned the component or services required, for evaluation purposes then it will assumed that the Bidder will provide the same at no cost to the bank.

5. Reverse Auction

Bank would conduct a reverse auction process on the commercials submitted by the Bidders. As such it is necessary that authorized personnel of the firm or organization sign the Bid. The designated personnel should be authorized by the organization or by a senior official of the organization having authority to do so. The same person or a different person should be authorized, who should have digital certificate issued in his name and should have authority to quote bid amount in the

commercial bid and also quote offer price during on-line reverse auction. The details of digital certificate like Name, Digital Key details, issuing authority and validity etc. to be provided.

The certified Photocopy of necessary Original resolutions/authority/ Power of Attorney having authority to authorize the person to submit Bid documents/participate in on-line sealed bid and reverse auction, on behalf of the company shall be enclosed. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment.

Bidders to note that:

1. In case there is variation between numbers and words; the value mentioned in words would be considered.
2. The Bidder needs to provide unit costs for all components and services; unit rates would be considered for the TCO in case of any discrepancy in the totaling, modifications, addition, correction, etc.
3. In the event the Bidder has not quoted or has omitted any mandatory product or service required for the Solution it shall be deemed that the Bidder shall provide the product or service at no additional cost to the UIC.

Please note that in the event of the Bank conducting a normalization exercise, the bids submitted after normalization would be evaluated as per the evaluation methodology in Commercial Evaluation. The lowest Commercial Bid (CB) will be given a financial score (Sf) of 100 points. The financial scores of other Bids will be computed as follows:

$$Sf = 100 \times CB / F$$

(F = amount of Commercial Bid)

The Final Bidder will be chosen as per the formula mentioned under section "Final Evaluation - Weighted Techno-Commercial Evaluation"

6. BUSINESS RULES FOR REVERSE AUCTION

Applicability

1. All bidders participating in reverse auction shall understand/accept and give an undertaking for compliance with the same to Bank in the prescribed format (Annexure XXXV- Compliance Statement for Reverse Auction and Annexure XXXVI: - Letter of Authority for Participating in Reverse Auction).
2. Any bidder not willing to submit such an undertaking shall be disqualified for further participation in the e-procurement process in question.

3. The Annexure XXXIV and Annexure XXXV has to be the part of the Commercial Bid.

Service Provider's Roles and Responsibilities

1. In all Reverse Auctions conducted by Bank through a Service Provider, Bank shall enter into a separate agreement clearly detailing the role and responsibilities of the service provider hosting the web portal for the Reverse Auction.
2. For creating necessary obligations and rights, the service provider will also enter into an agreement with each vendor as per a format designed by him for this purpose. Bank shall resolve any points/ issues concerning such agreement of vendor and service provider.
3. While a Service Level Agreement (SLA) by Bank with the Service provider is an arrangement for smooth and fair conduct of the Reverse Auction, Bank shall be directly responsible to vendors for fair and transparent conduct of the Reverse Auction.
4. The service provider at the end of each Reverse Auction shall provide Bank with all details of the bids and reports of reverse auction.
5. The service provider shall also archive the data pertaining to Reverse Auction for a minimum period of 3 years.
6. Service provider/ auctioneer is responsible for conduct of adequate training to all technically qualified bidders participating in the reverse auction and bidding process.
7. Whenever it is considered necessary and asked by the bidders or as decided by the auctioneer or by Bank a mock auction may also be conducted for the benefit of all concerned.
8. Authorized representative of the bidder name in the authorization letter given by the vendor shall be given unique username, password by the service provider/ auctioneer.
9. Each bidder shall change the password and edit the information in the registration page after receipt of initial password.
10. All bids made from the log-in ID given to bidder shall ipso-facto be considered bid made by the vendor/ bidder to whom log-in ID and Password were assigned by the service provider/ auctioneer.
11. Any bid once made through registered log-in ID/ password by the vendor/ bidder cannot be cancelled. The bidder, in other words, is bound to sell the "Offering" as per the RFP at the bid price of TCO.

12. Every successive bid by the bidder/ vendor being decremental bidding shall replace the earlier bid automatically and the final bid as per the time and log-in ID shall prevail over the earlier bids.
13. The Bank shall conduct the reverse auction as per the Standard English reverse auction, that is, no two bids can have identical price from two different vendors. In other words, there shall never be a "Tie" in bids.

Compliance/ Confirmation from Bidder

The bidders participating in reverse auction shall submit the following documents duly signed by the same Competent Authority who signs the offer document in response to the RFP:

1. Acceptance of Business Rules for Reverse Auction and undertaking as per format in Annexure XXXV- Compliance Statement for Reverse Auction.
2. Agreement between bidder and vendor supporting the reverse auction. (This format will be given by the OEM prior to Reverse Auction.)
3. Letter of authority authorizing the official/s to take part in Reverse Auction as per format in Annexure XXXVI- Letter of Authority for Participating in Reverse Auction.

Training to Bidders

1. Bank will facilitate training for participation in reverse auction either on its own or through the service provider for the reverse auction.
2. On request where necessary, Bank/service provider may also conduct a 'mock reverse auction' to familiarize the bidders with reverse auction process.
3. Any bidder not participating in training and/or 'mock reverse auction' shall do so at his own risk and it shall not be open for him to make any request / complaint / grievance later.
4. Each bidder shall participate in the training at his / their own cost
5. The venue, date, time etc. for training in reverse auction shall be advised at the appropriate time.
6. No request for postponement/fixing of training date/time shall be entertained which in the sole view and discretion of the Bank might result in any avoidable delay to either the Reverse Auction or the whole process of selection of bidder.

Date/ Time of Reverse Auction

1. The date and time of commencement of reverse auction as also duration of 'Reverse Auction Time' shall be communicated at least 4 working Days prior to such auction date.

2. Any force majeure or other condition leading to postponement of auction shall entitle the UIIC to postponement of auction even after communication, but the UIIC shall be obliged to communicate to all participating bidders the 'postponement' prior to commencement of such 'Reverse Auction'.

Conduct of Reverse Auction

1. The reverse auction shall be conducted on a specific web portal meant for this purpose.
2. The reverse auction may be conducted by the UIIC itself or through a service provider specifically identified/appointed/empaneled by UIIC.

Transparency in Bids

All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

Masking of Names

1. Names of bidders shall be masked in the Reverse Auction process and bidders will be given suitable dummy names.
2. After completion of Reverse Auction, the service provider / auctioneer shall submit a report to the UIIC with all details of bid and the original names of the bidders as also the L1 bidder with his / their original names.

Start Price

Reverse Auction process shall commence at and after electronically loading the "START-UP PRICE" on the basis of lowest TCO arrived at after evaluation of commercial bids or lesser than the lowest TCO arrived as evaluated by Bank. The Bidder shall start the reverse auction at the START-UP-PRICE

Decrement Bid Value

The bidders shall be able to bid only at a specified decrement value or multiple thereof and not at any other fractions. The Bid decrement value for each line item or for composite value shall be decided by the Competent Authority depending upon the nature and the value of equipment being procured.

Reverse Auction Process

1. In order to reduce the time involved in the procurement process, Bank shall be entitled to complete the entire procurement process through a single Reverse Auction or in multiple Reverse Auctions.
2. The Bank shall however, be entitled to cancel the Reverse Auction process, if in its view procurement or Reverse Auction process cannot be conducted in a fair manner and / or in the interest of Bank.

3. The successful bidder shall be obliged to provide a Bill of Material at the last bid price within 3 working days after the close of auction.

7. Final Evaluation - Weighted Techno-Commercial Evaluation

The Proposals will be finally ranked according to their combined Technical Score(s) and Financial Score (post reverse auction) as follows:

$$S = ST \times Tw + SF \times Fw$$

Where S is the combined score, and Tw and Fw are weights assigned to Technical Proposal and Financial Proposal that shall be **0.70 and 0.30** respectively. ST and SF will be calculated for individual bidders, as per description mentioned in Part III Section 3 and 5 respectively. Bidder with the highest Final score shall be considered for award of the Contract.

For example:

Three vendors namely A, B and C participated in the bid process and their technical score are as under:

$$A=60, B=80, C= 90$$

After converting them into percentile, we get

$$ST \text{ for A} = (60/90) \times 100 = 66.67$$

$$ST \text{ for B} = (80/90) \times 100 = 88.89$$

$$ST \text{ for C} = (90/90) \times 100 = 100$$

The Reverse Auction prices of the Vendors are as under:

$$A= \text{Rs. } 8000, B= \text{Rs. } 9000, C= \text{Rs. } 10000$$

After e-reverse auction process, the final cost (lower cost quoted in e-reverse auction or price bid, in this case if it is Rs 8000) quoted by the bidders converted into percentile score shall be as under:

$$SF \text{ for A} = (8000/8000) \times 100 = 100$$

$$SF \text{ for B} = (8000/9000) \times 100 = 89$$

$$SF \text{ for C} = (8000/10000) \times 100 = 80$$

As the weightage for technical parameter and cost are Tw = 70% and Fw = 30% respectively, the final scores shall be calculated as under:

$$S \text{ for A} = (66.67 \times 0.7) + (100 \times 0.3) = 76.67$$

$$S \text{ for B} = (88.89 \times 0.7) + (89 \times 0.3) = 88.92$$

$$S \text{ for C} = (100 \times 0.7) + (80 \times 0.3) = 94$$

Hence, the offer of 'C' (being highest score) would be considered and the contract shall be awarded to 'C' at Rs. 10000 being the RA price quoted by C.

Note:

The highest technical bidder shall not automatically qualify for becoming selected bidder and for award of contract by the bank. The Successful Applicant shall be the first ranked Applicant (having the highest combined score). The final decision on the successful bidder will be taken by the bank. The implementation of the project will commence upon acceptance of purchase order by the selected bidder.

If for some reason, the successful bidder fails to execute an agreement within a specified timeline, the bank reserves the right to award the contract to the next most eligible bidder based on the final evaluation scope of technical evaluation scores and commercial prices quoted during reverse auction.

In case of a tie of Total Score between two or more bidders, the Bid with higher technical score would be chosen as the successful Bidder.

The bank will calculate the scores up to two decimal points only. If the third decimal point is greater than .005 the same shall be scaled up else it shall be scaled down to arrive at two decimal points.



Part – IV

SCOPE OF WORK

1. Broad Scope of Work

The objective of the exercise is to engage a vendor for supply, installation, implementation, Post-Implementation, onsite operations and support of end-to-end data analytics and Business Insights Solution (Re-tendering) (On bank Premise Implementation) in UCO Bank.

The selected bidder will implement the analytics models at UCO Bank by going through a detailed step by step process of analytics implementation. These includes detailed requirement gathering, technical design, data extraction, data preparation, data quality, model development, model validation, model testing, model deployment, model recalibration, go-live and information delivery. The vendor is also required to build the analytical models and provide requisite training, documentation and support to bank. The selected bidder has to provide the Perpetual Enterprise Software License of the proposed advanced data analytics solution to the Bank. Training is to be provided by vendor to the UCO Bank Team.

1.1 Requirements Collection

Interact with business teams, gather, and finalize functional requirements for each of the business functions and models identified for each phase of the implementation roadmap.

- Formulate analytical problems and hypothesis based on business and process insights
- Incorporate global best practices while defining requirements
- Document business processes to identify key steps where analytics could be embedded.
- Perform detailed systems analysis and undertake data discovery and prepare data requirements document.
- Administration and maintenance for end-to-end data analytics solution.
- During Requirement gathering the system should be configure mostly on parametrization in such a way that the changing scenarios of the Bank for addition/ deletion/ Modification can be change in future without change in application code

1.2 Data Discovery, Extraction, Preparation and Loading

Bidder should carry out below process during ETL but not limited to the following

- Consolidation of data from various source systems.
- Ensure data consistency
- Format standardization

- Development of reporting and analytical Data Mart for various banking segments as identified by Bank, by integrating and cross-relating identified sources for supporting analytical and statistical model implementation.
- Extraction of data from various source (Domestic as well as International) systems (Transform data on batch or T-1)
 - Domestic and Overseas CBS (Finacle 7x upgraded to Finacle 10X),
 - Treasury (Domestic as well as international),
 - Internet Banking ,
 - Mobile Banking/ M-Wallet/UPI
 - ATM Switch ,
 - GBM ,
 - LOS ,
 - Financial Inclusion ,
 - HRMS
 - Biometric
 - Finance Central Office
 - LMS
 - Call center
 - Chatbot
 - Plus five additional interfaces that might come in future..
- Connect to leading databases identify, profile and validate reference data from source system as follows but not limited to the following
 - Oracle,
 - MS Sql,
 - My Sql,
 - Postgress
- Capability to work with big data, unstructured data sources viz. social media, call center data etc. However the big data solution should not be proposed by the bidder as part of the recent scope.
- Provide interface for managing and monitoring ETL activities. Auto Discover ETL failures, redundant data analysis, identify data integrity and quality issues.
- Discover patterns within data, structure discoveries, frequency distribution.
- Data profiling, prepare data flow design, data mapping routines, metadata etc.
- Audit trails / Data change management – Maintain and manage history.

1.2.1 Data Quality and Master Data Management

The Bidder should focus on below aspects of data –

- Completeness
- Consistency
- Timeliness
- Accuracy

The Bidder should propose a solution which is capable of –

Data Profiling - Provide profiling capabilities for various different data sources within built pattern frequency analysis, primary key/foreign key relationship analysis, gender analysis etc. to just name a few features.

Data Enrichment - Updation of data by completing data available from various source systems. It helps in standardization of data across the bank. The solution to have India specific libraries and knowledge base. Bidder needs to provide the utility/ input screen for doing the data enrichment.

Control and Monitor – It includes rules which are applied to both raw and corrected data to monitor quality issues which may arise from time to time. It also aids in publishing a metrics on data quality.

1.2.2 Data Engines

Data warehouse/ Repository (ODS) must deliver strategic and operational analytics throughout the organization so that users can access a single source of consistent, centralized, integrated data. Support of multidimensional analytic engine, Data cubes feature which deliver sophisticated calculations using simple query.

Data warehouse should act as a central repository which will be a single version of truth. It should store granular level of data and the summarized data. Bidder should propose the data engines as below:

a. Data Repository:

Data Repository design constitutes the fundamental solution for integrating and cleansing heterogeneous data sources across multiple subject areas so that data is consistent, easily reused, and guaranteed to meet requirements across the enterprise. Data Repository must deliver strategic and operational analytics throughout the organization so that users can access a single source of consistent, centralized, integrated data. Data warehouse should act as a central repository which will be a single version of truth. It should store granular level of data and the summarized data. Data warehouse should be capable of processing large amounts of data. Data model should be adaptable taking into account future modifications.

b. Big Data:

Big Data would be used for capturing, storing, archiving, and refining semi-structured and unstructured data. This is a data engine to store semi structure and unstructured data and apply analytical capability on that data. As of now bank is not looking for the Big data solution as part of this scope but the proposed solution should be capable to integrate with Big data solution which may be procured in future by bank.

c. ODS (Operational Data Store):

Operational data store accumulates the data that are needed for operational reporting. The solution proposed should have the ability to store most recent, granular and integrated data from various data sources. The data from various data

sources can be sourced, integrated on T-1 frequency. ODS should be the single source of Data for all the downstream tools / applications.

d. Virtual Query Layer:

Bidder should propose a virtual query layer with the ability to execute a query that can dip in and push down processing into multiple engines. This virtual query layer should be able to give a single access layer to access data from multiple data engines in a single request. This virtual layer should use push down approach to minimize the data movement between multiple data engines.

e. In-Memory analytics layer:

Bidder should propose in-memory analytics for business intelligence workloads for faster advanced analytics and exploration capabilities on EDW/Data Repository and big data datasets. In Memory should work on principle of loading and distributing all data involved in a particular analytic dataset into the available(combined) RAM of multiple servers in a cluster, and providing complete end to end processing of that data directly from RAM minimizing IO latencies & enabling analytic jobs in parallel directly against data in memory.

f. Augmented Artificial Intelligence (AI) and Machine Learning (ML)

Augmented artificial intelligence (AI) analytics capabilities quickly surfaces key insights in the datasets, data enrichment features that automatically recommend new elements for analysis, machine learning (ML) capabilities.

1.3 Metadata

The bidder should provide metadata of the solution across below divisions and also provide the data discovery / self service capability using only the meta data to locate different objects:

a. Process Metadata - The tool should allow monitoring and managing the availability and overall health of the servers and services in its environment. A variety of metric data, in both numeric and graphic format, detailed information about the operation of each resource should be made available. For example, one can view the number of clients for each resource, as well as data about CPU and memory usage. System Integrator may utilize performance metric from all the tools and publish dashboard/ report or populate it on web portal.

b. Technical Metadata- The proposed tool should store metadata of all entities and attributes within its ecosystem and should be able to perform impact analysis/ reverse impact analysis of any data element (within its ecosystem) right from ingestion of data till its usage. The tool should provide metadata around data type, source of data and other profiling metrics.

c. Lineage metadata- The tool should also allow viewing the data lineage and support visualizing the relationships between objects within its ecosystem. Users

should be able to see lineage of most important KPIs. (example: data source, last modified, relationships etc.)

1.4 Model Building, comparison & prediction

1.4.1 Selection of probable models verify model assumptions and selection of estimation methods.

1.4.2 Build analytical models on training data.

1.4.3 Develop information delivery framework leveraging analytical reports, dashboards, and alerts.

1.4.4 Variable selection, derivation and validation.

1.4.5 The proposed solution should provide the mechanism to evaluate the ability of a model to generate accurate prediction

1.4.6 The proposed solution should enable to perform various comparison between predicted values and actual values for one or more model nuggets.

1.4.7 The propose solution should be able to monitor models in production environment for accuracy etc

1.5 Development & Implementation

1.5.1 Implementation should adhere to timelines as specified Point No. 6 Implementation Roadmap

1.5.2 Document on implementation approach and methodology to be submitted with technical bid and to be explained during Demo and presentation as specified in Eligibility Evaluation.

1.6 Business Requirements:

1.6.1 The bidder must do in-depth study of all business requirements and design and implement a solution taking them into account. The solution should be adaptive and responsive to requirements which may arise in future. The bidder's proposed solution must comply with the functional and technical requirements mentioned in Annexure -XVII and XVIII. The business requirements have been covered in the below section but not limited to the below list :

1.7 Analytical Customer Relationship Management:

Based on the Customer analytics and segmentation analysis, the Solution should provide the next best offer which the customers are most likely to take up. The Solution should also provide detailed information on the channel usage – which, when and where of the customers use of the channels, frequency of use by channel, by product, by value, whether a customer prefers certain channels over others, which channels provides the most value to the customer, what are the channel costs and profitability, etc. Users can leverage this information while planning changes in the existing channel structure, introducing new channels and migration of customers to low cost channels.

Analytical Customer Relationship Management layer should be capable of:

- Performing Customer Segmentation & Profiling.
- Integration with Analytics Platform, Marketing Performance Tracking, Feed back Analysis, turn around time (TAT) driven request processing, Marketing return of investment (ROI) Analysis, Roles for user access etc.
- Should be able to analyze all types of data including customer's historical information.

1.7.1 Customer Profitability:

Customer profitability is a key metric which would take into account products bought by the customer, channel used by the customer and the volume of business in each product. The Bidder needs to build dashboards to analyze profitability from different viewpoints.

The bank should be able to gain insights and information for each customer for accordingly cross selling, up selling and offering services as per the existing data available with bank. The bank can also influence channel usage as suited to a customer and which would be more profitable for the bank. Relationship marketing strategy should be designed for customers to maximize customer profitability. Banks should also be able to identify unprofitable customers using this model. The findings would also include cost and income drivers which would be used to calculate profitability.



1.7.2 Single View of Customer (SVOC):

The bank intends to become customer focused by having a 360-degree view of a customer. It will capture and present all the information related to customer at a single place. It would include profile of the customer and all the transactions done by the customer in addition to the products bought by the customer and other information.

Steps to consider arriving at SVOC:

- Removing customer duplicates which may exist in the system. These duplicates may arise due to a single customer holding multiple accounts. Duplicates need to be identified by matching the customer information across the database and finding the customer. All the duplicates need to be removed so that all the customers can be viewed through their single and unique customer ID.
- Duplicates which currently exist across multiple systems need to be removed. These duplicates may be due to non-banking products owned by the customer in addition to the core banking product. Non-banking products may be life insurance or some other product. These duplicates need to be removed and grouped so that all customer information can be viewed at a single place. It would help in further cross selling and up selling of products to the customer. An extension to customer de-duplication activity would be customer house holding, using the same solution, which shall assist in cross-sell/up-sell.

1.7.3 Campaign Management:

Implemented solution should be used for improving marketing campaigns launched by the bank. Campaign analytics should indicate the best product to be sold to an existing customer based on his profile, behavior and transactions. Also, analytics should point out the channel which should be used to reach the customer along with the preferred timing as per the data available with bank. Banks can leverage such information to execute marketing campaigns effectively to increase efficiency of marketing campaigns. The bank can also migrate customers to a low cost channel based on the information provided to increase customer profitability. Bank can also introduce low cost channels based on the information generated by the solution in the form of report.

1.7.4 Customer Churn or Retention Analysis:

Scoring models need to be developed to identify customers who may leave the bank and the reasons leading to customer churn. So, that bank can initiate a dialogue and stop the customers from leaving the bank. This analysis would also help bank in gaining insights into processes or products which are not going well with the customer. It would help to retain customers and increase lifetime value of customers.

1.7.5 Cross Sell & Up Sell

Creation of single view of customer and customer analysis should be used by the Bidder to create application for assisting bank for cross selling and up selling to a customer. Based on customer information, the bank should be able to identify valued product which could be purchased by an existing customer. The application should also be capable of pointing the best suited timing to approach a customer. It may be based on past behavior and transactions of the customer. The application should also point to the best channel to reach the customer for cross and up sell.

1.7.6 Risk Analytics:

Banks often face high risk of credit repayment defaults by customers. Decision makers try to reduce this risk by creating and analyzing a 360 degree view of customers. The proposed tool should enable Bank to facilitate the following-

- Get detailed insight into all kind of credit products like loan, casa and so on in the same dashboard.
- View current balance of all products by segments to know which product entails high risk based on volumes and make necessary arrangements.
- Take prophylactic measures by analyzing and comparing counter party exposure limit by agreed upon limit. Analyze every counter party in details by knowing their exposure limit, whether the limit has crossed or not.
- Check risk level based on colored indicators that represent customer portfolio risk as per pre-defined market standards.
- Compare trend across product segments and define top and bottom customers to gauge default possibility.

- Compare counter party credit risk variance as per week, month and year to see the changes in the capital involved and avoid unnecessary defaults. This kind of analytic platform helps Bank to mitigate the underlying risk and adhere to regulatory compliance and maintain transparency.

1.8 Credit Monitoring Analytics

- Management can view current status of loans by selecting categories like sectors(e.g. Retail, Agriculture, MSME, Corporate etc.), various limit buckets (e.g. below 10lakhs, upto 25 lakhs, above 1 cr. Etc.).
- Daily sanctioned/disbursement, outstanding, top borrowers.
- Monitoring the quality of loans in terms of pending review/renewal, stock statements, SMA, NPA etc.
- Monitoring the performance of recovery of the bad loans. It enables Bank to make accurate disbursement decisions, monitoring credit portfolio.

1.9 Data-driven credit offers to Customer

On the basis of historic /trend analysis, solution should provide segment wise different need based offerings to the customer. As example

- Pre-approved personal loan
- Home Loan takeover
- Home Loan top-up loan
- Personal loans to customers who pre-close FDs
- Bank Assurance products to whom, who has taken any home or car or any business loan.
- Bank's other recommended offerings

The above offers may be extended to

- Quantum of limit to send to specific segment of customer .
- Preferred time of the day and time of the week / month for sending the offer.
- Preferred channel for sending the offer to customer.

1.10 Executive Dashboard

Comprehensive dashboard should be provided to the Top executives.

- Get a 360 degree view, quick and accurate insights of their key performance indicators (KPI) to take informed decisions and avoid surprises.
- Compare current year achievements against previous years. Track the negative and positive growth, understand the improvement in performance and identify factors affecting these variances.
- Analyze sales performance of various product line such as Loans, Savings Accounts, Current accounts, ADC products and ancillary business etc. Track factors affecting products and compare sales against budget.

- Trend analysis-based transaction details.
- The dashboard shall require modification/additions from time to time as per requirement (maximum 3 modifications/additions in a year).

1.11 Predictive Modeling /Data Mining

Predictive modeling will be based on availability of granular level of data on which predictive models can be build. It will help to predict future NPAs, cross sell, up sell, prospect customers and other business parameters which may assist the bank. The Bidder is responsible for providing predictive modeling and accurate output for a variety of parameters based on the existing data of bank. The list and process will be explained to the bank to get an approval on the process flow. Predictive modeling will assist in scoring each customer and then predicting future behavior of the customer. Bidder should propose the analytical modeling technology such that it should be capable of leveraging the computation power of the database/appliance platform and run scoring models within, when required.

Data mining will be used to access data which would help management to gain business insights. The extracted data needs to be visualized with visual and graphical tools. These insights would be related to product, customers and all other banking data.

1.12 Validate & Deploy

1.12.1 Testing & QA

- Validate model and check goodness of fit (Receiver operating characteristic Curves, Lift Curves) based on defined framework
- Test other aspects (Unit Testing, System Integration Testing, UAT, Post-Deployment testing, QA testing).
- Document validation and testing criteria and steps which include providing statistical insights of analysis results

1.12.2 Modification/ Recalibration

- Fix bugs found during testing
- Modify solution based on user feedback
- Subsequent testing of revised solutions

1.12.3 Operationalize

- Training is to be done for Banks Analytics Team and End-Users (both classroom and hands-on mode)
- Preparation & submission of soft copies of training material and end-user manuals.
- Sessions must cover Analytical modeling, Statistical modeling, Reporting etc.

1.12.4 Reporting Requirements

- Vendor has to develop reports (ad-hoc, analytical, tabular, dashboards, and alerts) as an information delivery mechanism to the business users. Results generated to be made available to the users based on their roles and needs.
- The layout and format of the reports should be in a form consumable by the information consumers and as approved by UCO Bank. The users should also be able to do basic activities such as sorting, filtering, slicing, dicing and drill down.
- Data visualizations for the dashboards should be interactive with the support ranges of graphical representation e.g. Bar, Pie, line charts etc. capability of geospatial mapping, trend analysis for pixel perfect reporting.
- Interface should be provided and proper training has to be given to Bank team so that enable Bank to prepare customize report as on when required.
- Facility should be provided to build quick data capture form for capturing data from various Bank levels. Moreover maker-checker concept is to be implemented in entry screen.
- Banking hierarchy (Head Office level, ZO Level, Branch Level etc.) should be maintained in all type of Reporting and Dashboard.

Vendor is expected to build types of reports including but not limited to the following:

a. Ad-hoc Reports:-

Users will be able to perform ad-hoc analysis represented through customized ad-hoc reports for decision making by Top management. These are users who have business knowledge and technical knowhow. Vendor is also expected to perform ad-hoc analysis.

b. Analytical Dashboards:-

Dashboards will be built based on the business requirement. These will be essentially targeted towards Top management. There should also be functionality to drill down on a metric (to a separate dashboard or to a separate report) to analyse the cause of a particular event/trend. This movement between dashboard layers should be smooth. The data for the dashboards maybe refreshed automatically/ on-demand. Solution should provide heat maps based on multiple parameters as required by bank customized to zone (geo polling), state, district wise etc.

c. Alerts:-

Alerts must be generated at specific events based on business requirements including but not limited to turn-around time breach alert, ideal/non allocated lead alerts, Sales target alerts, risk benchmark breaches, exposure breaches, fraud alerts. Such alerts would be consumed across multiple levels and teams basis business needs.

The reports/dashboards should have standard options including but not limited to export to Word/Excel, HTML, XML, , CSV, PDF etc., printing options, email, SMS options etc.

- Bidder needs to create 300 Reports including dashboard which are further divided as below
 - Simple Report :- 50%
 - Complex Report 20%
 - Medium report:- 30%

Simple Report	Report with up to 5 tables join with Primary Index select condition on a base of 30 million records with 20,000 records in the query result.
Complex Report	Report from joining 6 to 10 tables on primary or foreign key fetching around 300,000 records including grouping or sorting on given condition from 25 million plus records
Medium Report	Report from joining more than 10 tables on composite key fetching any number of 2,000,000 records, including grouping or sorting, formula calculation, aggregation etc. for report displaying on given condition from 20 million plus records

1.13 Data Archival Solution

The bidder should go through the technical specifications for data archival in Annexure XVIII

- Data archival should ensure no loss of bank data
- The EDW should store at least 39 month of data. Data older than 39 months should be archived. There should be capabilities and connectors to off-load data to Hadoop Stores and/or other storage proposed by the bidder
- The solution should be able to archive huge level of data
- Archival solution should be easily able to integrate with data warehousing solution
- A solution to query historic data should be implemented
- Should support tracking and analytics for reporting purpose
- Ability to process historic data or information
- Ability to publish archived dashboards, reports and scorecards
- Ability to restore archive data using queries
- Data should be stored in online and offline or archived location for analytics use

Data retention & Archival	Remarks	Online		Archival Storage	
		Retention Period	Mechanism	Retention Period	Mechanism
Source Files	Files that are sourced from data sources. Should	Last 3 Months	ETL Server file folder	Last 24 Months	Data Archival Solution

Data retention & Archival	Remarks	Online		Archival Storage	
		Retention Period	Mechanism	Retention Period	Mechanism
	account for some intermediate processed files as appropriate				
Data Warehouse	Master tables, Aggregate tables, Physical tables, Transaction tables, Reference tables etc.	39 Months	DW Database		
ODS	Master tables, Aggregate tables, Physical tables, Transaction tables, Reference tables etc.	6 Months	DW Database	10 Years	
Data Mart	Master tables, Aggregate tables, Physical tables, Transaction tables, Reference tables etc.	6 Months	DW Database	10 Years	
Reports	Critical Reports Needs for Reference	3 Months	Report Server	10 Years	

1.14 Security & Accessibility

- Work on data security and data access issues. Different reports and dashboards will have different level of access based on users.
- Grant access based on role and responsibility matrix
- Formulation of approval matrix for granting request to users
- Prohibit direct access to data warehouse

- Establish data governance practice for security of data which is an asset to the bank
- Access to internal and external users should be only through BI tool
- Role based across processes in EDW solution
- The access matrix should be reviewed periodically for monitoring purpose
- Provision of approval of ad-hoc data request from only respective necessary authority
- Sharing of sensitive data internally and externally after proper encryption of data
- Complete testing of security and accessibility to suit bank requirements.

1.15 Hardware and Sizing Parameters

1. Bidder needs to do adequate sizing as per the Parameters provided in the RFP to maintain the SLA of the RFP for the duration of 5 years(as per the data points mentioned in this RFP). In case of any short fall bidder has to provide the same without any additional cost to the Bank.
2. All the ATS and AMC of the software and infrastructure supplied through this RFP needs to be factored by the bidder. All bug resolution / issue fix / patch management and all coordination with OEM needs to be done by the bidder.
3. The Bidder is required to maintain all in scope items for all the environments. Bidder is required to perform vendor management during contract duration.
4. Bidder should specify various infrastructure requirements well in advance before delivery of hardware & software which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power requirements, network requirements, UPS, environmental conditions, illumination etc., so that Bank can arrange accordingly at the desired premises.
5. All the hardware and software to be supplied/proposed must be IPv4 and IPv6 compliant wherever applicable.
6. Bidder will be responsible for sizing for the proposed Solution. The sizing needs to be done based on Bank's requirements, optimized power usage and scalability

1.16 Environments

Logical separation / Virtualization for Test, Dev and Training can be done in a dedicated non-production environment. The bidder should note that the production and nonproduction environment should be physically separate **however for a common storage may be proposed for production and Non-Production environment with different LUN/volumes**. The licenses should be provided to meet the requirements of the contract, during the period of contract.

- DC data should be automatically propagated online through asynchronous replication to DR site.
- RTO of 2 hours and RPO of 30 minutes should be provided

- Fail over should be allowed only as per the DR policy of the Bank
- Bidder shall design and implement data synchronization procedures for the DR Site.

Periodic testing and drills shall be conducted to ensure that all replication and data synchronization procedures are in place all the time. In case of disaster at primary site / production site, ETL and other tools shall continue to operate, and DR site is to be made operational. Bidder should carry out DR drill every 6-month basis or as per bank's policy.

Bidder needs to note that physically separate adequately sizing should be quoted for reach of the following environments.

- Production at DC and DR (100% compute and storage capacity of DC), however DC should be in HA and DR should be standalone
- Test & SIT,
- Development.
- Training
- The Test & SIT, Training and development servers should be minimum of 20% respectively of the size of the production as per the fifth-year sizing however the database size will be similar to production database size
- All the Non-Production environment needs to be factored at DR Location
- All the Non-Production Environment should be physical separate from the Production Environment
- Bidders need to ensure that UAT and Training environment need to be in sync with Production environment in terms of master data and sources. All the customization / enhancement / products / parameter change needs to be applied in these environments on periodic basis which should not be greater than 1 month. Bidder needs to ensure that all the master data such as customer information and balances needs to be masked before releasing the Non-Production environment to the end user. Non-Production environment here refers to pre-Prod, Test & SIT, Training and development.
- Bidder should arrive at the sizing independently. In case, the sizing quoted by the Bidder fails to meet the necessary services, bank will not bear any cost for upgrades or replacements. Also, during the contract period, growth of the bank should be considered and thus, the appliances proposed should have enough CPUs, memory and storage available to accommodate the predicted sizing required.
- The Bidder will be completely responsible for supply, installation, configuration, customization and maintenance of complete solution for the contract duration. The bank at a later date will not make any additional payments for the solution provided by the Bidder.
- Bank is already having ULA with Oracle for the below components, bidder who are proposing below components needs not to factor any amount for the same in bill of material however the sizing needs to be provided. In case during

contract period if bidder require more number of Licenses for these components
Bidder needs to provide the same at no additional cost to bank.

#	Product Description	License Type/ Term
1.	Oracle Database Enterprise Edition	Processor/ Perpetual
2.	Oracle Partitioning	Processor/ Perpetual
3.	Oracle Diagnostics Pack	Processor/ Perpetual
4.	Oracle Tuning Pack	Processor/ Perpetual
5.	Oracle real Application Cluster	Processor/ Perpetual
6.	Oracle Advance Security	Processor/ Perpetual
7.	Oracle Data Masking and Sub setting Pack	Processor/ Perpetual
8.	Oracle Advance Compression	Processor/ Perpetual

No. of User Details

The End users of the bank would be segregated as below:

Business Users: Users with only read access (canned reports)

Power Users: Users with Viewing and Adhoc Query Access

Super Users: Users with Viewing and exploration access, working on large data sets.

User Concurrency

User Type	Year 1 User Count	Year 5 User Count (15% YoY Growth)	User Concurrency
BI User: Business User	3000	6034	40%
BI User: Power User	52	105	40%
BI User: Super User	20	40	40%

Query Response Time

User Type	Response Time
Simple	3 sec
Medium	60 sec
Complex	960 sec

The definition of the query will remain same as define the Report section for Simple, Medium and complex report.

1.17 EMS Tool for Server Monitoring and Ticket logging

Bank is already having an EMS tool which will be augmented to bidder for tacking and monitoring the SLA and response time of the call logged by the users. Integration of the proposed solution with existing EMS tool will be the responsibility of the bidder

1.18 Project Management

Project Management activities will be carried out by bidder with support from the BANK as required. The Project Management Office will address the overall allocation of work packages and direct co-ordination of activities and portfolio governance.

The Bidder should follow an industry standard Project Management methodology which has been agreed with the BANK.

The Successful Bidder shall develop and implement a governance mechanism to institutionalize an effective approach towards planning and organizing, acquiring and implementing, delivering and supporting and monitoring service performance of the services deployed in BANK to support its business requirements and objectives.

Principles of Governance

For managing the operations effectively and meeting the contractual requirements and SLAs, BANK proposes to set-up governance mechanism with following principles. The Bidder will assist BANK by adhering to the below principles:

Bringing focus and discipline in governance mechanism.

Setting clear policies and procedures.

Strengthening ethics and accountability.

Continuous vigilance and adaptation.

Strong financial oversight.

Independent audits to bring more objectivity.

Strong quality checks

Performance management and reporting

The Successful Bidder shall be required to report on the services offered to BANK on a periodic basis or as and when required by BANK. The Successful Bidder shall provide reports/ data that would include but not be limited to:

1. Performance report with respect to all service levels.
2. Report of the ongoing and planned changes performed.
3. Any ad-hoc report that may be required by BANK
4. Periodic reports to governance committees; and
5. Quality adherence reports

These reports would compare the quality of service provided with the defined/target SLAs. The list of reports and their frequency should be agreed with BANK in the start of the Project.

During transition, reporting and review of performance metrics shall be carried at mutually agreed frequency (to be decided along with Service Provider).

The template and any other reporting requirement shall be agreed on mutually. In addition, the Successful Bidder will provide assistance to BANK for audit/compliance related requirements, including but not limited to:

1. Providing sample data as required within the timeline; and
2. Coordinating with other sites for providing data samples.

The ownership of audit/compliance related requirements shall remain with BANK.

Quality Assurance

Scope related to Quality Assurance (QA) shall include:

Developing and employing a quality assurance program, subject to BANK approval, designed to promote performance of the scope of work with a high level of quality, focusing on measuring and improving reliability, speed, cost effectiveness, and customer satisfaction.

Writing and maintaining procedures and measurements on all quality assurance activities associated with the work. Ensuring that the quality metrics and procedures employed are consistent with similar standards in BANK's peer group and/or in the provision of similar professional services.

Ensuring compliance with a published quality assurance program, with adequate internal controls and verification activities.

Conducting periodic quality audits of the work rendered.

Documenting audit findings and remediating non conformances within a stipulated time period. Allowing BANK to perform audits that will focus on the Successful Bidder's adherence to its quality assurance procedures and standards; on the metrics gathered to support quality assurance activities; and on the Successful Bidder's efforts to improve overall quality. The Successful Bidder will cooperate fully and assist BANK with any such audits.

PMO Resources

The bidder is expected to provide expert project management resources from 3rd party agency minimum 2 in number as per the experience mentioned below to hand hold the Bank throughout the contract and the project management life cycle and define an effective IT Governance mechanism for the Bank. Bidder needs to factor atleast 2 PMO resources which has experience of doing PMO on large scale EDW project where multiple technologies and stakeholders are involved during contract duration. These resources will work directly under the supervision of the Bank and will help Bank in the below mentioned activities

- 1) Streeting committee update
- 2) Hardware / Software Acceptance
- 3) Day to day update and issue resolution

1.19 Backup Solution

Bidder needs to propose a new backup solution which needs to be in compliance with the Technical specification mentioned in the functional & technical specifications. Bidder needs to Supply, install, implement and provide AMC/ATS

support for new back-up solution for the period of contract. **Bidder** needs to factor 80 cartridges for the project, any additional cartridges will be provided by the Bank. The new backup software will be used for the doing backup of the DB, Operating system & Application. Bidder need to proposed capacity-based / Host-Based license for the new backup solution as per the below details:

The new solution should fulfil Bank's daily back-up requirement for next 5 years for the proposed solution.

1. Supply requisite hardware with accessories, software & licenses
2. Study existing environment and prepare detailed design documents for:
 - The deployment / installation of each of proposed Backup Solution
 - Implementation of Backup solution and Tape solution with a detailed backup plan. Install, configure and integrate Backup solution with hosts
3. Install, configure and operationalize of backup software, tape library, server and appliances at DC
4. Integrate, configure and operationalize backup solution with the Tape Library
5. Prepare detailed implementation plan with installation/implementation documents (with all screenshots).
6. Provide monitoring and management application for the proposed solution
7. Backup solution configuration and backup
8. Complete configuration and architecture diagram for the solution.
9. File system and Database Backup Daily policy which is incremental.
10. File system and Database Backup weekly policy which is full.
11. File system and Database Backup monthly policy which is full.

#	Backup Client	Application	Backup Frequency	Backup Type
1	DB and File System	All	Daily	Incremental
2		All	Weekly	Full
3		All	Monthly	Full

1.20 Support Model

Bidder should provide qualified and experienced resources to work on-site during the contract period for:

- Data administration
- System Administration
- Extraction and development of reports
- Support technical and functional queries
- A technical team, to solve logged issues within SLA period

This facilities management on-site team would have to play a critical role in ongoing support. All resources will be screened by bank authorities. Replacement of a resource under unavoidable circumstances needs to be intimated to bank in advance and the replaced resource should be equally or more qualified and

experienced.

The Bidder will be single point of contact and responsible for AMC, ATS, guarantees & warranties for all, components, hardware, software, etc. While bidding for providing facilities management services, the products and solutions proposed by the Bidder by way of this RFP should come with warranty as provided by the respective OEMs. Thereafter, the Bidder should provide AMC/ATS for these products and solutions (a warranty of 3 Years for Hardware from the Hardware implementation date and 1 Year for Software from software go-live sign off date). Also, the facilities management function should be carried out from the Bank's premises. The bidder must note that the managed services as a part of facilities management should be available for all environments viz., production, development and test. AMC/ATS will be paid by the bank yearly in advance to the Bidder.

Bidder needs to note that the resources Proposed for FM needs to fulfill the qualification criteria as per the Annexure XXIX

2. Onsite Support - Resources:

- All the resources provided for monitoring of the products & administration of the solutions shall as per the qualification criteria mentioned in Annexure XXIX.
- It is mandatory for the bidder to provide dedicated onsite resources required for 6.00 am to 10.00 pm schedule,
- Working Day: A working day would be any day when any branch / office of the Bank is functioning
- For Reporting and timings the following shall be ensured:-
- The onsite team shall report to Bank personnel / Bank authorized representative.
- Shall operate from the Bank's Corporate/Head office.
- In case of exigencies even during off business hours / Bank holidays/ Drill, the resources will be required to be present onsite.
- An equivalent replacement with knowledge of our site to be given in case the designated resource is unavailable.

2.1 Scope of Support

Technology related support

- Installation of third party software if any.
- Daily ETL and Data Repository preparation.
- Creation and customization and maintenance of adhoc reports, modules and analytics Dash Board.
- End to end Application and DB support.

Functional support

1. Overall maintenance and working of the SOLUTION
2. Bug fixing and delivery of patches/ version changes effected

3. Providing tools for creating knowledge repository for the bugs identified, resolution mechanism, version upgrade, future upgrade etc. of Application software, OS, RDBMS etc.
4. Provision should be available for version control and restoring the old versions if required by the Bank
5. Enhancement, modifications, customization, patches, upgrades due to statutory, regulatory, industry, changes will be provided at no additional cost to the bank. However, only major version upgrades, if required by the Bank will be undertaken as per mutually agreed terms and conditions and cost.
6. Providing the sizing for anti-virus software, the Bank will provide the required antivirus.
7. Configuration changes, version up-gradations, performance monitoring, trouble shooting, patch installation, running of batch processes, database tuning, replacement / support, technical support for ETL process, application and data maintenance, taking backup of the database as required, recovery, query generation and management etc. of all software supplied under this RFP document.
8. Immediate bug fixing should be undertaken in the event of software failure causing an interruption of operation of the Data Warehouse systems as per the response / resolution times defined by Bank. In case of any software /hardware/network failure, the solution should continue to function seamlessly.
9. All the detected software errors must be notified and corrected, as per the agreed timelines
10. Support the Bank in integrating any new applications to the EDW and provide support in extending the model and creating analytics / reports from the same
11. Provide Bank with daily hardware utilization/performance monitoring reports and alert the Bank in case of any performance issues by suggesting future capacity planning
12. The operational support staff should have onsite support experience for the EDW, BI, Data Quality, Data Mining and other Application solutions
13. Provide BCP/DR procedures and conduct DR drills in conjunction with the Bank's policies/procedures
14. Routing the transactions through backup system in case the primary system fails Switching to the DR site in case of system failure Service records and calls to helpdesk must be maintained and tracked for software support, which will be reviewed monthly by the bank

3. Security Requirements

The vendor has to comply with the IT (Information Technology) / IS (Information Security) policy of the bank and work within the purview of the IT / IS policy in key concern areas relevant to the RFP. Some of the key areas are as under:

3.1 Responsibilities for data and application privacy and confidentiality

3.2 Responsibilities on system and software access control and administration
Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the Vendor.

3.3 Physical Security of the facilities

3.4 Physical and logical separation from other customers of the Vendor

3.5 Incident response and reporting procedures

3.6 Password Policy of the Bank

3.7 Data Encryption/Protection requirement of the Bank

Detailed security requirement of the Bank will be shared with the successful bidder.

The model developed or customized should follow a standard development process to ensure that it meets all (functional, security, performance & regulatory etc.) requirements of the Bank.

4. Analytics Solution logging capabilities

Implemented solutions should have features pertaining to security and logging which will cover functionalities around:

- User activity logging (reports runs, data deleted etc.).
- System activity logs around the following system query runs, batch report extractions and master data/operational data deletions/modifications.
- Application error and crash logs (e.g. data ingestion errors, failed sanity checks, API errors etc.).



Note: Bidders are hereby notified that terms & conditions mentioned in the RFP, Pre-bid responses/corrigendum/addendum will be part and parcel of Service Level Agreement (SLA) and it is not negotiable.

Part-V

1. Order Details

The purchase order will be placed by Bank Head Office, DIT in the name of selected bidder as per requirement. The payment will be made by Head Office, DIT and the Performance Bank Guarantee for order will be required to be submitted in the same office.

2. Delivery and Installation

The selected bidder has to ensure the delivery, installation and implementation of the proposed solution to be completed within **14 months** from the date of issuance of the Purchase Order as per the Phase Implementation Schedule mentioned in Clause No. 6 of the RFP. The delay period of site readiness will not be included in above-mentioned delivery and installation period.

3. Contract Period

The selected bidder need to execute a Service Level Agreement (SLA) with Bank covering all terms and conditions of this RFP. SLA will cover performance and availability of the solution deployed. The contract period will be for a period of **five years (05)** from the date of Issuance of Purchase order. The performance of the selected bidder shall be reviewed every quarter. Any offer falling short of the contract validity period is liable for rejection.

The draft format of SLAs will be provided after acceptance of Letter of Intent (LOI) by the successful bidder.

4. Warranty/ AMC & ATS

For Hardware:

The Selected Bidder must provide Three years comprehensive on-site Warranty after completion of Implementation. The Bidder has to provide AMC for all the hardware equipment supplied under this RFP for two years after the expiry of warranty period.

For Software:

The Selected Bidder must provide 4 (Four) years comprehensive on-site support after completion of Implementation (Go-Live Sign off), which should be completed within 1 Year from the date of issuance of Purchase Order for End-to-End Data Analytics and Business Insights Solution (Re-tendering).

The Onsite FM Service for the solution to be provided post implementation (Module Wise) for the remaining contract period i.e. Upto 5 years including implementation & warranty period. Bidder will mention the ATS charges for 2nd Year, 3rd Year, 4th Year and 5th Year as per the commercial format.

The draft format of SLAs will be provided after the Letter of Intent (LOI) with the successful bidder.

5. Payment Terms

The payment will be released to the vendor as per the payment schedule defined as below:

a. There will be no advance payments. There will be no interest on late payment.

Deliverables	% of Payment	Stages (On Completion of the activities)
Hardware	70%	Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents
	30%	On Successful installation and acceptance of the infrastructure / hardware by the bank
Database systems, OS & Other Peripheral	70%	On delivery of licenses on submission of invoice with proof of delivery.
	30%	On successful implementation and Acceptance of Database systems, OS & Other peripheral software by the bank
ETL, Data Model, and other application licenses	60%	Delivery of Base version of respective application software and on submission of Invoice and proof of Delivery.
	10%	On successful completion of current state assessment, gap analysis and system specification definition Phase for respective applications
	10%	On UAT sign off for respective applications
	15%	On successful release of customized software to production, for respective applications
	5%	One month after successful release of application to production, for respective applications
Solution Implementation Cost	30%	SRS Sign-off of respective module from the Bank of Quick Start Phase
	45%	Go-live of respective module across hubs / branches / Offices / cluster offices for Quick Start Phase
	25%	One month after successful completion of respective modules of Quick Start Phase and on submission of Invoice and proof of completion
	30%	SRS Sign-off of respective module from the Bank of Evolving Phase

Deliverables	% of Payment	Stages (On Completion of the activities)
	45%	Go-live of respective modules across hubs / branches / offices / cluster offices for Evolving Phase
	25%	One month after successful completion of respective modules of Evolving Phase and on submission of Invoice and proof of completion.
	30%	SRS Sign-off of respective module from the Bank of Transform & Maturity Phase
	45%	Go-live of respective modules across hubs / branches / offices / cluster offices for Transform & Maturity Phase
	25%	One month after successful completion of respective modules of Transform & Maturity Phase and on submission of Invoice and proof of completion.
Training	100%	Will be paid as and when each batch of training is completed
AMC/ ATS	ATS Yearly in Advance AMC Quarterly in Arrears	The AMC/ATS shall commence on completion of the warranty period (3 years for hardware and One year for software/services). * AMC / ATS warranty of all component will start after Go live of that Component only. Bidder has to provide (a warranty of 3 Years for Hardware and 1 Year for Software).
Managed Services	Quarterly in arrears	The Bidder shall provide managed services towards database administration, system administration, development and application support. The managed services during the implementation of the project i.e., up to successful completion of Phase III shall be included by the bidder under implementation costs. The facilities management costs towards managed services will therefore commence after successful completion of Phase III of the project and sign off by the Bank. The bidder must note that the managed services should be available for all environments viz., production,

Deliverables	% of Payment	Stages (On Completion of the activities)
Hardware & Peripheral software installation & commissioning	40%	On successful implementation of hardware & peripheral software
	50%	On successful completion of acceptance testing of hardware & peripheral software by the Bank
	10%	After three months of acceptance sign off by the Bank
Escrow		Annually In advance
PMO Resources	Monthly In arrears	Payment of the PMO resources will be made monthly in arrears

6. Schedule of Implementation

IMPLEMENTATION ROADMAP AND SCHEDULE OF DELIVERY

The analytics implementation at UCO Bank is envisaged to occur in various phases. There are 3 Phases in the implementation:

- Quick Start Phase
- Evolving Phase
- Transform & Maturity Phase

The description of each phase along with duties of vendor in terms of models to be implemented in a particular phase is given below. However during the implementation phase, Bank may change the schedule of implementation of modules based on its business requirement mutually agreed with the selected bidder. Indicative modules to be implemented in different phases is given as below:

a. Quick Start phase (0 to 4 months):

In this phase, the selected implementation vendor is expected to start implementing the hardware and finalize the HLD and LLD. Also Bank aspect the bidder to at-least develop one use case.

Phase Implementation Roadmap & identified use cases:

- Submit BRD & SRS documents and sign off from Bank
- ETL (Extract, Transform and Load) Data Mapping and sign off from Bank
- Customer Segmentation.
- Supply of the Hardware at DC and DR
- Power on all hardware
- Do all the OS , DB and other peripheral software installation and sign off from bank
- Submit the HLD and LLD for Bank's review and sign off

b. Evolving phase (5 months to 9 months):

In this phase, the selected implementation vendor is expected to complete implementation of the Analytics framework through at least 14 (Fourteen) additional analytical / statistical areas identified by the Bank. The areas identified are:

- Complete the ETL development and data extraction, Data Quality
- Branch performance and Profitability analytics
- Executive Dashboards (for Top Executives and Department Heads)
- **Data-driven credit offers to Customer**
- Customer Retention Analytics: Churn Prediction
- Event Detection / Event Based Marketing
- Spend Analytics (for cards business)
- Provide 360 degree view of customers across all touch points and channel management based on demography, profile, product portfolio, LTV etc.
- Cross Sell Analytics: Improving product cross-holding ratio
- Design and track Campaigns for customer's based on various customer analytical parameters.
- Asset Quality Optimization
- Customer Acquisition Scorecard - Prioritization
- Product Pricing Analytics:
 - Dynamic pricing models
 - Product profitability

c. Transform & Maturity Phase (10 Months to 14 Months):

Module to be implemented for 10 to 12 Months:

In this phase, the intent is to build and deploy capabilities for wide-scale dissemination of analytical insights into the business results of departments.

- Customer Profitability
- Service Differentiation - Enhancing Relationship Value
- Product Penetration: Market Basket Analysis, Sales Volume Forecasting
- Customer Life Time Value and Customer Loyalty.
- Process Optimization: TAT Reduction in customer service
- Sales Target Setting & Budgeting models
- Channel Performance & Profitability, Channel Planning & Optimization.

Module to be implemented for 12 to 14 Months:

- Deliver appropriate offers to customers on their past and current behavior patterns.
- Cross-sell/up-sell based on customer purchasing behavior.
- Credit Scoring – Tagging customer credit worthiness etc.
- Customer Propensity modelling
- Customer Behavioral Analytics

- Budget Forecasting & Target setting
- Loans underwriting Fund Flow and Cash Flow Optimization: Forecasting source and application of funds/cash
- Decision making based on business rules and analytics insights.

Note: UCO Bank may at its sole discretion decide to review and alter the list of models during the course of the project. Further, UCO Bank may at its sole discretion decide to either include additional data categories/data fields for each model or exclude data categories/data fields already identified for each model in this RFP.

7. Penalty & Uptime

The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.

If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

Any financial loss to the Bank on account of fraud taking place due to Successful Bidder, its employee or their services providers" negligence shall be recoverable from the Successful Bidder along with damages if any with regard to the Bank"s reputation and goodwill.

Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder

Penalties & Service Level Agreement

Bank expects that the Bidder shall be bounded by the Service Levels described in this document. Bidder shall have to enter into "Service Levels Agreement" with Bank covering all terms and conditions of this tender while providing the service support and onsite support. Once go live of application, the services should be available on 365X24x7 basis and hence any technical problem should be resolved as per the response Time Matrix given below.

Bidder is expected to response and resolve issue within prescribed time frame based on the severity description decided by bank mentioned above and needs to strictly adhere to Server Level Agreement (SLA).

Bank would expect the bidder to commit to the service level assurances. The Bidder shall commit to maintain uptime of 99.50% and above per month.

The SLA will be reviewed on a monthly basis. Penalties will be applicable due to downtime of software application.

The bidder shall guarantee 99.50% uptime. The Bidder shall be liable for penalties for uptime maintained below 99.50% in a month. Penalties for downtime of the application will be as per below mentioned table:

Level of Uptime per Month	Penalty Charges
99.50% and above	No Penalty
99.00% and above but below 99.50 %	1 % of total cost of monthly payout
98.00% and above but below 99.00 %	2 % of total cost of monthly payout
97% and above but below 98.00 %	5 % of total cost of monthly payout
below 97%	10 % of total cost of monthly payout

Bank will impose penalty for every instance of service un-availability Further if the number of downtime instances during a month exceeds 3 times, an additional 0.50% downtime will be reduced from uptime and the penalty will be calculated accordingly.

Bidder needs to adhere to the below service level for all the call which will be logged by the bank for any issues faced by the users. EMS tool will be provided by the bank however bidder needs to provide the number of agents Lic required by the bidder during contract period. Penalty of 10,000 INR shall be charged for every nonconformance with the service response and resolution time table as specified below:

Issue Classification	For all Period (Post 30 days of Go-Live)	
	Response Time	Resolution Time
Severity 1	30 mins	150 mins
Severity 2	60 mins	360 mins
Severity 3	120 mins	720 mins

Penalties, if any shall be calculated for every quarter and recovered from the Annual Technical Support/AMC/. For calculation of penalty during warranty period, ATS/AMC Cost will be considered which will be deducted from the payment being paid towards on-site support facility being availed during warranty period. Wherever applicable as stated above while effecting any payment, deduction towards LD payment will be made. Hence the bidder should raise the invoice deducting the penalty amount.

8. Liquidated Damages

Notwithstanding Bank's right to cancel the order, liquidated damages at .5% (.5percent) of the un-implemented phases will be charged for every week delay in the specified implementation schedule (As per clause No.6) subject to a maximum of 10% of the total cost of ownership. Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Vendor or from the performance Bank Guarantee. Liquidated damages will be calculated per month basis. If the selected Bidder fails to provide any of the services after starting

of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week or part thereof.

The Bank reserves its right to recover these amounts by any mode including adjusting from any payments to be made by the Bank to the Bidder. Bank may invoke the Bank Guarantee for further delay in in delivery & migration.

9. Paying Authority

The payments as per the Payment Schedule covered hereinabove shall be paid by DIT, Head Office. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. Also the bidder has to submit the certificate of insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third party liabilities.

Following Documents are to be submitted for Payment:

- Invoice in Triplicate
- Duly receipted Delivery Challans
- Original Octroi Receipts, if any
- Installation Report, counter signed by an authorized official from the delivery site

10. Performance Bank Guarantee

The vendor, within 15 days from the date of LOI (letter of Intent) will have to furnish a Performance Bank Guarantee, format as per Annexure-V of the RFP, issued by any scheduled commercial bank equivalent to **3%** of the total cost of the Project (TCO)/Order value valid for **(63 months) 5 years with 3 months additional claim period** from the date of purchase order. However, the selected bidder may have to extend the validity of the Performance Bank Guarantee for a period of AMC/ATS as required by the Bank. The Performance Bank Guarantee shall act as a security deposit and either in case the selected bidder is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same after giving 45 (Forty-five) days' prior notice in writing inclusive of 15 days cure period.

Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the selected bidder is not able to fulfil any and all conditions specified in the document or is unable to complete the project within the stipulated time after giving 45 (Forty-five) days' prior notice in writing inclusive of 15 days cure period. This is independent of the LD (Liquidity Damage) on Delivery and installation.

In case the contract is getting extended, the selected bidder shall submit the Bank Guarantee of 3% of the project cost of that period of time with a validity of the extension period with 3 months claim period.

The selected bidder shall be responsible for extending the validity date and claim period of Performance Bank Guarantee as and when it is due on the account of non-completion of the project and warranty period.

Post submission of Bank guarantee, Successful bidder need to sign the contract(SLA) and submit the same to Bank along with Deed of Indemnity, Nondisclosure agreement duly stamped, after which Bank shall issue Purchase order.

11.Price Validity

The selected bidder will be required to keep the price valid for a period of **6 months** from the date of technical bid opening. There shall be no increase in price for any reason whatsoever during the total contract period and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure – XXI during the price validity period of 6 months.

12.Single Point of Contact

The selected bidder shall appoint a single point of contact, with whom Bank will deal, for any activity pertaining to the requirements of this RFP.

13.Right to Alter Quantities

The Bank reserves the right to alter the number of hardware hardware/software/licenses specified in the tender in the event of changes in plans of the Bank. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional hardware/software/licenses at the agreed price during the contract period with the same terms and conditions. Banks is not obligate to purchase all the quantity of the hardware/software/licenses as mentioned above. Bank reserves the right to alter the quantities at any time not exceeding 25% of the total contract value without prior notice to the selected bidder(s).

14.Preliminary Scrutiny

UCO Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether all the necessary information supported by documentary evidences are submitted as per prescribed method. Offers not meeting the prescribed guidelines and or with incorrect information or not supported by documentary evidence, wherever called for, would summarily be rejected. However, UCO Bank, at its sole discretion, may waive any minor non-conformity or any minor irregularity in an offer. UCO Bank reserves the right for such waivers and this shall be binding on all vendors.

15.Award of Contract

The bidder who qualifies in the technical evaluation will qualify for techno-commercial evaluation. The bidder whose bid has been determined to be

responsive and who quotes the lowest price will be treated as L1 Bidder. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidder(s).

16. Taxes

- a. Bidder shall be solely liable for the payment of all taxes, duties, fines, penalties, etc., by whatever name called as may become due and payable under the local, state and/or central laws, rules and/or regulations as may be prevalent and as amended from time to time in relation to the services rendered pursuant to this agreement. The Bank may in its discretion, but without being bound to do so, make payment of Taxes, duties as aforesaid and in the event of such payment, Bank shall be entitled to deduct the payment so made from the payment due to Bidder in respect of Bills.
- b. The Bank shall not be liable nor responsible for collection and / or payment of any such taxes, duties, fines, penalties etc., by whatever name called, that are due and payable by bidder, under the local, state and/ or central laws, rules and /or regulations as may be prevalent and as amended from time to time.
- c. Nothing contained herein shall prevent the Bank from deducting taxes deductible at source as required by any law/s or regulation/s. Bidder shall be responsible to report any non-receipt of certificate of taxes deducted at source within ninety (90) days of deduction of such taxes at source by the Bank to bidder. The Bank will not issue any duplicate certificate for deduction of taxes at source unless such request is made within ninety (90) days of the closure of the financial year.
- d. Bidder shall co-operate fully in the defence of any claim/s by any local, state or union authorities against The Bank with respect to any taxes and/or duties due and payable by bidder and /or individuals assigned by bidder under this agreement. Without limiting the generality of the foregoing bidder shall upon request by The Bank, give to The Bank all documents, evidences in a form satisfactory to The Bank to defend such claim/s. Any claims filed against The Bank, the cost to be borne by the selected bidder.
- e. The payments which is/are **inclusive of GST and other taxes, fees etc.** as per the Payment Schedule covered herein above shall be paid by Department of Information Technology, UCO Bank, Head Office – Kolkata. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.

17. Confidentiality and Secrecy

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient

to Bank. Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

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

The bidder/selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by BANK;
- To only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- 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, and
- To treat all Information as Confidential Information.
- The selected service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business/customer information, trade secrets and process of the UCO Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the UCO Bank and shall be considered to be confidential and proprietary information ("Confidential Information"), solely of the UCO Bank and shall not be used/disclosed to anybody in any manner except with the written consent of The UCO Bank.
- The selected service provider shall ensure that the same is not used or permitted to be used in any manner incompatible or inconsistent with that authorized by the UCO Bank. The Confidential Information will be safeguarded and the selected service provider will take all necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof.
- **Conflict of interest:** The Vendor shall disclose to BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

- **The successful Bidder is required to execute a Non-Disclosure Agreement to the bank as per bank's format before or at the time of execution of the Service Level Agreement.**

18. Compliance with Laws

The selected Bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank that it complies with all Central, State, Municipal laws and local laws and rules and regulations in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this RFP and shall indemnify, keep indemnified, hold harmless, defend and protect Bank and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

Further the selected Bidder shall undertake to observe, adhere to, abide by, comply with all applicable Statutes/Legislations pertaining all the its officers/staff/personnel/representatives/agents deployed by them for the scope of work (stipulated in the Request for Proposal/Quotation) but not limited to the Minimum Wages Act, Employees Provident Fund Act, Labour Laws, ESIC Facility Standard & Rules/Regulations/Guidelines issued by the Government/ Reserve Bank of India or any other Authority, as applicable.

The selected Bidder shall undertake to promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation / Guidelines and shall keep the same valid and in force during the term/tenure of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/officers/staff/personnel/representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and Bank will give notice of any such claim or demand of liability within a reasonable time to the selected Bidder.

This indemnification is only a remedy for the Bank. The selected Bidder shall not be absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to the damages awarded by the Court and shall exclude any indirect, consequential and incidental damages. However the indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities and/or any third party.

19. Force Majeure

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

- Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics/pandemics,
- Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,
- Terrorist attacks, public unrest in work area,

Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Selected bidder or the 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.

20. Completeness of the Project

The project will be deemed as incomplete if the desired objectives of the project as mentioned in Section "Scope of Work" of this document are not achieved.

21. Order Cancellation

The Bank reserves its right to cancel the Order/ Service Level Agreement by giving a written notice of ninety (90) days which will be inclusive of a cure period of thirty (30) days before cancellation of the Order/Service Level Agreement, in event of one or more of the following situations, that have not occurred due to reasons solely and directly attributable to the Bank alone:

- i. The bidder commits a breach of any of the terms and conditions of the offer or any of the terms and conditions of the Purchase Order / SLA.
- ii. Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process.
- iii. The bidder goes into liquidation voluntarily or otherwise.
- iv. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the order.
- v. The progress regarding execution of the order accepted made by the vendor is found to be unsatisfactory.
- vi. Non-compliance of the scope of the job.
- vii. Repetitive failure of the deployed personnel to perform the job to the satisfaction of the bank.
- viii. On the events of data piracy / privacy / system failures / security failures.
- ix. If deductions on account of liquidated damages exceed more than 10% of the total order price.
- x. In case of cancellation of the Order/Service Level Agreement due to the above stated situations, the following consequences will entail:

- a. In case the selected bidder fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure these deliverable from alternate sources at the risk, cost and responsibility of the selected bidder with the capping of 125% of the original quoted cost for such deliverable as per commercial bid.
- b. If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by giving **30 days"** notice for the same. In this event the bidder is bound to make good **with the capping of 125% of the original quoted cost for such deliverable as per commercial bid**, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.
- c. UCO Bank reserves the right to recover any dues payable by the bidder under the contract from any amount outstanding to the credit of the bidder, including the bills and /or invoking the Bank Guarantee under this purchase order.
- d. In case of cancellation of order, any advance payments **(except payment against ATS)** made by the Bank to the Vendor for implementation of project, would necessarily have to be returned to the Bank, if bidder fail to return such payment within 30 days, then vendor have to be returned amount to the Bank with interest @ 15% per annum , further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.
- e. Vendor should be liable under this section if the contract/ purchase order has been cancelled in case sum total of penalties and deliveries exceeds 10% of the TCO.
- f. **In case of order cancellation Bank will notify selected bidder with 90 days" notice period inclusive of 30 days cure period before cancellation of the Order. However, it is clarified that the notice should specifically contain that the 90 days period for cancellation is inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days time the notice for cancellation will became absolute.**

22. Indemnity

In consideration of the Bank having agreed to accept our offer in terms of Request for Proposal No. UCO/DIT/1953/2021-22 Date: 05.10.2021, We the Vendor herein doth hereby agree and undertake that we shall indemnify and keep indemnified the Bank including its respective Directors, Officers and Employees, from and against any claims, demands, actions, proceedings, damages, recoveries, judgments,

costs, charges liabilities, losses arising out of all kinds of accidents, destruction, deliberate or otherwise, violation of applicable laws, regulations, guidelines and/or environmental damages, if any, during the contract period or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said RFP and any damage caused from and against all suits and other actions that maybe instituted or preferred against the Bank or which the Bank may have to bear, pay or suffer directly or indirectly due to omission or commission of any act on our part and/or on the part of our employees, representatives, agents and/or associates, sub-contractors in performance of the obligations enumerated under the said Request for Proposal.

We the Vendor further irrevocably and unconditionally agree and undertake to hold the Bank harmless, indemnify and keep the Bank indemnified from any of its following acts and deeds, irrespective of the value, genuineness or enforceability of the aforesaid Contract/Agreement or insolvency, bankruptcy, reorganization, dissolution, liquidation or change in ownership of UCO Bank or us or any other circumstance whatsoever which might otherwise constitute a discharge of the Vendor:

- a. material breach of any of the terms of the RFP/ SLA or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the service provider under these presents and/or Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement;
- b. infringement of any intellectual property right, patents, trademarks, copyrights or breach of confidentiality obligations etc., including any claims of infringement of any third-party copyright, patents or other intellectual property and/or any third-party claims on the Bank for malfunctioning of the equipment, software or deliverables or usage of any license, or such other statutory infringement in respect of all components provided to fulfil the scope of work under these presents and/or Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement;
- c. for any loss or damages caused to the Bank's premises or property, loss of reputation & loss of life etc., solely attributable due to the acts of the Vendor/Vendor's employees, representatives, agents and/or associates;
- d. non-compliance of the Vendor with the applicable laws and/or statutory obligations, if any, in performing its duties as a service provider under the said Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement;
- e. Negligence or gross misconduct attributable to the Vendor, its employees, representatives, agents and/or associates or any liabilities which pose significant risk;

We shall not enter into any settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the rights,

interest and reputation of the Bank (and/or its customers, users and service providers).

All indemnities shall survive notwithstanding the expiry or termination of Service Level Agreement/Contract/Master Service Level Agreement and we shall continue to be liable under the indemnities.

Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either Party at the address stated in the previously mentioned Agreement/Contract.

We hereby declare that this Indemnity is in addition to the Liquidated Damages as provided in these presents.

23. Publicity

Any publicity by the selected bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank. The Bidder shall not make or allow making a public announcement or media release about any aspect of the Contract unless The Bank first gives the Bidder its prior written consent.

24. Privacy and Security Safeguards

The selected bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location. The Selected bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank Data and sensitive application software. The Selected bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location.

25. Technological Advancements

The Selected bidder shall take reasonable and suitable action, taking into account economic circumstances, at mutually agreed increase / decrease in charges, and the Service Levels, to provide the Services to the Bank at a technological level that will enable the Bank to take advantage of technological advancement in the industry from time to time.

26. Guarantees

Selected bidder should guarantee that all the material as deemed suitable for the delivery and management for the RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End to End Data Analytics and Business Insights Solution (Re-tendering). All hardware and software must be supplied with their original and complete printed documentation.

27.Exit Option and Contract Re-Negotiation

The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:

- Failure of the Selected bidder to accept the contract / purchase order and furnish the Performance Guarantee within 30 days of receipt of purchase contract;
- Delay in offering;
- Delay in commissioning project beyond the specified period;
- Delay in completing commissioning / implementation and acceptance tests / checks beyond the specified periods;
- Serious discrepancy in project noticed during the testing;
- Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank.
- Serious discrepancy in completion of project.
- Serious discrepancy in maintenance of project.

Bank shall notify selected bidder with 90 days" notice period inclusive of 30 days cure period before cancellation of the Order. However, it is clarified that the notice should specifically contain that the 90 days period for cancellation is inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days time the notice for cancellation will become absolute.

In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Selected Bidder.

The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favourable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.

The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the Selected Bidder's offer does not match such lower price. Notwithstanding the foregoing, the Selected Bidder shall continue to have the same obligations as contained in this scope document in relation to such equipment procured from third-party suppliers.

As aforesaid the Bank would procure the equipment from the third party only in the event that the equipment was available at more favorable terms in the industry, and secondly, The Equipment procured here from third parties is functionally similar, so that the Selected Bidder can maintain such equipment.

The modalities under this right to re-negotiate /re-procure shall be finalized at the time of contract finalization.

Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Selected Bidder will be expected to continue the services. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.

The Bank and the Selected Bidder shall together prepare the Reverse Transition Plan. However, the Bank shall have the sole decision to ascertain whether such Plan has been complied with.

Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Selected Bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management. However, during transitioning period payment will be made to vendor as per payment terms.

28.Termination

UCO BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving **90 (ninety) days' prior notice in writing inclusive of 30 days cure period and** recover damages, costs and expenses etc., incurred by Bank under the following circumstances:

- a. The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder.
- b. The selected bidder goes into liquidation, voluntarily or otherwise.
- c. The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc., applicable to the bidder under performance of the RFP.
- d. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- e. The selected bidder fails to complete the assignment as per the time lines prescribed in the Work Order/SLA and the extension, if any allowed.
- f. Deductions on account of liquidated damages exceed more than 10% of the total work order.
- g. In case the selected bidder fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder.
- h. After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the

balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.

- i. UCO BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.

The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the Law(s) for the time being in force.

29.Termination for Insolvency

The Bank may at any time terminate the Contract by giving written notice **(90 days" notice period)** to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

30.Termination for Default

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract.

31.Termination for Convenience

The Bank may, by written notice for a period of ninety (90) days sent to the Vendor, terminate the Contract/Service Level Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for Bank"s convenience, the extent to which the performance of work under the said Contract/Service Level Agreement is terminated and the date upon which such termination shall become effective. Bank will pay the bidder till termination date for all the milestone achieved as per the terms and conditions of the RFP.

In case of Termination for Default Bank will provide notice period of 90 days inclusion cure period of 30 days. However, it is clarified that the notice should specifically contain that the 90 days period for cancellation is inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days" time the notice for cancellation will become absolute.

32.Consequences of Termination

In the event of termination of the Contract due to any cause whatsoever, (whether consequent to the stipulated term of the Contract or otherwise), UCO Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile

Vendor in relation to the execution / continued execution of the scope of the Contract.

In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by UCO Bank, the bidder herein shall be obliged to provide all such assistance to the next successor bidder or any other person as may be required and as UCO Bank may specify including training, where the successor(s) is a representative/personnel of UCO Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof. However, the transition period will not be extended beyond 6 months from the date of start of transition.

Nothing herein shall restrict the right of UCO Bank to invoke the Performance Bank Guarantee and pursue such other rights and/or remedies that may be available to UCO Bank under law or otherwise

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

33. Signing of Contract

The selected bidder(s) shall be required to enter into a service level agreement (SLA) with UCO Bank, within 15 days of the award of the Bid through a Letter of Empanelment or within such extended period as may be specified.

The SLA shall be based on the requirements of this RFP, the terms and conditions of purchase order, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the proper performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.

The selected bidder will also sign a Non-Disclosure Agreement and Deed of Indemnity with the Bank on a format prescribed by the Bank.

34. Technical Inspection and Performance Evaluation

UCO Bank reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of the offered item(s). Bank may instruct eligible bidders to make technical presentation at Bank's Head Office, Kolkata for the proposed solution / service. Bidders will have to make such presentation at their own cost.

35. Verification

UCO Bank reserves the right to verify any or all statements made by the vendor in the Bid document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job.

36. Compliance with Applicable Laws of India

The selected bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

All the employees/operator deployed by the vendor for the digitization activity must comply with government's rules and regulations like minimum wages act, Provident fund and ESIC facility standard. (Proof of compliance and labour license needs to be submitted along with the quotation).

This indemnification is only a remedy for the Bank. The vendor is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.

The selected bidder confirms to Bank that it complies with all Central, State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify Bank about compliance with all laws in force including Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect Bank and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation / Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate Bank and its employees/officers/staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any

default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder

37. Dispute Resolution Mechanism

- a. The Bidder and The Bank shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:
 - i. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
 - ii. The matter will be referred for negotiation between Deputy General Manager of The Bank / Purchaser and the Authorised Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.
- b. In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.
- c. The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.
- d. The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.
- e. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the

Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

38. Arbitration

All dispute or differences whatsoever arising between the selected bidder and the Bank out of or in relation to the construction, meaning and operation, with the selected bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the UCO Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. The Arbitrator / Arbitrators shall give a reasoned award.

Work under the Contract shall be continued by the Selected bidder during the arbitration proceedings unless otherwise directed in writing by the Bank unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due to payable by the Bank, to the Selected bidder shall be withheld on account of the on-going arbitration proceedings, if any unless it is the subject matter or one of the subject matters thereof. The venue of the arbitration shall be at KOLKATA, INDIA.

39. Applicable Law and Jurisdiction of Court

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

40. Limitation of Liability

- i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event selected bidder shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total project cost/contract value.
- ii. Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss cause.
- iii. The limitations set forth in point no. 1 shall not apply with respect to any third party claims mentioned below:
 - a. claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.
 - b. damages occasioned by the gross negligence or willful misconduct of Service Provider.
 - c. damages occasioned by Service Provider for breach of confidentiality obligations.

- d. Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.

“Gross Negligence” means an indifference to, and/or a blatant violation of a legal duty with respect of the rights of others, being a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. Gross negligence involves conduct that is extreme, when compared with ordinary negligence. A mere failure to exercise reasonable care shall not be a gross negligence.

“Wilful Misconduct” means any act or failure to act with an intentional disregard of any provision of this RFP/Contract, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

41. Amendment(s) in the Contract/ Service Level Agreement

There shall be no variation(s) in or modification(s) in the terms of the Contract/ Service Level Agreement save and except by a written mutual consent signed by both the Parties i.e. the Bank and Vendor. Bank shall have the discretion/liberty to give effect to any amendment, modification etc. in the Contract/Service Level Agreement, if so required by Bank, sequel to any amendment(s)/ modification(s) etc. in the applicable Laws/Statutes including but not limited to amendment(s)/ modification(s) etc. in the existing Guidelines/ Instructions issued/to be issued by any Regulatory Authority.

42. Severability

If any provision of this Agreement is held to be illegal, invalid, or unenforceable under any Applicable Law, and if the rights or obligations of the Parties under this Contract/ Service Level Agreement will not be materially and adversely affected thereby (a) such provision will be fully severable; (b) this Contract/Service Level Agreement will be construed and enforced as if such illegal, invalid, or unenforceable provision had never been comprised a part hereof; and (c) the remaining provisions of this Contract/ Service Level Agreement will remain in full force and effect and will not be affected by the illegal, invalid, or unenforceable provision or by its severance here from.

43. Training

The Bidder is responsible for providing training to UCO Bank Team that covers both technical and functional spheres of the systems and solutions implemented.

- These representatives bring with them knowledge of existing applications, interfaces, constraints, information requirements, etc.
- Training needs of these team members (Technical & Operational Team and End User Team) will be in the following areas

- a. Report customization
- b. Coding and other techniques to extract data from the solutions for user-specific analysis
- c. Cover specific analytics concepts used in the models built such as hypothesis formation, profiling, sampling of data, various transformations of data sets, variable selection, model development, model validation, testing, results interpretation and recalibration steps and procedures so that they can refresh/recreate the models/analysis independently once the solution is in place.
- d. Run through the metrics that measure model effectiveness to ensure UCO Bank teams are aware of model scope and effectiveness (Goodness of fit, Chi-square tests, R-square, Gini Co-efficient, Information Value)

Training Location

Training will be conducted in UCO Bank premises.

Mode of Training

The Bidder shall provide the trainings in classroom & hands-on mode.

Training Documents

Each implemented model must have a model document which explains the core functionality of the model and method used to develop the model.

The documentation needed in terms of methods followed across various steps of modelling has to be provided in a readable and understandable format and ensure that all the intricacies from data extract to model implementation are covered in the trainings.

The Bidder will be responsible for preparation & submission to UCO Bank soft copies of the training material and end user manuals. End user manuals should cover "how to use" concepts for all modules of the solution being implemented.

Training Effectiveness

UCO Bank will measure the effectiveness after the completion of the training through training feedback forms. The bidder should obtain training feedback after each session and address inadequacies if any.

44. Source Code

The source code /object code / executable code (for the purpose of this RFP may be called as implementation code) and compilation procedures of the analytical models/solutions and reporting solutions that the Vendor creates/uses as part of the Analytics implementation for the purpose of this project should be provided to the Bank after successful UAT or escrow arrangement should be put in place. All necessary documentation in this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and

conditions applicable for escrow must be specified. Escrow arrangement of application software source code and for the modification done for the Bank should be provided. 50% of the cost for the Escrow will be borne by the successful bidder and the rest 50% will be borne by the Bank

- Any update or upgrade to source code should be informed and brought under Escrow or made available to the Bank.
- All the customization/ development carried out by the vendor will be the property of the bank.

45.Services

- All professional services necessary to successfully implement the proposed
- solution will be part of the RFP. These services include, but are not limited to, Project Management, Training, Deployment methodologies etc.
- The bidder should submit as part of technical Bid an overview of Project Management approach of the proposed solution.
- Bidder should ensure that vendor's key personnel with relevant skills are always available to the Bank.
- Bidder should ensure the quality of methodologies for delivering the services and its adherence to quality standard.
- Bidder should be willing to transfer skills to relevant Banking Personnel by means of training and documentation.
- For every change request Vendor should provide detail effort estimates to the Bank including the code change requirements, affected applications, resource requirements, testing requirement, time required to implement the changes etc.
- Bidder should provide and implement patches / upgrades / Software / OS / Tools/ Middleware etc as and when release by the Vendor/OEM or as per requirements of the Bank. Bidder should bring to notice of the Bank all release /version change.
- Bidder should obtain a written permission from the Bank before applying any of the patches / upgrades / updates.
- Bidder has to support older versions of the software / OS/ Tools / Middleware etc in case the Bank chooses not to upgrade to latest version.
- Bidder should provide maintenance support for Software / Operating System/ Tools / Middleware over the period of contract.
- All products updates, upgrades & patches should be provided by the Bidder/Vendor free of cost during support period.
- Bidder should provide legally valid software solution. The detail information on license count and type of licenses should also be provided to the Bank.

46. Blacklisting

GROUND FOR DISQUALIFICATION & BLACKLISTING

- (A)** Notwithstanding anything contained in this document, any Bidder/selected Vendor shall be disqualified when –
- i. any Bidder who have been black-listed or otherwise debarred by any Bank/Financial Institution/Central Government/State Government/any Central or State Undertaking or Corporation/Reserve Bank of India or any other Regulatory/Statutory Authority as on date of the publication of this Tender/Procurement;
 - ii. any bidder whose Contract/Agreement with any Bank/Financial Institution/Central Government/State Government/any Central or State Undertaking or Corporation/Reserve Bank of India or any other Regulatory/Statutory Authority has been terminated before the expiry of the Contract/Agreement for breach of any terms and conditions at any point of time during the last five years;
 - iii. any Bidder whose Earnest Money Deposit and/or Security Deposit have been forfeited by any Bank / Financial Institution/Central Government/ State Government/any Central or State Undertaking or Corporation/ Reserve Bank of India or any other Regulatory/Statutory Authority, during the last five years, for breach of any terms and conditions.
- (B)** Further disqualification can be imposed by the Bank in accordance with the procedures established, which may include but not limited to the following grounds, either at the stage of Competitive Bidding or at the stage of implementation of the Contract:

Commission of any act of:

- i) submission of a bid, proposal or any other document that is known or should be known by the Bidder to be false, misleading or non- meritorious or to contain false information or concealment of information which will influence the outcome of the eligibility screening/selection process;
- ii) any documented unsolicited attempt by the Bidder to unduly influence the decision making process of the Bank while determining the eligibility screening/selection process in favour of the Bidder;
- iii) unauthorized use of one's name or using the name of another for purpose of bidding;

- iv)** breach of the terms of a public contract by a wilful or material failure to perform in accordance with the terms thereof;
- v)** withdrawal of a bid, or refusal to accept an award, or enter into contract with any Bank/Financial Institution/Central Government/State Government/ any Central or State Undertaking or Corporation/Reserve Bank of India or any other Regulatory Authority without any justifiable cause, after the Bidder had been adjudged as having submitted the lowest calculated Responsive Bid or highest rated Responsive Bid;
- vi)** refusal or failure to furnish the required performance security within the prescribed time frame;
- vii)** refusal to clarify or validate the Bid submitted, in writing, within a period of seven (7) calendar days from receipt of the request for clarification if sought by the Bank;
- viii)** that may tend to defeat the purpose of the competitive bidding, such as but not limited to; an eligible Bidder not purchasing the bid documents or not complying with the requirements during the evaluation of bid or habitually withdrawing from bidding or submitting letter of non-participation for at least three (3) times within a year, except for valid reasons;
- ix)** lack of integrity or honesty or fraud, bribery, collusion or conspiracy;
- x)** failure by the Bidder/Vendor, due to solely his fault or negligence, to mobilize and commence the work or perform within the specified time period, as specified in the Tender Document, including but not limited to the Request for Proposal/ Request for Quotation/ Agreement/Letter of Intention/Purchase Order etc.,;
- xi)** failure by the Bidder/Vendor to fully and faithfully comply with its contractual obligations without valid cause, or failure to comply with any written lawful instruction of the Bank or its representative(s) pursuant to the implementation of the Contract, which may include but not limited to the following:
 - a. Employment of competent technical personal, competent engineers and/or work supervisors;
 - b. Provision of warning signs and barricades in accordance with approved plans and specifications and contract provisions;

- c. Stockpiling in proper places of all materials and removal from the project site of waste and excess materials, including broken pavement and excavated debris in accordance with approved plans and specifications and contract provisions;
 - d. Deployment of committed equipment, facilities, support staff and manpower; and
 - e. Renewal of effectively date of the performance security after its expiry during the tenure of the Contract.
- xii)** assignment and subcontracting the Contract or any part thereof or substitution of key personnel named in the proposal without prior written approval by the Bank;
- xiii)** for the procurement of goods, unsatisfactory progress in the delivery of the goods by the manufacturer, supplier or distributor arising from his fault or negligence and/or unsatisfactory or inferior quality of goods, as may be provided in the contract;
- xiv)** for the procurement of consulting services, poor performance by the consultant of his services arising from his fault or negligence. The poor performance of the Consultant can include and may not be limited to defective design resulting in substantial corrective works in design and/or construction, failure to deliver critical outputs due to consultant's fault or negligence, specifying materials which are inappropriate, substandard, or way above acceptable standards, allowing defective workmanship or works by the contractor being supervised by the consultant etc.,
- xv)** for the procurement of infrastructure projects, poor performance by the contractor or unsatisfactory quality and/or progress of work arising from his fault or negligence as per the existing performance monitoring system of the Bank shall be applied, quality of materials and workmanship not complying with the approved specifications arising from the contractor's fault or negligence, willful or deliberate abandonment or non-performance of the project or contract by the contractor resulting to substantial breach thereof without lawful and/or just cause.
- (C)** Any parameters described, *supra*, attributable to any Partner/Director shall be construed as disqualification for the Firm/Company, as the case may be.

- (D)** The Bank will have the discretion to disqualify the Bidder/Vendor and/or initiate the process for blacklisting the Bidder/Vendor and may also entail forfeiture of performance security furnished by the Bidder/Vendor. “

47. Non-disclosure

By virtue of Contract, as and when it is entered into between the Bank and the bidder, and its implementation thereof, the bidder may have access to the confidential information and data of the Bank and its customers. The bidder will enter into a Non-Disclosure Agreement to maintain the secrecy of Bank's data as per following:-

- a. That the bidder will treat the confidential information as confidential and shall not disclose to any third party. The bidder will also agree that its employees, agents, sub-contractors shall maintain confidentiality of the confidential information.
- b. That the bidder will agree that it shall neither use, nor reproduce for use in any way, any confidential information of the Bank without consent of the Bank. That the bidder will also agree to protect the confidential information of the Bank with at least the same standard of care and procedures used by them to protect its own confidential Information of similar importance. Without limitation of the foregoing, the bidder shall use reasonable efforts to advise the Bank immediately in the event that the successful bidder learns or has reason to believe that any person who has had access to confidential information has violated or intends to violate the terms of the Contract to be entered into between the Bank and the bidder, and will reasonably cooperate in seeking injunctive relieve against any such person.
- c. That if the bidder hires another person to assist it in the performance of its obligations under the Contract, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Contract to another person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the Bidder is bound to maintain the confidentiality. This clause will remain valid even after the termination or expiry of this agreement.
- d. That the bidder will strictly maintain the secrecy of Bank's data.

Annexure I - Tender Offer Forwarding Letter

To,
The Deputy General Manager
DIT, BPR & BTD
UCO Bank, Head Office
5th Floor, 3&4, DD Block, Sector-I
Salt Lake, Kolkata -700064

Dear Sir,

Sub: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021.

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we, the undersigned, hereby enclose our offer for "Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering)" mentioned in the RFP document forming Eligibility, Technical and Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Eligibility, Technical and Commercial Bids by the Bank, we undertake to Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering) as per your purchase orders.

In the event of our selection by the Bank for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering), we will submit a Performance Guarantee for a sum equivalent to **3%** of the Project Cost to be valid for a period of Five years in favour of UCO BANK effective from the month of execution of Service Level Agreement.

We agree to abide by the terms and conditions of this tender and our offer shall remain valid for 180 days from the date of commercial bid opening and it remain binding upon us which may be accepted by The Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us.

We understand that The Bank is not bound to accept the lowest or any offer the Bank may receive.

We enclose the following:

1. Tender Fee of Rs. _____ (Rupees _____ Only) dated _____.

Vide UTR No/Txn Id _____.

Dated this _____ day of _____ 2021.

Signature: _____

(In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

Place:

Date:

Designation:

Authorized Signatory:

Name:



Annexure II - General Details of the Bidder

A. Profile of Bidder

1. Name of bidder:
2. Location
 - i. Regd. Office:
 - ii. Controlling Office:
3. Constitution
4. Date of incorporation & Date of Commencement of business:
5. Major change in Management in last three years:
6. Names of Banker /s:
7. Name and details (designation and Phone no.) of Authorized Signatory:
8. Share holding pattern:
9. Major change in Management in last three years

B. Financial Position of Bidder for the last three financial years

Particulars	2018-19	2019-20	2020-21
Profit after Tax			
Net Worth			
Turnover			

N.B. Enclose copies of Audited Balance Sheets along with enclosures

C. Proposed Service details in brief

- Description of service :
- Details of similar service provided to PSU organization in India specifying the number of Banks and branches

Details of Experience in the field of (Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End to End Data Analytics and Business Insights Solution)

PSU Organization		
Name of Organization	Period	
	From	To

N.B. Enclose copies of Purchase Orders and references

Place:

Date:

Signature of Bidder:

Name:

Business Address:

Annexure III - Manufacturer Authorization form (MAF)
(Letter to be submitted by the OEM on firm's official letter head)

To,
Deputy General Manager (DIT, BPR & BTD)
UCO Bank, Head Office,
Department of Information Technology
5th Floor, 3&4, DD Block, Sector-I
Salt Lake, Kolkata -700064

Dear Sir,

Ref: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021

We (Name of the Manufacturer) who are established and reputable manufacturers of having factories at,, and do hereby authorize M/s (Name and address of Bidder) who is the bidder submitting its bid pursuant to the Request for Proposal issued by UCO Bank on behalf, to submit a Bid and negotiate and conclude a contract with you for supply of equipment's manufactured by us against the Request for Proposal received from your bank by the Bidder and we have duly authorized the Bidder for this purpose.

We hereby extend our guarantee/ warranty and AMC as per terms and conditions of the RFP Noand the contract for the equipment and services offered for supply against this RFP No..... By the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP No..... In respect of such equipments and services. We undertake to provide back-to-back support for spare and skill to the bidder for subsequent transmission of the same to the Bank. We also undertake to provide support services during warranty as well as ATS period if the above bidder authorized by us fails to perform in terms of the RFP.

Yours Faithfully

Authorized Signatory

(Name:

Phone No. Fax E_mail)

(This letter should be on the letterhead of the Manufacturer duly signed by an authorized signatory)

Annexure IV - FORMAT OF BID SECURING DECLARATION
(The Bidder shall fill in this Format in accordance with the instructions as indicated)

RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021

To,
Deputy General Manager (DIT, BPR & BTD)
UCO Bank, Head Office,
Department of Information Technology
5th Floor, 3&4, DD Block, Sector-I
Salt Lake, Kolkata -700064

Sir,

I/We,..... (Authorised Signatory of the Bidder) submitted by the undersigned on behalf of the Bidder (M/s _____) either Sole or in Joint Venture, do hereby declare and accept the following:

(A) I/We understand according to your conditions; the bid must be supported by a Bid-Securing Declaration.

(B) I/We accept that M/s _____ will automatically be suspended from being eligible for bidding or submitting proposals in any contract with the Bank for the period of time starting on **Bid Submission Date** if I/We are in breach of our obligation(s) under the Bid conditions, enumerated as under:

- 1)** if I/We withdraw the Bid during the period of validity i.e. **180 Days** from the Bid due date; or
- 2)** if I/We is/are awarded the Contract and fail to sign the Contract; or
- 3)** if I/We fail to submit an unconditional and irrevocable performance security before the deadline defined in the request for bid documents; or
- 4)** if I/We make any statement or enclose any form 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; or
- 5)** if I/We fail to submit the requisite documents as per the tender specification; or

6) if I/We violate any of the provisions of the terms and conditions of this tender specification.

(C) We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder or (ii)days after the expiration of our Bid.

Name of the Bidder*	
Name of the person duly authorized to sign the Bid on behalf of the Bidder**	
Designation of the person signing the Bid	
Signature of the person named above	
Official Seal	

Dated onthis day of(mention the month)..... (mention the year)
P.S.

(1) * In the case the Bid is submitted by an Entity (viz., Partnership Firm, LLP, Company, Joint Venture), specify the name of the Entity as the Bidder.

(2) ** The Person signing the Bid shall have the Power of Attorney given by the Bidder to execute the documents on behalf of the Bidder.

(3) In case of a Joint Venture, the Bid-Securing Declaration must be in the name of all Members/Partners to the Joint Venture that submits the Bid.

Annexure V - PROFORMA FOR PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with the stamp act)

1. In consideration of UCO BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertaking) Act, 1970, having its head office at 10 BIPLABI TRILOKYA MAHARAJ SARANI (BRABOURNE ROAD), Kolkata-700001 (hereinafter called "UCO BANK") having agreed to exempt **M/s** _____, a Company incorporated under the Companies Act, 1956 having its registered office at (Address of the selected bidder company) (hereinafter called "the said SELECTED BIDDER") from the demand, under the terms and conditions of UCO BANK's purchase order/ Letter of Intent bearing no.dated..... issued to the Selected bidder and an Agreement to be made between UCO Bank and the Selected bidder for a period of In pursuance of Request For Proposal no.....dated....., as modified, (hereinafter called "the said Agreement"), of security deposit for the due fulfillment by the said SELECTED BIDDER of the Terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.....(Rupees.....Only). We,..... [indicate the name of the bank ISSUING THE BANK GUARANTEE] (hereinafter referred to as "the Bank") at the request of [SELECTED BIDDER] do hereby undertake to pay to UCO BANK an amount not exceeding Rs.....against any loss or damage caused to or suffered or would be caused to or suffered by UCO BANK by reason of any breach by the said SELECTED BIDDER of any of the terms or conditions contained in the said Agreement.
2. We [indicate the name of the bank ISSUING THE BANK GUARANTEE] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from UCO BANK stating that the amount claimed is due by way of loss or damage caused to or breach by the said SELECTED BIDDER of any of the terms or conditions contained in the said Agreement or by reason of the SELECTED BIDDER'S failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....
3. We undertake to pay to UCO BANK any money so demanded notwithstanding any dispute or disputes raised by the SELECTED BIDDER in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment as made by us under this bond shall be a valid discharge of our liability for payment there under and the

SELECTED BIDDER for payment there under and the SELECTED BIDDER shall have no claim against us for making such payment.

4. We,[indicate the name of the Bank ISSUING THE GUARANTEE] further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of BANK under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till UCO BANK certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said SELECTED BIDDER and accordingly discharged this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before(Expiry of claim period), we shall be discharged from all liabilities under this guarantee thereafter.
5. We [indicate the name of Bank ISSUING THE GUARANTEE] further agree with UCO BANK that UCO BANK shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said SELECTED BIDDER from time or to postpone for any time, or from time to time any of the powers exercisable by UCO BANK against the said SELECTED BIDDER and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation, or extension being granted to the said SELECTED BIDDER or for any forbearance, act or omission on the part of UCO BANK of any indulgence by UCO BANK to the said SELECTED BIDDER or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the SELECTED BIDDER.
7. We, [indicate the name of Bank ISSUING THE GUARANTEE] lastly undertake not to revoke this guarantee during its currency except with the previous consent of UCO BANK in writing.

Notwithstanding anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed Rs..... (Rupees.....) Only.
- b. This Bank Guarantee shall be valid uptoand
- c. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or

before(date of expiry of Guarantee including claim period).

8. Dated the day of for [indicate the name of Bank]

Yours' faithfully,

For and on behalf of

_____ Bank

Authorised Official

NOTE:

1. Selected bidder should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bidder guarantee issued by banks located in India shall be on a Non-Judicial Stamp Paper of requisite value as applicable to the place of execution.



**Annexure VI - UNDERTAKING FOR NON-BLACKLISTING / NON-DEBARMENT OF THE
BIDDER**

TO BE STAMPED AS A DECLARATION & DULY ATTESTED BY A NOTARY

Sub: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021

- 1) I/We, Proprietor/Partner(s)/Director(s) of M/s..... hereby confirm that I/We have read and understood the eligibility criteria and fulfil the same.
- 2) I/We further confirm that all the information furnished by me/us, as per the requirement of the Bank, have been included in our bid.
- 3) I/We further hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by the Bank. We understand that any deviation may result in disqualification of our bid.
- 4) *I/We further hereby declare that I/We have not been black-listed or otherwise debarred by any Bank/Financial Institution/Central Government/ State Government/any Central or State Undertaking or Corporation/ Reserve Bank of India or any other Regulatory Authority or any other Statutory Authority as on date of the publication of this Tender/Procurement.

(OR)

I/We further hereby declare that the Proprietorship Concern/Partnership Firm/Company/..... (if any other entity) namely M/s was blacklisted/debarred by.....(Name of the Authority who blacklisted/debarred) from taking part in their Tender/Procurement for a period ofyears w.e.f.to..... The period is subsisting/over on.....and now I/We is/are entitled to take part in Tender/Procurement.

- 5) I/We declare that no proceedings/inquiries/investigations have commenced/pending against me/us by any Statutory Authority/Regulatory Agency/Investigating Agency which may result in liquidation of company/firm/proprietorship concern and/or may act as deterrent on the continuity of business and/or may hamper in providing the said services, as envisaged in this document.
- 6) I/We further hereby declare that no legal action is pending against me/us for any cause in any legal jurisdiction.
- 7) I/We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within the stipulated time.

***STRIKE OUT WHICH IS INAPPLICABLE**

(Deviation to the above if any, the Bidder must provide details of such action(s))

Signature (1) (2)

(duly authorized to sign)

Name:.....

Capacity in which as executed:.....

Name & registered address of the Bidder:.....

Seal of the Bidder to be affixed



Annexure VII - Undertaking to abide by all by-laws / rules / regulations

(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)

To,

The Deputy General Manager (DIT, BPR & BTD),

UCO Bank, Head Office – II,

Department of Information Technology,

5th Floor, 3 & 4 DD Block, Sector – 1

Salt Lake, Kolkata – 700064.

Sub: Declaration-Cum-Undertaking regarding compliance with all statutory requirements

In consideration of UCO Bank, a body corporate, constituted under Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 (hereinafter referred to as "Bank" which expression shall include its successors and assigns), we, M/s....., having its Registered Office at....., do hereby, having examined the RFP including all Annexure, confirm and agree to comply with all Laws, Rules, Regulations, By-Laws, Guidelines, Notifications etc.

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP Ref. No: UCO/DIT/1953/2021-22 Date: 05.10.2021 including all annexure, addendum, corrigendum and amendments, if any. We certify that the services offered shall be in conformity with the terms & conditions and Scope of Work stipulated in the annexures of the said RFP.

We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.

We also confirm that payment to the engaged employees shall be made in consonance with the Minimum Wages Act in vogue and their duty hours will also be as per applicable labour laws of country.

Dated this _____ day of _____, 2021 .

Place:

For M/s. [Seal and Signature(s) of the Authorized Signatory (s)]

Annexure VIII - Central Minimum Wages Act & Labour Laws
Undertaking Letter on the selected bidder's letterhead for Central Minimum
Wages Act & Labour Laws

To,

Deputy General Manager (DIT, BPR & BTD)
UCO Bank, Head Office
Department of Information Technology
5th Floor, 3&4, DD Block, Sector-I
Salt Lake, Kolkata -700064

Sir,

Sub: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021

Further to our proposal dated in response to the Request for Proposal (Bank's tender No..... herein referred to as RFP) issued by Bank, we hereby covenant, warranty and confirm as follows:

In this regard we confirm that the employees engaged by our Company to carryout the services in your bank for the above said contract are paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. All the employees/operator deployed by the selected bidder for the digitization activity must comply with government's rules and regulations like minimum wages act, Provident Fund and ESIC facility standard. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company.

(Proof of compliance and labour license needs to be submitted along with the quotation)

Yours faithfully,

Authorised Signatory

Designation

Bidder's corporate name

Place:

Date:



Annexure IX – Undertaking for GST Law
Undertaking Letter on the vendor's letterhead for GST Law

To,
The Deputy General Manager,
DIT, BPR & BTD,
Bank, Head Office,
5th Floor, 3&4, DD Block, Sector-I,
Salt Lake, Kolkata -700064.

Dear Sir,

Sub: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No. hereinafter referred to as "RFP") issued by Bank, we hereby covenant, warrant and confirm as follows:

We, the bidder M/s, hereby agree to comply with all applicable GST Laws including GST Acts, Rules, Regulations, Procedures, Circulars & Instructions thereunder applicable in India from time to time and to ensure that such compliance is done.

Yours faithfully,

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:

Annexure X - Undertaking for Price Validity & Acceptance of all terms & conditions of RFP

To,
The Deputy General Manager,
DIT, BPR & BTD,
Bank, Head Office,
5th Floor, 3&4, DD Block, Sector-I,
Salt Lake, Kolkata -700064.

Dear Sir,

Sub: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021

We understand that Bank is not bound to accept the lowest or any bid received and Bank may reject all or any bid. We shall keep the price valid for the entire contract period from the date of issuance of the first Work order.

If our bid is accepted, we are responsible for the due performance as per the scope of work and terms & conditions as per mentioned in RFP.

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.

Yours faithfully,

For.....

(Signature and seal of authorized person)

Place:

Date:

Annexure XI - Undertaking for No Deviation

To,
The Deputy General Manager,
DIT, BPR & BTD,
Bank, Head Office,
5th Floor, 3&4, DD Block, Sector-I,
Salt Lake, Kolkata -700064.

Dear Sir,

Sub: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No. hereinafter referred to as "RFP") issued by Bank, we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents if any, issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

We undertake to execute Deed of Indemnity, Non-disclosure Agreement & provide Performance Bank Guarantee as per the annexure enclosed in the RFP, in case of emergence as a successful bidder.

Yours faithfully,

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:

Annexure XII - Certificate from Chartered Accountant

(signed & stamped) showing company's financial position in last 3 years (annual turnover, profit / loss, net-worth etc.)

	2018-19	2019-20	2020-21
Turnover			
Profit / Loss			
Net worth			



Annexure XIII - Pre-Bid query format

Format of Pre-Bid Queries to be submitted by the Bidder(s)

To be e-mailed in .doc format

Name of the Bidder:

Name of the Contact Person of the Bidder:

Contact Number of the Contact Person:

Email id of the Contact Person:

RFP Page No.	RFP Clause No.	Original RFP Clause	Query sought/ Suggestions of the Bidder

Annexure XIV - PRE-CONTRACT INTEGRITY PACT
(To be stamped as per the Stamp Law of the Respective State)

1. Whereas UCO Bank having its registered office at UCO BANK, a body corporate constituted under The Banking companies (Acquisition & Transfer Act of 1970), as amended by The Banking Laws (Amendment) Act, 1985, having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 acting through its Department of IT, represented by Authorised Signatory hereinafter referred to as the Buyer and the first party, proposes to Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering) hereinafter referred to as Stores and / or Services. And **M/s** _____ **having its registered office at** _____ **represented by** _____ **Authorised signatory**, (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the bidder/seller and the second party, is willing to offer/has offered the Stores and / or Services.



2. Whereas the Bidder/Seller is a private company/public company/ /partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking and registered under Companies Act 1956. Buyer and Bidder/Seller shall hereinafter be individually referred to as —Party or collectively as the —parties, as the context may require.

3. Preamble

Buyer has called for tenders under laid down organizational procedures intending to enter into contract /s for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution and the Bidder /Seller is one amongst several bidders /Proprietary Vendor /Customer Nominated Source/Licenser who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder (s) and / or Seller(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEMs) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

4. Commitments of the Buyer

4.1 The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles:-

- (i) No employee of the Buyer, personally or through family members, will in connection with the tender, or the execution of a contract demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- (ii) The Buyer will during the tender process treat all Bidder(s) /Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder (s) /Seller(s) the same information and will not provide to any Bidders(s) /Seller(s) confidential /additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the contract execution.
- (iii) The Buyer will exclude from the process all known prejudiced persons.

4.2 If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the Indian Legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate disciplinary action.

5 Commitments of the Bidder(s) /Seller(s):

5.1 The Bidder(s)/ Seller(s) commit itself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- (i) The Bidder(s) /Seller(s) will not directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the contract.

- (ii) The Bidder(s) /Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- (iii) The bidder(s) /Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act, 1988 as amended from time to time. Further, the Bidder(s) /Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information constrained or transmitted electronically.
- (iv) The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation/breach of the provisions by its sub-supplier(s) /Sub-contractor(s).
- (v) Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- (vi) Bidders not to pass any information provided by the Principal as part of business relationship to others and not to commit any offence under PC/IPC Act.
- (vii) Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary.

5.2 The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation /breach of the provisions by its sub-supplier(s) /sub-contractor(s).

5.3 The Bidder(s) /Seller(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

5.4 Agents / Agency Commission

The Bidder /Seller confirms and declares to the Buyer that the bidder/Seller is the original manufacturer/authorized distributor / stockiest of original manufacturer or Govt. Sponsored /Designated Export Agencies (applicable in case of countries

where domestic laws do not permit direct export by OEMS of the stores and /or Services referred to in this tender / Offer / contract / Purchase Order and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to Buyer or any of its functionaries, whether officially or unofficially, to the award of the tender / contract / Purchase order to the Seller/Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller / Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in anyway incorrect or if at a later stage it is discovered by the Buyer that the Seller incorrect or if at a later stage it is discovered by the Buyer that the Seller/Bidder has engaged any such individual /firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract /Purchase order, the Seller /Bidder will be liable to refund that amount to the Buyer. The Seller will also be debarred from participating in any RFP / Tender for new projects / program with Buyer for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract / Purchase order either wholly or in part, without any entitlement of compensation to the Seller /Bidder who shall in such event be liable to refund agents / agency commission payments to the buyer made by the Seller /Bidder along with interest at the rate of 2% per annum above LIBOR (London Inter Bank Offer Rate) (for foreign vendors) and Base Rate of SBI (State Bank of India) plus 2% (for Indian vendors). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

6. Previous Transgression

6.1 The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process.

6.2 If the Bidder /Seller makes incorrect statement on this subject, Bidder /Seller can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

7. Company Code of Conduct

Bidders /Sellers are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behaviour) and a compliance program for the implementation of the code of conduct throughout the company.

8. Sanctions for Violation

8.1 If the Bidder(s) /Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other form such as to put his reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s) /Seller (s) from the tender process or take action as per the procedure mentioned herein below:

- (i) To disqualify the Bidder /Seller with the tender process and exclusion from future contracts.
- (ii) To debar the Bidder /Seller from entering into any bid from Buyer for a period of two years.
- (iii) To immediately cancel the contract, if already signed /awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful payment due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.
- (iv) To encash Advance Bank Guarantees / Performance Bonds / Warranty Bonds, etc. which may have been furnished by the Bidder /Seller to the extent of the undelivered Stores and / or Services.

8.2 If the Buyer obtains Knowledge of conduct of Bidder /Seller or of an employee or representative or an associate of Bidder /Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

9. Compensation for Damages

- 9.1** If the Buyer has disqualified the Bidder(s) /Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.
- 9.2** If the Buyer has terminated the contract according to Clause 8, or if the Buyer is entitled to terminate the contract according to Clause 8, the Buyer shall be entitled to encash the advance Bank guarantee and performance bond / warranty bond, if furnished by the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

10. Independent External Monitor(s)

- 10.1** The Buyer has appointed independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors are given in RFP).
- 10.2** As soon as the integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the independent External Monitors.
- 10.3** The Bidder(s) / Seller(s) if they deem it necessary, May furnish any information as relevant to their bid to the Independent External Monitors.
- 10.4** If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.
- 10.5** If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall make arrangement for such perusal of records by the independent External Monitors.
- 10.6** The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, UCO Bank, Head Office at 10, Biplabi Trailokya Maharaj Sarani , Kolkata-700001 within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.

10.7 The word “Monitor” would include both singular and plural.

11. Law and Place of Jurisdiction

This Integrity Pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Kolkata, India.

12. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal proceedings.

13. Integrity Pact Duration.

13.1 This Integrity Pact begins when both parties have legally signed it. It expires of order / finalization of contract.

13.2 If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, UCO Bank .

13.3 Should one or several provisions of this Integrity Pact turn out to be invalid, the reminder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

14 Other Provisions

14.1 Changes and supplements need to be made in writing. Side agreements have not been made.

14.2 The Bidders (s)/ Sellers (s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.

14.3 In view of nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.

14.4 Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or otherwise in the tendering process.

15. This Integrity Pact is signed with UCO Bank exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.

16. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

17. The Parties here by sign this Integrity Pact.

BUYER

Signature:

Authorized Signatory

Department of IT

Place:

Date:

Witness:

(Name & Address)

BIDDER /SELLER

Signature:

Authorized Signatory (*)

Witness:

(Name & Address)



Annexure XV - NON-DISCLOSURE AGREEMENT

(Confirmation of format should be enclosed with technical bid. Agreement to be executed on non-judicial stamp paper of requisite value by the selected bidder only,)

This Non-Disclosure Agreement is entered into on this day of..... 2021

BETWEEN

UCO Bank, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at No.10, BTM Sarani, Kolkata-700001 hereinafter referred to as "**the Bank**" (which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrators and successors) **of the FIRST PART/ DISCLOSING PARTY**

AND

.....(Which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrator and successors) of the **SECOND PART/ RECEIVING PARTY**

(Each of Bank and the vendor is sometimes referred to herein as a "**Party**" and together as the "**Parties**").

WHEREAS the Vendor/Receiving Party is inter alia engaged for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Retendering) as per the terms and conditions specified in the RFP Ref. No: UCO/DIT/1953/2021-22 Date: 05.10.2021. The Vendor/Receiving Party would be the single point of contact for this project.

WHEREAS Bank/Disclosing Party is inter alia engaged in the business of Banking; and

WHEREAS the Parties presently desire to discuss and/or consult with each other's business for the purposes of entering into Agreements for Supply, Installation,

Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution.

WHEREAS the Parties recognize that each other's business involves specialized and proprietary knowledge, information, methods, processes, techniques and skills peculiar to their security and growth and that any disclosure of such methods, processes, skills, financial data, or other confidential and proprietary information would substantially injure a Party's business, impair a Party's investments and goodwill, and jeopardize a Party's relationship with a Party's clients and customers; and

WHEREAS in the course of consultation with respect to the potential business venture, the Parties anticipate disclosing to each other certain information of a novel, proprietary, or confidential nature, and desire that such information be subject to all of the terms and conditions set forth herein below;

NOW THEREFORE the Parties hereto, in consideration of the promises and other good and valuable consideration, agree such information shall be treated as follows:

1. Confidential Information. "**Confidential Information**" shall mean and include any information which relates to the financial and/or business operations of each Party, including but not limited to, specifications, drawings, sketches, models, samples, reports, forecasts, current or historical data, computer programs or documentation and all other technical, financial or business data, information related to each Party's customers, products, processes, financial condition, employees, intellectual property, manufacturing techniques, experimental work, trade secrets.

2. Use of Confidential Information. The Vendor/Receiving Party agrees not to use the Bank/Disclosing Party's confidential Information for any purpose other than for the specific consultation regarding the potential business venture. Any other use of such Confidential Information by the Receiving Party shall be made only upon the prior written consent from an authorized representative of the Disclosing Party which wishes to disclose such information or pursuant to subsequent agreement between the Parties hereto.

3. Restrictions. Subject to the provisions of paragraph 4 below, the Party receiving Confidential Information (the "**Receiving Party**") shall, for contract period of Three

(3) years from the date of the last disclosure of Confidential Information made under this Agreement (except for personal customer data which shall remain confidential forever), use the same care and discretion to limit disclosure of such Confidential Information as it uses with similar confidential information of its own and shall not disclose, lecture upon, publish, copy, modify, divulge either directly or indirectly, use (except as permitted above under clause (2) or otherwise transfer the Confidential Information to any other person or entity, including taking reasonable degree of care and steps to:

(a) Restrict disclosure of Confidential Information solely to its concerned employees, agents, advisors, consultants, contractors and /or subcontractors with a need to know and not disclose such proprietary information to any other parties; and

(b) Advise all receiving Party's employees with access to the Confidential Information of the obligation to protect Confidential Information provided hereunder and obtain from agents, advisors, contractors and/or consultants an agreement to be so bound.

(c) Use the Confidential Information provided hereunder only for purposes directly related to the potential business venture.

4. Exclusions. The obligations imposed upon Receiving Party herein shall not apply to information, technical data or know how, whether or not designated as confidential, that:

(a) is already known to the Receiving Party at the time of the disclosure without an obligation of confidentiality;

(b) is or becomes publicly known through no unauthorized act of the Receiving Party;

(c) is rightfully received from a third Party without restriction and without breach of this Agreement;

(d) is independently developed by the Receiving Party without use of the other Party's Confidential Information and is so documented;

(e) is disclosed without similar restrictions to a third party by the Party owning the Confidential Information;

(f) is approved for release by written authorization of the Disclosing Party; or

(g) is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however, that the Receiving Party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the Confidential Information and/or documents so disclosed be used only for the purposes for which the order was issued.

5. Return of Confidential Information. All Confidential Information and copies and extracts of it shall be promptly returned by the Receiving Party to the Disclosing Party at any time within thirty (30) days of receipt of a written request by the Disclosing Party for the return of such Confidential Information.

6. Ownership of Information. The Receiving Party agrees that all Confidential Information shall remain the exclusive property of the Disclosing Party and its affiliates, successors and assigns.

7. No License Granted. Nothing contained in this Agreement shall be construed as granting or conferring any rights by license or otherwise in any Confidential Information disclosed to the Receiving Party or to any information, discovery or improvement made, conceived, or acquired before or after the date of this Agreement. No disclosure of any Confidential Information hereunder shall be construed by the Receiving Party to be a public disclosure of such Confidential Information for any purpose whatsoever.

8. Breach. In the event the Receiving Party discloses, disseminates or releases any Confidential Information received from the Disclosing Party, except as provided above, such disclosure, dissemination or release will be deemed a material breach of this Agreement and the Disclosing Party shall have the right to demand prompt return of all Confidential Information previously provided to the Receiving Party and in such case, the Receiving party shall be bound to return all information within 30 days from the date of such demand. The provisions of this paragraph are in addition to any other legal right or remedies, the Disclosing Party may have under the Law for the time being in force.

9. Arbitration and Equitable Relief.

(a) Arbitration. The Parties shall endeavor to settle any dispute/difference arising out of or relating to this Agreement through consultation and negotiation. In the event no settlement can be reached through such negotiation and consultation, the Parties agree that such disputes shall be referred to and finally resolved by arbitration under the provisions of the Arbitration and Conciliation Act, 1996 and the rules made thereunder from time to time. The arbitration shall be held at city of Head Office of member Bank. The language used in the arbitral proceedings shall be English. The arbitration proceeding shall be conducted by a panel of three arbitrators, each party shall appoint his own arbitrator and the two appointed arbitrators shall appoint the third arbitrator who shall act as presiding Arbitrator.

(b) Equitable Remedies. The Parties agree that in event of breach of any of the covenants contained in this Agreement due to negligence/fault/lack of the Receiving Party, the Disclosing party shall have, in addition to any other remedy, the right:

- i) To obtain an injunction from a court of competent jurisdiction restraining such breach or threatened breach; and
- ii) To specific performance of any such provisions of this Agreement. The Parties further agree that no bond or other shall be required in obtaining such equitable relief and the Parties hereby consent to the issuance of such injunction and to the ordering of specific performance.

(c) Legal Expenses: If any action and proceeding is brought for the enforcement of this Agreement, or because of an alleged or actual dispute, breach, default, or misrepresentation in connection with any of the provisions of this Agreement, each Party will bear its own expenses, including the attorney's fees and other costs incurred in such action.

(d) Indemnification: The Receiving Party shall indemnify the Bank and hold the Bank harmless against any loss caused to it as a result of the non-performance or improper performance of this Agreement by the Receiving Party, or its servants or agents to perform any aspect of its obligations forming part of the subject matter of this Agreement.

10. Term. This Agreement may be terminated by either Party giving sixty (60) days' prior written notice to the other Party; provided, however, the obligations to protect the Confidential Information in accordance with this Agreement shall survive for a period of three (3) years from the date of the last disclosure of Confidential Information made under this Agreement (except for personal customer data which shall remain confidential forever).

11. No Formal Business Obligations. This Agreement shall not constitute create, give effect to or otherwise imply a joint venture, pooling arrangement, partnership, or formal business organization of any kind, nor shall it constitute, create, give effect to, or otherwise imply an obligation or commitment on the part of either Party to submit a proposal or to perform a contract with the other Party or to refrain from entering into an agreement or negotiation with any other Party. Nothing herein shall be construed as providing for the sharing of profits or loss arising out of the efforts of either or both Parties. Neither Party will be liable for any of the costs associated with the other's efforts in connection with this Agreement. If the Parties hereto decide to enter into any licensing arrangement regarding any Confidential Information or present or future patent claims disclosed hereunder, it shall only be done on the basis of a separate written agreement between them.

12. General Provisions.

(a) Governing Law. This Agreement shall be governed by and construed in accordance with the laws of India.

(b) Severability. If one or more of the provisions in this Agreement is deemed void by law, then the remaining provisions shall remain valid and continue in full force and effect.

(c) Successors and Assigns. This Agreement will be binding upon the successors and/or assigns of the Parties, provided however that neither Party shall assign its rights or duties under this Agreement without the prior written consent of the other Party.

(d) Headings. All headings used herein are intended for reference purposes only and shall not affect the interpretation or validity of this Agreement.

(e) Entire Agreement. This Agreement constitutes the entire agreement and understanding of the Parties with respect to the subject matter of this Agreement. Any amendments or modifications of this Agreement shall be in writing and executed by a duly authorized representative of the Parties.

(f) Jurisdiction of Court: All disputes under this Non-Disclosure Agreement are subject to the jurisdiction of Courts at City of Head office of Individual member Bank in India.

(g) Two original sets of Non-Disclosure Agreement are executed and retained by either parties, Bank and _____ *(the selected vendor)*

The Parties, by the signature of their authorized representatives appearing below, acknowledge that they have read and understood each and every term of this Agreement and agree to be bound by its terms and conditions.

For and on behalf of

.....

Signature: _____

Name: _____

Designation: _____

Date: _____

for and on behalf of

.....

(The selected bidder)

Signature: _____

Name: _____

Designation: _____

Date: _____

Annexure XVI - ELIGIBILITY COMPLIANCE

Sl. No.	Criteria	Proof of documents to be submitted	Compliance Yes/No
1.	<p>Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date</p> <p>Companies registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date.</p> <p>Bidder/Partner/Investor must adhere cross border sharing/FDI/FEMA and other regulatory guidelines of Govt. of India.</p> <p>The bidder should not be a subsidiary of a foreign company.</p>	<p>1. Certificate of Incorporation issued by Registrar of Companies along with</p> <p>2. Copies of Memorandum of Association</p> <p>3. Copies of Articles of Association</p> <p>4. Shareholding pattern</p> <p>5. PAN, TAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid.</p> <p>Registration from DIC, KVIB, NSIC, KVIC, DIHH, UAA or any other body specified by Ministry of MSME.</p>	
2.	The Bidder should have a minimum annual turnover of Rs.250 Crore in each of the last three financial years i.e. 2018-19, 2019-20, 2020-21.	Copy of the audited balance sheet, certificate from the Chartered Accountant (in case of Provisional Balance Sheet) of the company showing profit, net worth and turnover of the company	
3.	The bidder should have operating profit during the		

Sl. No.	Criteria	Proof of documents to be submitted	Compliance Yes/No
	past 3 financial years i.e. 2018-19, 2019-20, 2020-21.	for the consecutive last three financial years i.e. 2018-19, 2019-20, 2020-21.should be submitted.	
4.	<p>The Bidder should have the experience of having implemented/ under Implementation of an Data Analytics Solution on premises covering ETL, Data warehouse, Reporting tool, Business Intelligence tool, Data Mining, Data Quality, and modeling in India in at least One Schedule Commercial Bank having 1000 branches in India and cover below parameters:</p> <p>a. Minimum raw data size of 10 TB or more for Data Warehouse solution (Staging area)</p> <p>and</p> <p>b . Business mix (Deposits + Advance of schedule commercial Bank) during the last financial year (2020-21) of Rs 2,00,000 Crore and above in India.</p>	Copy of purchase order along with Satisfactory Client Certificate /Reference Letter / mentioning the components and status of implementation of the project is to be submitted.	
5.	The Bidder should have atleast 150 plus skilled staff and Project Managers on his rolls across areas like ETL, ,	Self-declaration to this effect on company's letter head should be submitted which needs to	

Sl. No.	Criteria	Proof of documents to be submitted	Compliance Yes/No
	Data warehouse, Reporting tool, Business Intelligence tool, Data Mining, Data Quality, , modeling AI, ML and data science.	be signed by the HR of the company	
6.	The bidder must be ISO 9001-2008 or CMMI level 5 Certified Company and the certificate should be valid as on date of bid submission	Copy of certification needs to be submitted	
7.	The bidder and OEMs whose hardware/software is proposed to be supplied to the Bank must have presence in India or through their authorized suppliers or support partners in India and should be able to support the project in Kolkata, and Bangalore during the contract period.	Self-Declaration on Bidder's letter head signed by the authorized signatory to be submitted	
8.	The bidder shall be the certified or authorized agent / reseller / partner of the offered hardware and software for the past one year or the OEM of the solution offered	MAF as per annexure III for Authorized partner. Self-declaration if the bidder is an OEM to be submitted	
9.	Bidder should not have been black-listed by any bank / institution in India as on RFP Submission date. An undertaking to this effect must be submitted in their letter head.	Self-declaration to this effect on the company's letter head should be submitted as per format given as Annexure-VI signed by authorized signatory .	

Sl. No.	Criteria	Proof of documents to be submitted	Compliance Yes/No
10.	The service provider should ensure that there are no legal proceedings / inquiries / investigations have been commenced / pending / threatened against service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected / may get affected.	Self-declaration to this effect on the company's letterhead should be submitted signed by authorized signatory.	
OEM's Experience			
11.	The Proposed below mentioned data warehouse components should be implemented and running successfully in atleast one Schedule Commercial Bank in India having 1000 branches in India 1) ETL tool 2) Data warehouse 3) Data Quality 4) Data Mining 5) Reporting tool 6) Business Intelligence tool and modeling based on AI & ML.	Relevant Credential Letter from the Bank Or Copy of Purchase Order/Contract with completion certificate	
12.	The proposed Data Archival Solution should have been implemented in at least one scheduled commercial Bank	Relevant Credential Letter from the Bank Or	

Sl. No.	Criteria	Proof of documents to be submitted	Compliance Yes/No
	in India having more than 1000 branches.	Copy of Purchase Order/Contract with completion certificate	
13.	The proposed software stack of ETL Tool, Data warehouse, Data Quality, Data Mining, Reporting tool and BI tool should be limited to 2 different OEM per bidder to work in integrated way	A solution mapping sheet as per annexure XXXIII and also a Self-Declaration on Bidder's letter head signed by the authorized signatory	
14.	The proposed product for Data Analytics solution should not be on open-source platform	Self-Declaration on Bidder's letter head signed by the authorized signatory	
15.	The proposed Backup software should have been implemented in at least one scheduled commercial Bank in India having more than 1000 branches.	Relevant Credential Letter from the Bank Or Copy of Purchase Order/Contract with completion certificate	
16.	The proposed Tape Library should have been implemented in at least one scheduled commercial Bank in India having more than 1000 branches.	Relevant Credential Letter from the Bank Or Copy of Purchase Order/Contract with completion certificate	

Annexure XVII - Functional Specification

The weightage for this section is **200 marks**. The total scores will be scaled according to the total marks. The response to each line item under each functional head should be as per the table below.

Compliance	Description	Score	Marks
S	Standard feature- Readily available/Supported by the Solution / customized in solution by Bidder / OEM	S	8
C	Not supported / Not customizable within the same solution proposed without adding 3 rd party components and completion within stipulated timelines.	C	0

#	Particulars	Mandatory	Compliance (S/C)	Remarks	Marks 200
1.	Customer Retention Analytics: Churn Prediction	Y			8
2.	The Bank reserves the right to do Vulnerability Assessment and Penetration Testing (VAPT) audit of the solution provided by third party security auditors appointed by Bank periodically or as per regulatory guidelines. The vendor shall fix/ rectify the vulnerabilities and observations found by the IS Auditor free of cost and submit the final compliance/closer report/certificate from the Auditor. First IS Audit and VA/PT should be conducted	Y			8

#	Particulars	Mandatory	Compliance (S/C)	Remarks	Marks 200
	prior to deployment of Data Analytics solution.				
3.	Customer Life Time Value and Customer Loyalty	Y			8
4.	Cross Sell Analytics: Improving product cross-holding ratio	Y			8
5.	Behavioral Analytics: Customer Segmentation & Profiling	Y			8
6.	Product Penetration: Market Basket Analysis, Sales Volume Forecasting	Y			8
7.	Delinquency management: Pre- delinquency & Loss Forecasting	Y			8
8.	Design and track Campaigns for Customer's based on various customer analytical parameters.	Y			8
9.	Channel Performance & Profitability, Channel Planning & Optimization.	Y			8
10.	Customer Acquisition Scorecard – Prioritization	Y			8
11.	Customer Propensity modelling	Y			8
12.	Branch Performance & Profitability	Y			8
13.	Customer Profitability	Y			8
14.	Sales Funnel Management: Casualty analysis and Process optimization	Y			8
15.	Sales Target Setting & Budgeting models	Y			8

#	Particulars	Mandatory	Compliance (S/C)	Remarks	Marks 200
16.	Product Pricing Analytics: Dynamic pricing models	Y			8
17.	Budget Forecasting & Target setting	Y			8
18.	Loans underwriting	Y			8
19.	Product Profitability	Y			8
20.	Service Differentiation - Enhancing Relationship Value	Y			8
21.	Customer Feedback - Text, Semantic and Voice Analytics	Y			8
22.	Asset Quality Optimization	Y			8
23.	Concentration / Exposure Management (Simulation)	Y			8
24.	Spend Analytics	Y			8
25.	Event Detection / Event Based Marketing	Y			8
	Total				

Annexure XVIII - Technical Requirements

The weightage for this section is **300 marks**. The total scores will be scaled according to the total marks.

*The response to each line item under each functional head should be as per the table below.

Compliance	Description	Score
S	Standard feature- Readily available in solution	Full Marks as mentioned in Line Items
X	Not available in the proposed solution/ require 3rd party integration	0

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
1	The solution needs to provide end-to-end data warehousing process, from enterprise applications and ETL tools to databases ensuring the timely delivery of trusted BI reports to our business users.			20
2	Solution to be backed with Artificial Intelligence and Natural Language Processing (based on text structure). Solution implemented (including NLP, AI engines) should be on bank premise.			20
3	Creation of users, groups and roles: The solution must enable administrators to assign role based permissions to be configured in order to control what solution features and data users can access.			10

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
4	The solution must allow users to define hypotheses, analyze data, and visualize results without using the advanced query language			10
5	The solution must allow users to build data queries with code-free “drag and drop”, “multidimensional maps” visual tools to enable non-technical personnel to easily find desired data across a combination of different sources.			10
6	In memory processing & ETL integration support: The solution shall allow processing of data by storing it in RAM instead of writing it to disk. This allows users to blend big data sets (Future Compatibility) on a solution, instead of doing the blends in the database. Solution should integrate with supplied ETL tool.			15
7	The solution must provides tools to compile and prepare data for analytics, testing hypotheses, performing visualization, creating/sharing reports, or setting up custom alerts.			10
8	The solution must allow users to create a visual (or graphic) outline of the content			10
9	The solution must provide guidance to the users by suggesting the best possible representation of the data.			15

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
10	The solution needs to support plug-ins or advanced tools to expand data visualization capabilities.			15
11	The solution must support specialized analytics and visualizations that provide a geographic, spatial and time context allowing users to easily depict physical features and geographically referenced data and relationships.			10
12	The solution should offer predictive, prescriptive analytic capabilities that support the identification of meaningful patterns and correlations among variables in complex, structured, unstructured, historical, and potential future data sets for the purposes of predicting events and assessing the attractiveness of various courses of action.			10
13	The solution needs to help identifying the best outcome to events, given the parameters, and suggesting decision options to take advantage of a future opportunity or to mitigate a future risk.			10
14	The solution should let users analyze the root cause of certain events and behaviors.			10

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
15	The solution must provide performance analytics to address goals, objectives, and accountability. Performance analytics typically use a variety of KPIs including strategic scorecards; relevant comparisons against plans, budgets, forecasts, prior performance, and industry benchmark data; and the ability to drill down to root-cause details.			10
16	The solution must enable users to understand data by creating a summary of historical data and preparing the data for further analysis.			10
17	The solution must have the ability to let users create reusable data models to enhance future searches and analysis.			10
18	The solution should allow users to examine large pre-existing databases in order to discover patterns and create predictive models that can validate new business insights.			10
19	The proposed solution should support deployment of models in third party applications using the model score codes, scheduled jobs and REST APIs.			10
20	The solution must have capabilities to search through data using natural language text			10

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
	and linguistic rules thereby making search function intuitive.			
21	The solution needs to provide data-model- free analysis, in which any data attribute can be used as a 'fact' or a 'dimension' to enable users to find information without the need to rely on pre- defined data linkages.			10
22	The solution should have a capability to convert unstructured text data into meaningful data for analysis.			10
23	The solution must provide statistical tools to analyze and draw inferences from data.			10
24	The proposed solution should support query hybrid, columnar, and array- based data sources, such as Hadoop, MapReduce, or other NoSQL databases, to take advantage of the full range of business data.			10
25	The Proposed solution should support the ability to gather and analyze data from social media sources such as Facebook or Twitter and combine the data with other information, to provide a complete view of relevant activity.			10
26	The solution should enable users to run on demand, ad-hoc			10

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
	reports to visualize data based on various criteria.			
27	The solution must provide Dashboards so that users can get a snapshot view of important conditions, trends, and exceptions.			10
28	The solution needs to support custom dashboard views that can be configured and shared between users to provide relevant views into analytical data and trends.			10
29	The solution must allow users to share information and interact via discussion threads, chat capabilities, and annotations to facilitate decision making and content analysis.			10
30	The solution should provide a drill-down capability to access details directly from the dashboard.			10
31	The solution must support OLAP, also known as 'slicing and dicing' analysis, to enable users to analyze data with fast query and calculation performance.			10
32	The solution's OLAP capabilities should be able to span a variety of data architectures (such as relational, multidimensional, or hybrid) and storage architectures (such as disk-			10

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
	based or in-memory) in order to integrate with all available data.			
33	The system"s OLAP capabilities should possess the ability to drill up, down, across, and through the data, in order to make the analysis as clean and comprehensive as possible.			10
34	The solution should provide an API (Application Programming Interface), Web Services for custom integration with other solutions.			10
35	The solution should be able to integrate with big data software if required.			10
36	The solution should have the capability to integrate with external predictive tools or solutions to enhance analytical capabilities.			10
37	The solution must integrate with mapping solutions such as ESRI ArcIMS and Google Maps thereby allowing users to visualize the spatial component of business data.			10
38	The solution needs to integrate with LDAP and/or Active Directory to tie into corporate user management.			10
39	The solution should be able to deliver content to mobile devices (both admin and view), either in a published mode for view-only access or in an			10

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
	interactive mode to enable data manipulation.			
40	The solution should allow users to manage business finances by providing an overview of balance sheets, P&L, debtors, creditors, etc.			10
41	The solution should allow users to define business rules to automate routine regulatory tasks.			10
42	The solution must have the capability to point out issues within the data.			10
43	The solution must allow users to have tools for score analytics, transform data, create business recommendations, and comment on the information to help drive decisions.			10
44	The solution must have the capability to point out patterns within the data.			10
45	The solution's dashboard should enable exploration of data by changing charts using color, brightness, size, shape and motion.			10
46	The solution should provide tools to aid in creating routine data backups and point-in-time snapshots to protect against data loss.			10

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
47	The solution should provide a set of programmatic and visual tools and a development workbench for building reports, dashboards, queries and analysis.			10
48	The solution must be simple and intuitive providing users a good user experience.			10
49	The solution should have an option to customize to meet users' specific needs with a user-friendly UI.			10
50	The solution should handle increasing volumes of data and growing numbers of users for performing analytics without drop in performance at-least a business growth rate of 15% YOY during contract period.			10
51	The system should contain tools to provide a robust and centralized way for administrators to search, capture, store, re-use, and publish metadata objects so as to enable users to leverage the same systems-of-record semantic model and metadata.			10
52	The solution should enable users to do code free, 'drag and drop', user-driven data combinations of different sources and the creation of analytical models, such as user defined measures, sets, groups, and hierarchies.			10

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
53	The solution must support reading and interacting with data from sources outside of OLAP and databases, such as MS Excel files and .txt files, in order to analyze all data a customer may provide.			10
54	The solution should support design and deployment processes and technologies to enable profiling, analysis, remedial actions and automated cleansing.			10
55	The solution should allow and support user reports and output to be saved in common formats, such as HTML, Excel, XML, CSV, or PDF to provide flexibility.			10
56	The solution must have a log for administrative and user actions, and report on the logged items.			10
57	The system should have encryption capabilities for secure data storage and transmission.			10
58	The solution should provide tools to aid in restoring solution data from a backup or snapshot to facilitate recovery.			10
59	It must be easily scalable to support changing throughput.			10
60	The solution should be platform independent , should have capability to be installed on various operating systems like			10

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
	Microsoft Windows, Linux, AIX,etc.			
61	The solution should support integration with common development environments such as Microsoft Visual Studio or Eclipse to facilitate			10
62	The proposed Data Archival solution should be able to archive and restore terabytes of data with minimum operational downtime.			10
63	The proposed Data Archival solution should provide tools to do consistency check on collected legacy Backup data backed up in different formats and on different medias.			10
64	The proposed Data Archival solution should be able to maintain one set of consistent backup copy received from data warehouse solution.			10
65	The archival solution should be able to maintain the time related details and should be able integrate seamlessly with previous versions of archival of data			10
66	The proposed conversion tools should be either on J2EE or ASP.NET platform or similar technologies and should connect to any ODBC database			10

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
	on Windows, Unix, AIX, Linux etc...			
67	The proposed solution should be able to convert data from the backup data provided by the data warehouse solution over secure FTP transfer.			5
68	The proposed solution should be able to integrate the new converted uniform data into the previous uniform data seamlessly without any duplications, deletions of the old data			5
69	The proposed solution should be able to create desired uniform archival data on tape libraries.			5
70	The data retrieval software should be the same for all backed up data.			5
71	The proposed data retrieval software should execute on all versions of operating systems			5
72	The proposed data retrieval tools / software should generate reports as desired by the Bank (customizable)			5
73	The proposed solution must have password/ access rights mechanism to restrict access to the solution by authorized users only.			5
74	The proposed solution should view and have an option of			5

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
	printing Customized reports in all the modules.			
75	The proposed solution should provide search/sort and display information on specifying parameters.			5
76	The bank users on the corporate network should be able to access the proposed Data Retrieval software at the Centralized location and view, print and download the financial /non- financial data in popular file formats like XML,ASCII text, Adobe pdf, MS-word, MS-Excel).			5
77	The proposed Data Retrieval Software shall run from the Centralized 'location.			5
78	The proposed Data Retrieval Software at the Centralized location should provide uniform access to the data (converted and uploaded on centralized server in uniform read only format) of all the branches.			5
79	The proposed Data Retrieval Software at the Centralized location should be a web based solution.			5
80	The proposed archival solution should be able to archive and restore seamlessly across all components of the data warehouse solution.			5

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
81	The archival solution should support including the following data Structured and unstructured data Source data files Data warehouse ODS DQ Store All data marts & downstream files Reports, dashboards, query data etc.			5
82	The ETL loading window for every day increment data should not be more than 3 hr Push/Pull way of data acquisition from Source System (without any impact or should have minimal impact i.e not more than 5% on production databases).			5
83	The Offered Automated tape Library should be supplied with minimum 4x latest generation of LTO FC Tape drives and further scalable to 16 x latest generation LTO FC Tape Drives.			5
84	The proposed backup software should be modular in architecture, allowing for components to be added and removed without requiring the backup system to be shutdown.			5
85	The software should have web based Graphical User Interface (GUI) / Java so that all backup servers can be managed centrally, regardless of location.			5
86	All backup/restore administration must be			5

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
	controlled by a centralized master system			
87	The master system must support Operating systems: Windows/ Linux/ Unix etc.			5
88	Master system must maintain a database for all backup/restore metadata			5
89	Easy to reconstruct against in the unlikely event of corruption.			5
90	Easily protected with an integrated backup and recovery plugin for the database			5
91	The software must provide flexibility to backup to different media. These include disk-to-tape, disk-to-disk and interoperability.			5
92	The proposed backup solution must be able to support raw device backup – on Windows, various Linux versions and Unix (IBM AIX, Sun Solaris, HP UX etc.)			5
93	The proposed backup solution must be able to support consolidated (synthetic) backup – for file system data on all platforms.			5
94	The proposed backup solution must have user level access control list security function. Each user has different permissions and privileges on the system.			5
95	The proposed backup solution must be able to encrypt backup			5

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
	data at source and store with 128-bit or higher encryption.			
96	Supported client systems include: Windows, Linux, CentOS, Solaris etc.			5
97	Ability to configure automated backups for specific days and weeks within a month, while maintaining a simplified methodology for complex date scenarios.			5
98	Software should have following reporting capabilities:			5
99	a. Full job completion report. Overview of the full backup jobs that were successful, partially successful and failed for each day			5
100	b. Full backup data volume report. Overview of the total data volumes that were backed up for each day			5
101	c. Average tape utilization report. Listing of the average amount of data stored on each media			5
102	Software should meet the following Media Management capabilities:			5
103	a. Allow tape library sharing among master/media servers			5
104	b. Allow individual tape drive sharing among media servers and allow for reconfiguration without rebooting media servers			5

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
105	The software inbuilt reporting tool must have the ability to create customize reports without any additional purchase of another reporting module or 3rd party reporting module			5
106	Tape media scanning should be quick and easy to perform to rebuild a lost index or reimport a tape with older backup data.			5
107	The software must have the ability to provide disaster recovery of Window and Linux operating systems by use of a bare metal recovery technology.			5
108	Must support storage protocols such as NDMP (version 3 & above). Capable of providing Check -Point Restart able Backup and Restore feature.			5
109	Must support online backup of virtual machines on both VMware & Hyper-V platform forms.			5
110	The software should support 32 bits and 64 bits operating systems, data bases and applications			5
111	The backup software should support Image level backup of the Virtual machine(s)			5
112	The backup software should allow single / granular file recovery of data from the image level backup			5

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
113	The Backup software should include / add on licenses for Enterprise wide reporting from a single dashboard.			5
114	The backup licenses should be capacity based/ Host based for the proposed solution for DC for the contract duration			5
115	The Offered Tape Library must be with Minimum 3 Slots all activated and ready to use & further Scalable to 5 slots as and when required.			5
116	The Tape Library must be Offered latest generation of LTO drive in the Library shall conform to the Continuous and Data rate matching technique for higher reliability.			5
117	Offered latest generation of LTO drive shall support 300 MB/sec in Native mode and 750 MB/sec in 2.5:1 Compressed mode.			5
118	The offered Tape Library must be offered with Redundant Power supply			5
119	The Offered Tape Library shall provide 8Gbps native FC connectivity to SAN switches.			5
120	Offered Tape Library must have partitioning support so that each drive can be configured in a separate partition. The Partitioning License should be provided along with the Library.			5

#	Specification	Compliance (S/X)	Remarks	Marks (Total:1000)
121	Bidder must Supply 24 Blank-New Data cartridges & 2 Cleaning Cartridges with barcode labels.			5
122	Tape Library shall provide web based remote management.			5
123	The offered tape library must have a high reliability i.e. MSBF (Mean Swap Between Failures) greater than 2,000,000 cycles			5
124	The offered tape Library must support encryption. The overall solution offered with the Tape Library should provide either AME or LME encryption key management. The necessary License required must be provided by the System integrator, to keep the Encrypted keys safe and secured			5
125	Tape library shall support Barcode reader and min 3 mail slots- to deliver easy, secure access to individual tape cartridges without interrupting library operations.			5
126	Tape Library shall have GUI Panel. Shall be rack mountable. The Tape library must Set alerts with respect to Tape library software and hardware			5
127	Tape drive sharing must support both iSCSI and FC based connections.			5

Annexure XIX - Details of Bill of Material

Sl. No.	Description	Unit	Make	Model	Specification	Additional Information
1						
2						
3						
4						
5						
6						



Annexure XX - Masked Commercial Bid

Format for Commercial Bid is attached as a separate file. Bidder is required to submit a masked copy of the Commercial bid along with the Technical bid.



Annexure XXI - Commercial Bid

Format for Commercial Bid is attached as a separate file



Annexure XXII - COMPLIANCE CHART

Compliance chart for submitting Sub: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22
Date: 05.10.2021

Sl. No.	Particulars	Compliance Status (Yes / No)	Page No. Of the bid document submitted
1.	Are Technical & Commercial bid submitted under separate sealed envelopes?		
2	Is the Technical bid made in conformity with technical bid template as per Annexure XVIII?		
3.	Is the Commercial bid made in conformity with Commercial template as Annexure XXI?		
4.	Are the Technical & Commercial Bids organized properly?		
5.	Are all the pages numbered properly and signed and stamped.		
6	Is Bid Security Declaration submitted?		
7	Duly signed Annexures 1 to 37 are enclosed		
8.	Is the softcopies of the response of Technical, Functional and Commercial RFP submitted in separate?		
9.	Are document in support of all eligibility criteria submitted?		
10.	Are your solution complied with all Scope of work.		

11.	Is the Manufacturer Authorization Form submitted?		
12.	Audited Balance Sheet and Profit & Loss Account documents for the last 3 years		
13.	Power of Attorney/Authority letter issued by the competent authority for signing the Bid document on behalf of the company.		

For.....

(Signature and seal of authorized person)

Place: **Date:**



Annexure XXIII - Undertaking for Bid Validity

Performa of letter to be given by all the Bidder participating in the UCO Bank RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering)

To

**The General Manager (DIT, BPR & BTD)
UCO Bank, Head Office
Department of Information Technology,
5th Floor, 3 & 4 DD Block, Sector -1,
Salt Lake, Kolkata -700064**

Sir,

Sub: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No. here in after referred to as "RFP") issued by UCO Bank, we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal required to be submitted by us, in all respects.

The bid submitted herein shall be valid for a period of 180 days from the date of RFP response submission process closes.

Yours faithfully,

Authorized Signatory

Designation

Bidder's corporate name

Annexure-XXIV - Local Contact Certificate

(TO BE PROVIDED ON Rs.100/- STAMP PAPER)

Self-Certificate for Local Content

Date: __/__/__

I.....S/o, D/o, W/o.....resident of.....do hereby solemnly affirm and declare as under:

- 1) That I will agree to abide by the terms and conditions mentioned in the tender specification issued vide ref. no.....dated.....
- 2) That the information furnished hereinafter is correct to the best of my knowledge and belief and that I undertake to produce the relevant records before to any authority nominated by UCO Bank for the purpose of assessing the Local Content.
- 3) That the Local Content for all inputs which constitute the Goods (mention the procurement) has been verified by me and that I am responsible for the correctness and accuracy of the claims made therein.
- 4) That in the event of the Local Content mentioned herein is found to be incorrect and not meeting the prescribed norms of Local Content, based on the assessment of an authority so nominated by UCO Bank and that I will be liable as under Clause 9(f) of Public Procurement (Preference to Make in India) Order 2017, as amended.
- 5) That I agree to maintain all the information regarding my claim for Local Content in our records and that I shall make the requisite information available to UCO Bank as and when required.
- 6) That *I (name of Manufacturer) do hereby confirm in respect of quoted item(s) that the Local Content is equal to or more than 50% and come under 'Class-I Local Supplier' Category. As being 'Class-I Local Supplier', I

am eligible for Purchase Preference under 'Make in India' Policy vide Government of India Order no. P-45021/2/2017-PP (B.E.-II) dated 15.06.2017 (subsequently revised vide Orders dated 28.05.2018, 29.05.2019 and 04.06.2020)

OR

That *I (name of Manufacturer) do hereby confirm in respect of quoted item(s) that Local Content is more than 20% but less than 50% and come under 'Class-II Local Supplier' Category.

7) That I submit as under:

Name & Details of the Local Supplier (Regd. Office, Manufacturing Unit, Location, Nature of legal entity)	
Date on which this Certificate was issued	
Product for which the Certificate is issued	
Procuring Agency to whom the Certificate is furnished	
Percentage of Local Content claimed	
Name & details of the unit of the Manufacturer	
Sale Price of the Product	
Ex-Factory Price of the Product	
Freight, Insurance and handling	
Total bill of Material	
List & Total cost value of inputs used manufacture of the proposed Goods	
List & Total cost value of inputs which are locally sourced (Attach Certificates of Local Content from Local Suppliers, if the input is not in-house)	
List and cost of inputs which are imported (directly or indirectly)	
Any other information	

8) That the details of the location(s) at which the local value addition made is/are as under:

Sl. No.	Product Details	Name of Place

For & on behalf of

Signature of the Authorized Signatory of the Bidder (insert name, designation & contact number)

Official Seal of the Bidder

Date:

* Strike out whichever is not applicable



Annexure – XXV - Restriction on Procurement due to National Security

This Certificate should be submitted on the letterhead of the bidder duly signed by an authorized signatory

To,

Deputy General Manager
DIT, BPR & BTD
UCO Bank, Head Office
5th Floor, 3&4, DD Block, Sector-I
Salt Lake, Kolkata -700064

Dear Sir,

Sub: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021



1. "I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I hereby certify that this bidder is not from such a country and is eligible to be considered."
2. "I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; / certify that this bidder is not from such a country or, if from such a country, have been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)"

Yours Faithfully,

Authorised Signatory,

Name:

Designation:

Vendors Corporate Name:

Address:

Email:

Contact No.

Annexure XXVI - Reference Details

References for Past Implementation			
#	Organization Name	Documentary Evidence Submitted (PO/ Invoice/ Call/ Email)	Marks (Per entry 0 or 25 marks)



Annexure XXVII - Hardware Specification Details

**Recommended Hardware Specification Required for the Proposed Solution at
DC/DR/UAT/Test & Development**

To be submitted along with Technical bid in below format

Specification of Licenses					
#	Description	Specification (Make, Model, Version etc. as applicable)			
		DC	DR	UAT	Test & Dev



Hardware Specification		
#	Description	Detailed Description
1	Hardware for Data Centre (DC)	Make: Model: RAM: Storage: Processor: Others (if any):
2	Hardware for Data Recovery (DR) Centre	Make: Model: RAM: Storage:

Hardware Specification				
#	Description	Detailed Description		
		Processor: Others (if any):		
3	Hardware for UAT	Make: Model: RAM: Storage: Processor: Others (if any):		
4	Hardware for Test & Development	Make: Model: RAM: Storage: Processor: Others (if any):		
5	Storage	Make: Model: Capacity: Type: Others (if any):		
6	Network Requirement	Requirement Type	Bandwidth	Latency
		DC-DR Sync/ Replication		
		Zonal Offices (42 Zones)		

Hardware Specification		
#	Description	Detailed Description
		<div>Branch Level</div> <div>Access (3100+</div> <div>Branches)</div> <div>Others (if any)</div>



Annexure XXVIII - Sizing Adequacy letter

Self-Declaration- Sizing of Hardware

To

**The Deputy General Manager
DIT, BPR & BTD
UCO Bank, Head Office
5th Floor, 3&4, DD Block, Sector-I
Salt Lake, Kolkata -700064**

Dear Sir,

Sub: Self Declaration – Sizing of Hardware

Ref: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021



We _____ (Bidder Name & address)
have reviewed the sizing submitted and in agreement with the proposed sizing to maintain the SLA for the contract duration . We confirm that the sizing is adequate and will meet the requirements of the UCO Bank as stated in the RFP.

However, in the instance of the solution not working as per the SLA and response time mentioned in the RFP, we will augment the solution at no additional cost to the UCO Bank.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

Annexure XXIX - Resource Experience

#	Resource	Qualification	Compliance
1.	Program Manager	<p>Should have >15 years of relevant experience as Program Manager and should have experience of Program Managing Implementation and Operations of any one or more of the following solutions in one or more scheduled commercial bank in India having more than 1000 branches.</p> <ul style="list-style-type: none"> • Data warehouse • Analytics & BI • ACRM • MBA / Engineering with PMI certification / Prince2 Certification 	
2.	Data Architect	<p>Should have >10 years of relevant experience as Data Architect and should have experience of Design & Architecture in any one or more of the following solutions in one or more scheduled commercial bank in India having more than 1000 branches.</p> <ul style="list-style-type: none"> • Data warehouse • Analytics & BI • ACRM • MBA / Engineering with Requisite relevant industry experience / PMI certification / Prince2 Certification 	
3.	Functional Leads	<p>Should have >8 years of relevant experience in the respective Module and should have worked as a Functional lead for any one solution in at least one or more scheduled Bank in India having more than 1000 branches</p> <ul style="list-style-type: none"> • Data warehouse • Analytics & BI • ACRM 	

#	Resource	Qualification	Compliance
		<ul style="list-style-type: none"> MBA / Engineering with requisite relevant certification 	
4.	Implementation Team Leads	<p>Should have >8 years of relevant experience with experience as team lead Implementation of any one solution in one or more scheduled Bank in India having more than 1000 branches</p> <ul style="list-style-type: none"> Data warehouse Analytics & BI ACRM MBA / Engineering with requisite relevant OEM certification 	
5.	Business Analysts	<p>Should have >7 years of relevant experience with experience as Business Analyst of any one solution in one or more scheduled Bank in India having more than 1000 branches</p> <ul style="list-style-type: none"> Data warehouse Analytics & BI ACRM MBA / Engineering with requisite relevant certification 	
6.	Implementation Team	<p>Should have >5 years of relevant experience with experience as Implementation resource of any one solution in one or more scheduled Bank in India having more than 1000 branches</p> <ul style="list-style-type: none"> Data warehouse Analytics & BI ACRM Or on relevant technology for which the resource is positioned as implementation team Diploma / Science Graduate / MBA / Engineering with requisite relevant OEM certification. If a science 	

#	Resource	Qualification	Compliance
		graduate is proposed, he/she should have passed with a first division.	
7.	Managed Services- L2 (Server, DB, Middleware etc.)	<ul style="list-style-type: none"> • Diploma / Engineering Graduate / Science Graduate. If a science graduate is proposed, he/she should have passed with a first division. • Good Communication (written/Oral) • Willing to work in 24X7 environment • Should have at least 5 years of relevant experience • Should have worked in 2 similar project of Data Warehouse / CBS / ACRM as L2 on the similar technology • Should have relevant certification i.e. server / appliance resource should be certified on proposed server / appliance, similarly DB resource should be certified on proposed DB technologies etc. 	
8.	Managed Services- L1 (Server, DB, Middleware etc.)	<ul style="list-style-type: none"> • Diploma / Engineering Graduate / Science Graduate. If a science graduate is proposed, he/she should have passed with a first division. • Good Communication (written/Oral) • Willing to work in 24X7 environment • Should have at least 3 years of relevant experience • Should have worked in 1 similar project of Data Warehouse / CBS / ACRM as L2 on the similar technology • Should have relevant certification i.e. server / appliance resource should be certified on proposed server / appliance, similarly DB resource should be certified on proposed DB technologies etc. 	

#	Resource	Qualification	Compliance
9.	Data Scientist	<ul style="list-style-type: none"> • M.Tech / B.Tech / MSc in Artificial Intelligence / Computer Science / Analytics / Statistics / Applied Economics • Minimum 3 years of experience in data science related areas and Participation in minimum 2 client projects in data science, each of duration not less than 6 months • Hands-on software development and experimentationskills in environments like R / Scala / Python / H2O / MatLab • Software development experience • Good verbal and written communication skills 	
10.	Senior Data Scientist	<ul style="list-style-type: none"> • PhD / B.tech/ MTech / MS in Artificial Intelligence / Computer Science / Analytics • Minimum 5 years of experience in data science relatedareas • Participation in at least 3 enterprise data scienceprojects Experience of team management • Hands-on software development and experimentationskills in environments like R / Scala / Python / H2O / MatLab • Software project management experience • Expertise with scalable machine learning tools like H2O/ Mahout / Spark ML • Experience with training and mentoring new datascientists • Proven client interfacing skills, excellent verbal andwritten communication skills 	

Bidder needs to factor minimum below resources during Implementation Phase

Resource	Location	Min. No. of Resources
Program Manager	Bank office head	1
Banking Domain Expert	Bank office head	1
Techno Functional- Business Analyst	Bank office head	2
Data Modeler/ Model Developer	Bank office head	2
Report Developer	Bank office head	2
Data Scientist	Bank office head	1
Server & DB Expert	Bank office head	2
PMO Resources	Bank office head	2

Minimum Team Requirement during Sustenance Phase

Resource	Location	Min. No. of Resources across shift	No. of shifts	Service Windows	Total Min. Resources
Program Manager	Bank HO	1	1	General shift	1
L1 Server Management	DC	1	2	6:00 AM to 10:00 PM	2
L1 Server Management	DR	1	2	6:00 AM to 10:00 PM	2
L2 Server Management	DC	1	1	General shift	1
L1 DB Management	DC	1	2	6:00 AM to 10:00 PM	2
L1 DB Management	DR	1	2	6:00 AM to 10:00 PM	2
L2 DB Management	DC	1	1	General shift	1

Resource	Location	Min. No. of Resources across shift	No. of shifts	Service Windows	Total Min. Resources
L1 ETL	Bank HO	1	2	6:00 AM to 10:00 PM	2
L2 ETL	Bank HO	1	1	General shift	1
L1 BI	Bank HO	2	2	6:00 AM to 10:00 PM	4
L2 BI	Bank HO	1	1	General shift	1
L1 Storage, Tape Library & Backup Management	DC	1	2	6:00 AM to 10:00 PM	2
L2 Storage, Tape Library & Backup Management	DC	1	1	General shift	1
L1 Storage, Tape Library & Backup Management	DR	1	2	6:00 AM to 10:00 PM	2

Annexure XXX - Bio Data Format

Bio Data Format for Resources to be deployed onsite

#	Item	Details															
1	Resource Name																
2	Specify Role to be played in the project																
3	Experience in Years (Provide details regarding name of organizations worked for, Designation, responsibilities, tenure etc.)																
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4f81bd; color: white;"> <th style="width: 25%;">Organization Name</th> <th style="width: 15%;">From Date</th> <th style="width: 15%;">To Date</th> <th style="width: 25%;">Designation</th> <th style="width: 20%;">Roles/ Responsibilities</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>		Organization Name	From Date	To Date	Designation	Roles/ Responsibilities										
Organization Name	From Date	To Date	Designation	Roles/ Responsibilities													
4	Number of Years with the Current Organization																
5	Sum of Project Durations of similar projects executed																
6	Educational Background, Training / Certification * including institutions, % of marks, specialization areas etc.																
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4f81bd; color: white;"> <th style="width: 30%;">Degree</th> <th style="width: 20%;">Year of Award of Degree</th> <th style="width: 30%;">University</th> <th style="width: 20%;">% of Marks</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>		Degree	Year of Award of Degree	University	% of Marks											
Degree	Year of Award of Degree	University	% of Marks														

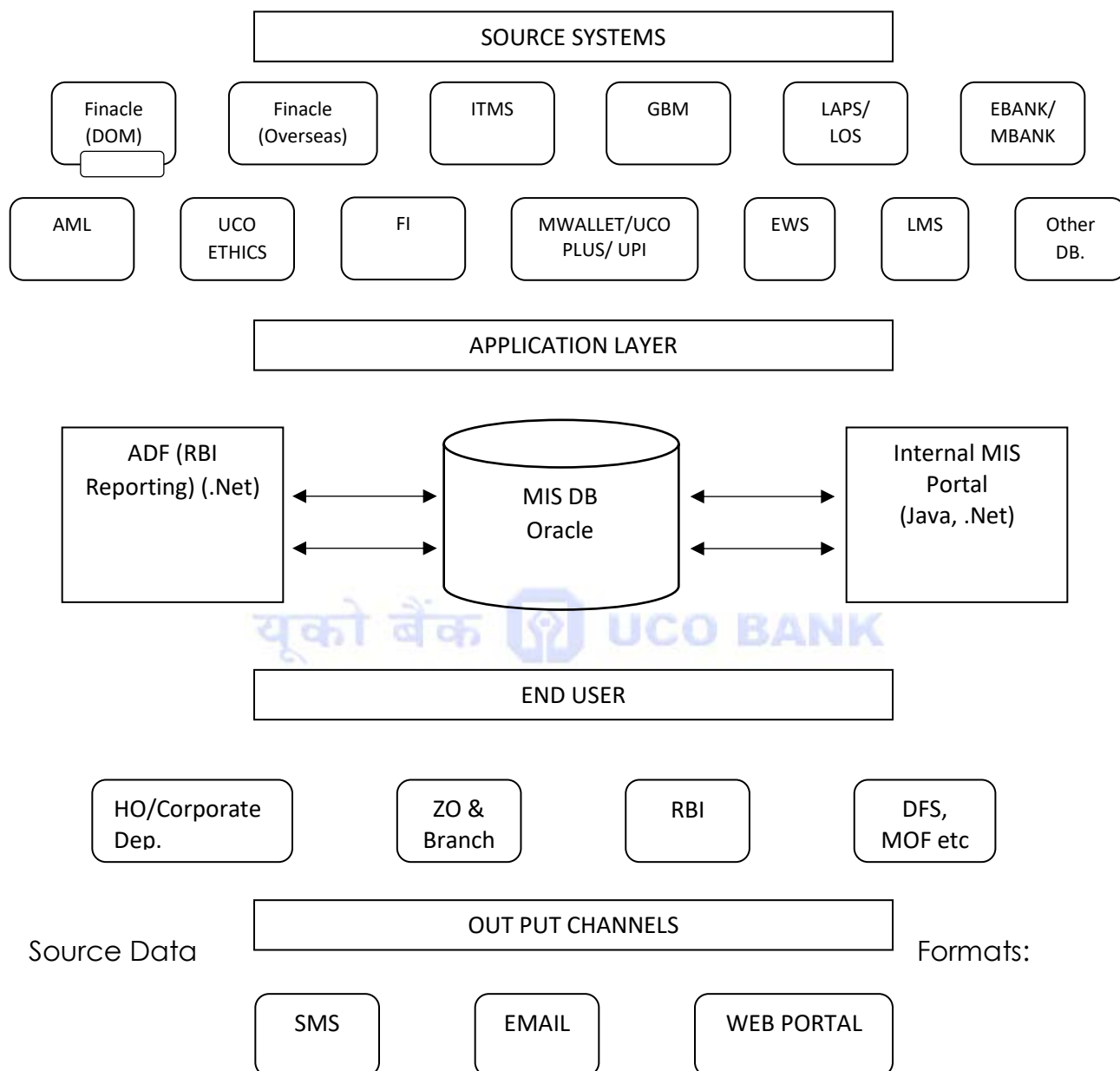
Annexure XXXI - Resource Deployment

No of resources to be deployed on each phase of implementation to be mentioned in below format.

Profile	Requirement Gathering	Design	Implementation	Test	Deployment	Post Implementation
Project Manager						
Banking Domain Expert						
Techno-Functional Expert- Business Analyst						
Data Scientist						
Analytics Modeler						
Model Developer						
Data Integrator						
Reporting Specialist- BI Application Developer						
QA Personnel						
Tester						
If any others, Please mention the profile						

Annexure XXXII - Current Source system and Data Size

DIAGRAM 1: CURRENT MIS ARCHITECTURE



Oracle, My Sql, Postgress, PL SQL, flat files, excel, xml, etc.

Reporting Requirement: Excel, pdf, txt, xml, XBRL, etc.

Customer Base: - (approximately)

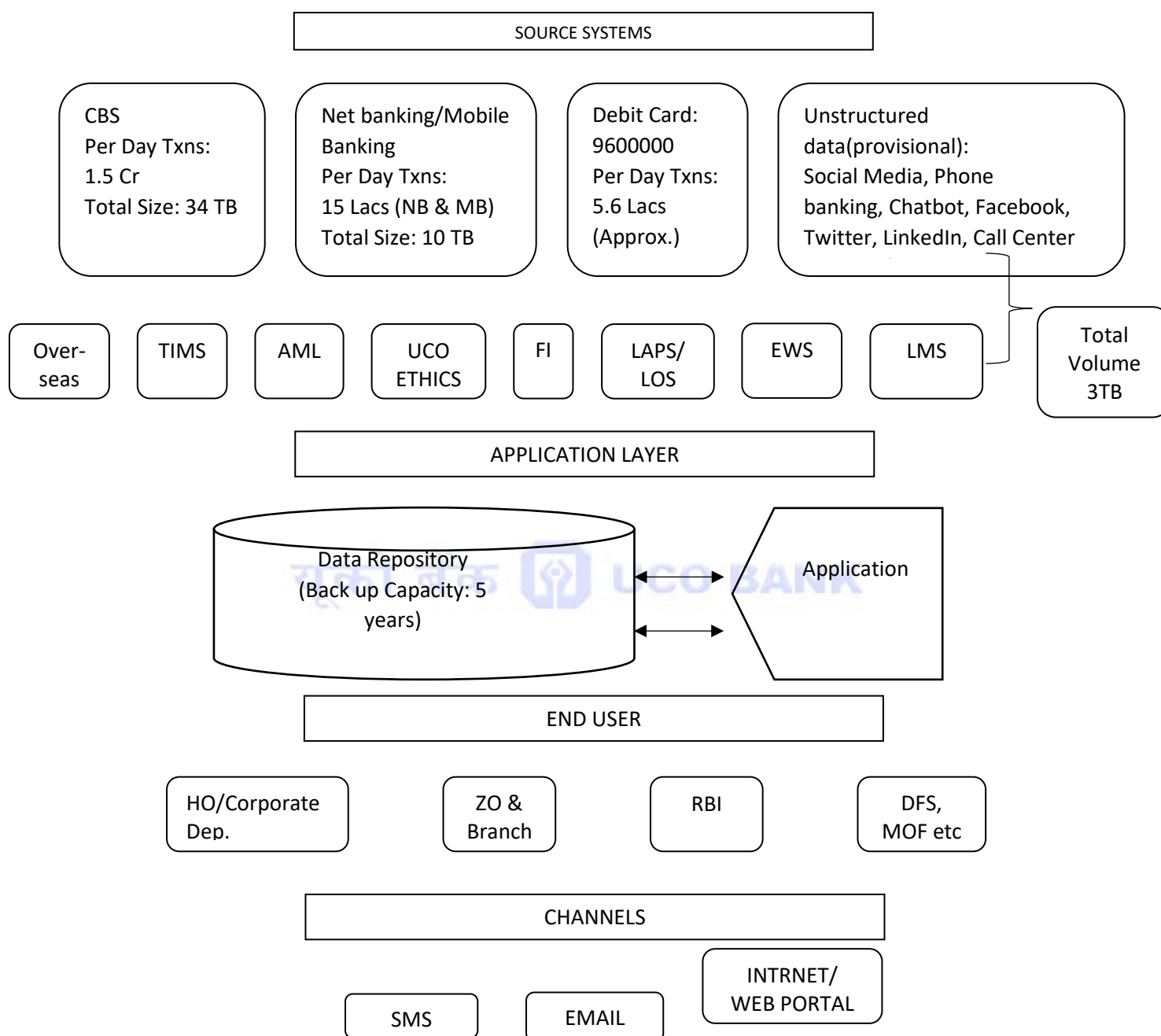
Total customers: - 5.14 CR

Active customers: - 4.10 CR

Inactive customers: - 1.04 CR

Expected Y-O-Y growth of DB Size and volume

DIAGRAM 2: SOURCES – SIZE – TRANSACTION / DAY (Approximate)



DC <> DR Connectivity: 2 dedicated lease lines. (Primary line from TATA Communications, Secondary line from Power Grid).

Recovery time Objective to DR: 90 minutes

Recovery Point Objective to DR: 30 minutes.

No of user (concurrent): Business user :200

Power User: 30

Super User: 10

N.B: Above mentioned information is indicative not exhaustive.



Annexure XXXIII - Stack Conformation form

(Note :- Bidder needs to submit this letter on there letter head sully signed and stamp by Authorized signatory)

**To,
The Deputy General Manager
DIT, BPR & BTD
UCO Bank, Head Office
5th Floor, 3&4, DD Block, Sector-I
Salt Lake, Kolkata -700064**

Dear Sir,

Sub: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021

We hereby confirm that we have proposed below mentioned stack and there are no option quoted for any components

S.no	Component	OEM	Model / version
BI Tool			
ETL Tool			
Data Quality			
Data Mining			
Meta data			
In Memory			
Application for Providing Dashboard, Scorecards etc			
Visualization			
Data Archival Tool			
Backup software			
Tape Library			

Server			
Database			
Storage			
TOR Switch			
Virtualization			
Operating System			

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:



Annexure XXXIV - BUSINESS RULES FOR REVERSE AUCTION

Ref: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering)

The detailed procedure for Reverse Auction to be followed in the RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021.

The response to the present tender will be submitted by way of submitting the Technical offer & Indicative Commercial offers separately through online. The technical details with the relevant information /documents/acceptance of all terms and conditions strictly as described in this tender document will have to be submitted by the Bidders. The Indicative commercial bids submitted by the Bidders who are short listed in the technical bid evaluation process will be opened and those Bidders will be invited to participate in the online Reverse Auction to be conducted by the company selected by the Bank. Bidders who are short listed from Technical evaluation will be trained by the Reverse Auction Company for this purpose, and they will have to abide by the rules framed by the Bank in consultation with Reverse Auction Service provider. The e-business rules are furnished hereunder in this document.

Further, please note that the Bidder(s) who do not qualify in the technical bid processes will not be considered for participation in Reverse Auction. For participating in reverse auction digital signature is a pre-requisite.

BUSINESS RULES FOR REVERSE AUCTION

1. APPLICABILITY

1.1. Reverse Auctions are carried out under the framework of rules that are called Business Rules.

1.2. All bidders participating in Reverse Auction shall understand/accept and give an undertaking for compliance with the same to the Bank in the prescribed format Exhibit-A.

1.3. Any bidder not willing to submit such an undertaking shall be disqualified for further participation respecting the procurement in question.

2. ELIGIBILITY:

2.1. Only bidders who are technically qualified and who submit the prescribed undertaking to the Bank alone can participate in Reverse Auction relevant to the procurement for which RFP is floated.

3. COMPLIANCE/CONFIRMATION FROM BIDDERS:

3.1. The bidders participating in Reverse Auction shall submit the following duly signed by the same Competent Authority who signs the offer documents in response to the RFP.

3.1.1. Acceptance of Business Rules for Reverse Auction and undertaking as per format in Annexure-XXXIV.

3.1.2. Agreement between service provider and bidder. (This format will be given by the service provider prior to announcement of Reverse Auction.)

3.1.3. Letter of authority authorizing the name/s of official/s to take part in Reverse Auction as per format in Annexure- XXXVI.

3.1.4 Undertaking of Process Compliance Statement for Reverse Auction as per format prescribed in Annexure-XXXV.

4. TRAINING

4.1. The Bank will facilitate training for participation in Reverse Auction either on its own or through the service provider for the Reverse Auction.

4.2. Where necessary, the Bank/service provider may also conduct a 'mock reverse auction' to familiarize the bidders with Reverse Auction process.

4.3. Any bidder/bidder not participating in training and/or „mock reverse auction“ shall do so at his own risk and it shall not be open for him to make any complaint/grievance later.

5. TOTAL COST OF OWNERSHIP (TCO)

5.1. TCO refers to the aggregate amount payable by the Bank for availing the services.

5.2. TCO shall encompass but not be limited to the following:

5.2.1 Cost of services.

5.2.2 Training costs for the product/service/equipment if and as defined in RFP.

5.3. TCO, however, shall not include variables of GST. These shall be paid as per actual and on production of receipts. However, no penalties respecting GST shall be paid by the Bank and the bidder shall bear such expenses.

6. DATE/TIME FOR TRAINING

6.1. The Venue, Date, Time etc. for training in Reverse Auction shall be advised at the appropriate time.

6.2. The Bank shall Endeavour to fix such Date/Time at mutual convenience to the bidder/s, service provider and the Bank.

6.3. No request for postponement/fixing of Training Date/Time shall be entertained which in the sole view and discretion of the Bank might result in any avoidable delay to either the Reverse Auction or the whole process of selection of bidder.

7. DATE/TIME OF REVERSE AUCTION

7.1. The Date and Time of commencement of Reverse Auction as also Duration of 'Reverse Auction' Time shall be communicated at least 7 working Days prior to such auction Date.

7.2. Any force majeure or other condition leading to postponement of auction shall entitle the Bank to postponement of auction even after communication, but, the Bank shall be obliged to communicate to all participating bidders the 'postponement' prior to commencement of such "Reverse Auction".

8. CONDUCT OF REVERSE AUCTION

8.1. The Reverse Auction shall be conducted on a specific web portal meant for this purpose.

8.2. The Reverse Auction may be conducted by the Bank itself or through a service provider specifically identified/appointed/empaneled by the Bank.

9. SERVICE PROVIDER'S ROLE & RESPONSIBILITIES

9.1. In all Reverse Auctions conducted by the Bank through a Service Provider, the Bank shall enter into a separate agreement clearly detailing the role and responsibilities of the service provider hosting the web portal for the Reverse Auction.

9.2. For creating necessary obligations and rights, the service provider will also enter into an agreement with each bidder as per a format designed by him for this purpose. The Bank shall resolve any points/issues concerning such agreement of bidder and service provider.

9.3. While a Service Level Agreement (SLA) by the bank with the service provider is an arrangement for smooth and fair conduct of the Reverse Auction, the Bank shall be directly responsible to bidders for fair and transparent conduct of Reverse Auction.

9.4. The service provider at the end of each Reverse Auction shall provide the bank with all details of the bids and reports of reverse auction.

9.5. The service provider shall also archive the data pertaining to the Reverse Auction for a minimum period of 3 years.

10. TRAINING AND AUCTION

10.1. Service provider / auctioneer are responsible for conduct of adequate training to all technically qualified bidders representing the reverse auction and bidding process.

10.2. Each bidder / bidder shall participate in the training at his / their own cost.

10.3. Wherever it is considered necessary and asked by the bidders or as decided by the auctioneer or by Bank a mock auction may also be conducted for the benefit of all concerned.

10.4. Authorized representatives of the bidders named in the authorization letter given by the bidder (Exhibit-B) shall be given unique user name, password by the service provider / auctioneer.

10.5. Each bidder shall change the password and edit the information in the registration page after receipt of initial password.

10.6. All the bids made from the login ID given to bidder shall ipso-facto be considered bid made by the bidder / bidder to whom login ID and password were assigned by the service provider / auctioneer.

10.7. Any bid once made through registered login ID / password by the bidder / bidder cannot be cancelled. The bidder, in other words, is bound to sell the "Offering" as per the RFP at the bid price of TCO.

10.8. Every successive bid by the bidder / bidder being decremented bidding shall replace the earlier bid automatically and the final bid as per the time and log-in ID shall prevail over the earlier bids.

10.9. The Bank shall conduct the reverse auction as per the Standard English reverse auction, that is, no two bids can have identical price from two different bidders. In other words, there shall never be a "Tie" in bids.

11. PROXY BID

11.1. A proxy bid is one where bidder can submit the lowest bid amount by him in strict confidence to the system directly. This obviates the need for him participating in the bidding process until the proxy bid amount is decrementally reached by other bidders.

11.2. When proxy bid amount is reached, the bidder has an option to revise the proxy bid amount or he can prefer to start participating in bidding process.

11.3. Since it is an English auction with no ties, two bidders submitting identical proxy bid amount and succeeding in auction simultaneously does not arise.

11.4. During training, the issue of proxy bidding will be clarified in detail by the service provider.

12. TRANSPARENCY IN BIDS

12.1. All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

13. MASKING OF NAMES

13.1. Names of bidders/ bidders shall be anonymously masked in the Reverse Auction process and bidders will be given suitable dummy names.

13.2. After completion of Reverse Auction, the service provider / auctioneer shall submit a report to the Bank with all details of bid and the original names of the bidders as also the L1 bidder with his / their original names.

14. START PRICE

14.1. Bank shall determine the start price either on its own or through asking for information of price band on TCO from each bidder at appropriate time during or at the conclusion of technical evaluation. Based on the price band so informed by bidders, Bank would determine the start price for reverse auction.

15. DECREMENTAL BID VALUE

15.1. The bidders shall be able to bid only at a specified decrement value and not at any other fractions.

15.2. The bid decrement value shall be rounded off to the nearest thousands of rupees.

15.3. For the sake of convenience of bidders, the web portal shall display the next possible decremented value of bid. It is not, however, obligatory on the part of bidders to bid at the next immediate lower level only. (That is, bids can be even at 2 or 3 lower levels than the immediate lower level.)

16. COPY OF BUSINESS RULES

16.1. The Bank shall supply copy of the Business rules to any bidders / bidders, wishing to participate in the reverse auction. Such request shall be made in writing to the Bank by an authorized representative of the bidder.

16.2. The Bank shall also handover a copy of the Business Rules with a covering letter duly signed by an authorized signatory of the Bank.

16.3. For any dispute concerning the Business Rules, the hard copy of Business Rules supplied by the Bank for the reference of reverse auction process will alone be considered final and binding.

17. REVERSE AUCTION PROCESS

17.1. In order to reduce the time involved in the procurement process, Bank shall be entitled to complete the entire procurement process through a single Reverse Auction. For this purpose, Bank shall do all it can to award the contract to L1 bidder or in the circumstances where awarding of contract may have to be done to the L2, L3 bidder as provided for in the RFP.

17.2. The Bank shall however, be entitled to cancel the procurement of Reverse Auction , if in its view procurement or reverse auction process cannot be conducted in a fair manner and / or in the interest of the Bank.

17.3. The successful bidder shall be obliged to provide a Bill of Material at the last bid price at the close of auction.

18. EXPENDITURE ON REVERSE AUCTION

18.1. All expenses of reverse auction shall be borne by the Bank.

18.2. Bidders, however, shall attend the training or mock auction at their own cost.

19. CHANGES IN BUSINESS RULES

19.1. Any change in Business Rules as may become emergent and based on the experience gained shall be made only by a Committee of senior / top executives of the Bank.

19.2. Any / all changes made in Business Rules shall be uploaded in the Website immediately.

19.3. If any reverse auction process has commenced and a change is made in Business Rules, it shall be informed immediately to each bidder/ bidder and his concurrence to / acceptance of the change shall be obtained in writing by the Bank.

20. DON'TS APPLICABLE TO THE BIDDER/BIDDER

20.1. No bidder shall involve himself / itself or any of his / its representatives in any price manipulation directly or indirectly with other bidders. If any such practice comes to the notice, Bank shall disqualify the bidder / bidders concerned from the reverse auction process.

20.2. Bidder shall not disclose details of his bids or any other details concerning Reverse Auction process of the Bank to any other third party without specific permission in writing from the Bank.

20.3. Neither Bank nor service provider / auctioneer can be held responsible for consequential damages such as no power supply, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure, etc. (Bank shall, however, entertain any such issues of interruptions, problems with open mind and fair degree of transparency in the process before deciding to stop or extend the auction.)

21. GRIEVANCES REDRESSAL

21.1. Any aggrieved bidder / bidder through Reverse Auction process can make complaint in writing within 48 hours of the Reverse Auction to the Chief Compliance Officer of the Bank.

21.2. The Chief Compliance Officer along with the Chief Law Officer of the bank and Chief of Audit Dept. shall give personal hearing to the aggrieved bidder / bidder and decide upon the complaint / grievance.

21.3. Decision of the Grievance Redressal Committee shall be binding on the Bank as well as on all bidders participating in the Reverse Auction.

22. ERRORS AND OMISSIONS

22.1. On any issue or area of material concern respecting Reverse Auction not specifically dealt with in these Business Rules, the decision of the bank shall be final and binding on all concerned.

Place:

Date:

Signature:

Name & Designation:

Business Address:



Annexure XXXV - Compliance Statement - Reverse Auction

(To be submitted by all the bidders participating in Reverse Auction)

**The Deputy General Manager (DIT, BPR & BTD),
UCO Bank,
Department of Information Technology,
Head Office – II,
3 & 4 DD Block, Sector -1
Salt Lake, Kolkata – 700064.**

Ref: RFP For Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering).

- a) We _____ (name of the company) hereby confirm having submitted our bid for participating in Bank's RFP For Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: xx.10.2021
- b) We also confirm having read the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
- c) We hereby undertake and agree to abide by all the terms and conditions stipulated by UCO Bank in the RFP document including all annexure and the Business Rules for Reverse Auction.
- d) We shall participate in the on-line auction conducted by (Auction Company) selected by UCO bank and submit our commercial bid. We shall also abide by the procedures prescribed for online auction by the auction company.
- e) We, hereby confirm that we will honour the Bids placed by us during the auction process, failing which we shall forfeit the EMD. We also understand that the bank may debar us from participating in future tenders.
- f) We confirm having nominated Mr _____, designated as _____ of our company to participate in the Reverse Auction on behalf of the company. We undertake that the company shall be bound by the bids made by him I Reverse Auction.
- g) We undertake to submit the confirmation of last bid price by us to the auction company/Bank within 24 working hours of the completion of event. We also

undertake to submit the Bill of Materials for the TCO (Total Cost of Ownership) in terms of RFP.

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Verified above signature

Competent Authority Signature: _____

Date: _____



Annexure XXXVI - Letter of Authority for Participation in Reverse Auction

**The Deputy General Manager (DIT, BPR & BTB),
UCO Bank,
Department of Information Technology,
Head Office – II,
3 & 4 DD Block, Sector -1
Salt Lake, Kolkata – 700064.**

Ref: RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021.

- a) We _____ (name of the company) have submitted our bid for participating in Bank's RFP for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering).
- b) We also confirm having read and understood the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
- c) As per the terms of RFP and Business rules, we nominate Mr _____, designated as _____ of our company to participate in the Reverse Auction.
- d) We accordingly authorize Bank and / or the Auction Company to issue user ID and password to the above named official of the company.
- e) Both Bank and the auction company shall contact the above named official for any and all matters relating to the Reverse Auction.
- f) We, hereby confirm that we will honour the Bids placed by Mr _____ on behalf Of the company in the auction process, failing which we will forfeit the EMD. We agree and understand that the bank may debar us from participating in future tenders for any such failure on our part.

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Verified above signature

Competent Authority Signature: _____

Date: _____



Annexure XXXVII - Undertaking of Process Compliance Statement for Reverse Auction

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

**The Deputy General Manager (DIT, BPR & BTB),
UCO Bank,
Department of Information Technology,
Head Office – II,
3 & 4 DD Block, Sector -1
Salt Lake, Kolkata – 700064.**

Sir,

Ref: RFP For Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End-to-End Data Analytics and Business Insights Solution (Re-tendering). RFP REF NO: UCO/DIT/1953/2021-22 Date: 05.10.2021

This letter is to confirm that:

1. The undersigned is authorized representative of the company.
2. We have studied the Commercial Terms and the Business Rules governing the Reverse Auction as mentioned in the RFP and confirm our agreement to them.
3. We confirm that UCO Bank and Auction Service Provider shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-auction platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
4. We also confirm that we have a valid digital signature certificate issued by a valid Certifying Authority.
5. We also confirm that we will mail the price confirmation & break up of our quoted price as per Annexure-XXI within 24 hour of the completion of the reverse auction.
6. We, hereby confirm that we will honour the bids placed by us during the auction process.

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Verified above signature

Competent Authority Signature: _____

Date: _____

